

Appendix Table V.7: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the Period 2016-17)

Sr. No.	Name of the Bank	Number of Complaints in Major Categories							Total Number of Complaints
		Deposit Account	Loans/ Advances (General & Housing)	ATM/ Credit/ Debit Cards	Pension	Failure on Commitments and Non Adherence to BCSBI Codes	Non-Observance of Fair Practices Code	Non-Adherence to Instructions on Direct Selling Agents and Recovery Agents	
1	2	3	4	5	6	7	8	9	10
	Scheduled Commercial Banks	6,931	5,181	24,278	8,400	12,017	29,521	318	119,673
	Public Sector Banks	4,889	3,610	15,105	8,366	8,232	19,835	86	81,309
	Nationalised Banks	2,848	2,110	7,434	4,450	4,600	11,175	45	45,369
1	Allahabad Bank	42	62	195	135	153	474	2	1,413
2	Andhra Bank	70	42	286	32	127	340	2	1,308
3	Bank of Baroda	391	187	792	435	477	1,117	6	5,043
4	Bank of India	149	144	612	801	436	1,072	1	4,191
5	Bank of Maharashtra	31	24	93	38	162	320	-	845
6	Canara Bank	433	256	657	673	582	1,320	7	5,248
7	Central Bank of India	91	104	409	370	308	757	3	2,716
8	Corporation Bank	132	73	333	7	139	226	-	1,255
9	Dena Bank	107	65	169	124	79	302	-	1,140
10	Indian Bank	200	215	264	119	106	430	4	1,673
11	Indian Overseas Bank	175	162	490	116	292	718	6	2,633
12	Oriental Bank of Commerce	82	56	331	40	110	369	-	1,523
13	Punjab and Sind Bank	26	38	62	49	50	250	3	690
14	Punjab National Bank	241	259	1,170	890	436	1,187	2	6,226
15	Syndicate Bank	123	94	157	161	136	283	1	1,416
16	UCO Bank	91	69	222	215	222	448	4	1,747
17	Union Bank of India	207	120	441	136	299	676	2	2,559
18	United Bank of India	34	30	177	92	179	193	1	958
19	Vijaya Bank	81	39	106	11	101	151	-	690
20	Bharatiya Mahila Bank Ltd.	2	1	3	-	1	3	-	16
21	IDBI Bank Ltd.	140	70	465	6	205	539	1	2,079
	State Bank Group	2,041	1,500	7,671	3,916	3,632	8,660	41	35,940
22	State Bank of India	1,690	1,313	6,844	3,098	3,175	7,297	36	30,579
23	State Bank of Bikaner and Jaipur	138	99	262	514	176	154	2	2,033
24	State Bank of Hyderabad	50	26	205	49	69	271	-	862
25	State Bank of Mysore	105	17	56	14	112	63	1	450
26	State Bank of Patiala	40	28	161	161	59	452	2	1,167
27	State Bank of Travancore	18	17	143	80	41	423	-	849

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1	2	3	4	5	6	7	8	9	10
	Private Sector Banks	1,890	1,426	7,937	34	3,491	9,065	213	35,078
1	Axis Bank Ltd.	364	259	1,431	10	677	1,887	27	6,748
2	Bandhan Bank Ltd.	5	2	17	-	14	32	-	102
3	Catholic Syrian Bank Ltd.	7	8	1	-	5	22	-	66
4	City Union Bank Ltd.	6	6	14	1	6	74	-	136
5	DCB Bank Ltd.	11	38	59	-	27	106	-	316
6	Dhanlaxmi Bank Ltd.	7	3	6	-	2	38	-	64
7	Federal Bank Ltd.	28	25	111	-	36	175	2	503
8	HDFC Bank Ltd.	447	385	2,610	3	1,168	2,178	97	9,885
9	ICICI Bank Ltd.	486	402	2,194	16	841	2,489	38	9,541
10	IDFC Bank Ltd.	5	-	1	-	10	11	-	29
11	IndusInd Bank Ltd.	74	50	351	1	136	358	9	1,436
12	Jammu and Kashmir Bank Ltd.	6	4	31	-	3	20	-	140
13	Karnataka Bank Ltd.	51	2	41	-	37	34	-	222
14	Karur Vysya Bank Ltd.	18	4	40	-	27	140	1	298
15	Kotak Mahindra Bank Ltd.	205	165	588	1	332	1,004	37	3,711
16	Lakshmi Vilas Bank Ltd.	18	6	11	1	5	64	-	120
17	Nainital Bank Ltd.	2	2	5	-	1	2	-	25
18	RBL Bank Ltd.	16	11	193	-	36	85	1	417
19	South Indian Bank Ltd.	22	10	17	-	13	90	1	206
20	Tamilnad Mercantile Bank Ltd.	42	26	16	1	9	28	-	144
21	Yes Bank Ltd.	70	18	200	-	106	228	-	969

Appendix Table V.7: Statement of Complaints Received at Banking Ombudsman Office (Concluded)
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1	2	3	4	5	6	7	8	9	10
	Foreign Banks	152	145	1,236	-	294	621	19	3,286
1	AB Bank Ltd.	-	1	2	-	-	-	-	6
2	Abu Dhabi Commercial Bank PJSC	1	-	1	-	1	4	-	7
3	American Express Banking Corp.	2	1	111	-	13	25	1	187
4	Antwerp Diamond Bank NV	-	-	-	-	-	-	-	-
5	Australia and New Zealand Banking Group Ltd.	-	-	-	-	-	2	-	2
6	Bank of America, National Association	1	1	3	-	-	1	-	12
7	Bank of Bahrain and Kuwait B.S.C.	-	-	-	-	-	-	-	2
8	Bank of Nova Scotia	-	-	-	-	-	-	-	2
9	Barclays Bank Plc	2	2	28	-	2	15	2	55
10	BNP Paribas	-	-	-	-	-	-	-	1
11	China trust Commercial Bank	-	-	-	-	-	1	-	1
12	Credit Agricole Corporate and Investment Bank	-	-	-	-	1	-	-	1
13	Citibank N.A.	58	37	503	-	107	235	2	1,242
14	Commonwealth Bank Of Australia	1	-	-	-	-	-	-	1
15	DBS Bank Ltd.	3	-	1	-	2	8	-	28
16	Deutsche Bank (Asia)	3	8	8	-	13	30	-	105
17	Hongkong and Shanghai Banking Corpn.Ltd.	34	23	128	-	44	93	-	413
18	HSBC Bank Oman S.A.O.G.	-	-	-	-	-	2	-	2
19	JP Morgan Chase Bank National Association	-	-	-	-	-	-	-	-
20	Mashreq Bank PSC	-	-	4	-	-	-	1	5
21	Royal Bank of Scotland	7	3	47	-	7	15	2	126
22	Sberbank	-	-	-	-	-	-	-	-
23	Societe Generale	-	-	-	-	-	-	-	1
24	Sonali Bank	-	-	-	-	-	-	-	1
25	Standard Chartered Bank	40	69	400	-	104	190	11	1,086
26	State Bank of Mauritius Ltd.	-	-	-	-	-	-	-	-
27	The Bank of Tokyo-Mitsubishi UFJ Ltd.	-	-	-	-	-	-	-	-
28	UBS A.G.	-	-	-	-	-	-	-	-

∴ Nil / negligible.