

Appendix Table IV.40: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the period 2008-09)

Sr. No.	Name of the bank	Total No. of Complaints Received	Number of Complaints other than credit card Complaints/ 1000 accounts*	Number of credit card Complaints/ 1000 credit / debit card accounts@	Number of Complaints per Branch #	Category-wise break up complaints										
						Deposit Account	Remittances	Credit Cards	Loans/Advances		Charges without Prior Notice	Pension	Failure on Commitments Made	Direct Selling Agents/ Recovery Agents	Notes and Coins	Others
									General	Housing Loans						
1		2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Scheduled Commercial Banks															
	Public Sector Banks															
	Nationalised Banks															
1.	Allahabad Bank	838	0.1	1.9	0.4	105	99	25	139	4	30	33	229	59	4	111
2.	Andhra Bank	619	0.0	0.2	0.5	62	67	141	46	5	10	48	181	7	0	52
3.	Bank of Baroda	1450	0.1	0.4	0.5	157	171	164	235	32	140	45	303	82	3	118
4.	Bank of India	1018	0.0	0.3	0.3	141	118	106	161	25	43	63	219	41	0	101
5.	Bank of Maharashtra	308	0.0	0.3	0.2	50	48	14	28	2	21	27	63	24	1	30
6.	Canara Bank	1443	0.1	0.3	0.5	215	163	145	188	5	50	101	319	113	2	142
7.	Central Bank of India	1163	0.1	2.2	0.3	124	157	30	224	11	59	80	281	38	1	158
8.	Corporation Bank	277	0.0	0.1	0.3	55	42	23	42	3	15	4	54	8	1	30
9.	Dena Bank	334	0.1	0.4	0.3	23	46	17	34	5	38	50	47	17	2	55
10.	Indian Bank	558	0.0	0.2	0.4	64	28	24	158	4	26	30	179	18	1	26
11.	Indian Overseas Bank	549	0.0	0.5	0.3	50	41	32	134	2	20	29	191	13	2	35
12.	Oriental Bank of Commerce	497	0.1	0.4	0.4	136	64	24	70	8	42	10	84	19	1	39
13.	Punjab National Bank	2210	0.1	139.9	0.5	305	282	188	341	28	146	181	420	80	6	233
14.	Punjab and Sind Bank	186	0.0	0.0	0.2	33	22	0	21	8	8	10	46	11	1	26
15.	Syndicate Bank	782	0.0	0.2	0.3	100	59	60	130	10	44	31	196	44	0	108
16.	UCO Bank	605	0.1	1.4	0.3	58	88	28	93	10	35	31	139	56	1	66
17.	Union Bank of India	1110	0.1	0.3	0.5	106	116	140	192	11	73	48	255	58	4	107
18.	United Bank of India	245	0.0	0.4	0.2	50	30	5	19	0	7	12	56	51	0	15
19.	Vijaya Bank	232	0.0	0.3	0.2	23	24	16	40	15	12	5	51	10	1	35
20.	IDBI Bank	550	0.2	0.2	1.1	84	57	38	38	15	79	4	121	31	3	80
	State Bank Group															
21.	State Bank of India	15306	0.2	0.3	1.5	1195	1454	4295	1079	112	697	1785	2631	578	27	1453
22.	State Bank of Bikaner and Jaipur	979	0.1	0.4	1.1	43	130	159	212	1	143	99	78	5	3	106
23.	State Bank of Hyderabad	355	0.0	0.1	0.3	18	49	82	28	1	25	23	93	3	0	33
24.	State Bank of Indore	360	0.1	0.3	0.8	26	56	36	31	1	28	26	105	17	0	34
25.	State Bank of Mysore	222	0.1	0.2	0.3	16	43	29	11	0	7	21	43	2	0	50
26.	State Bank of Patiala	321	0.1	0.2	0.4	77	31	37	30	12	17	29	58	6	0	24
27.	State Bank of Saurashtra	46	0.0	0.0	0.1	1	1	8	10	4	12	2	4	2	0	2
28.	State Bank of Travancore	578	0.1	0.2	0.8	36	37	50	133	0	71	35	114	17	0	85

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						Deposit Account	Remittances	Credit Cards	Loans/Advances		Charges without Prior Notice	Pension	Failure on Commitments Made	Direct Selling Agents/ Recovery Agents	Notes and Coins	Others
									General	Housing Loans						
1		2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Private Sector Banks															
	Old Private Sector Banks															
1.	Bank of Rajasthan Ltd.	163	0.1	0.5	0.3	14	27	18	17	0	45	4	21	4	3	10
2.	Catholic Syrian Bank Ltd.	57	0.0	0.4	0.2	3	4	0	12	0	4	0	27	2	0	5
3.	City Union Bank Ltd.	30	0.0	0.3	0.2	1	1	2	8	0	2	0	14	0	0	2
4.	Dhanalakshmi Bank Ltd.	31	0.0	0.1	0.2	1	3	1	7	0	3	0	7	2	0	7
5.	Federal Bank Ltd.	209	0.1	0.1	0.3	13	10	5	39	3	27	0	69	17	1	25
6.	ING Vysya Bank Ltd.	274	0.2	0.3	0.7	27	17	29	25	6	22	0	77	12	0	59
7.	Jammu and Kashmir Bank Ltd.	43	0.0	0.1	0.1	14	7	0	10	1	0	0	9	0	0	2
8.	Karnataka Bank Ltd.	38	0.0	0.1	0.1	6	4	0	2	0	3	0	6	11	0	6
9.	Karur Vysya Bank Ltd.	80	0.0	0.1	0.3	9	5	6	11	1	4	2	31	2	0	9
10.	Laxmi Vilas Bank Ltd.	46	0.1	0.0	0.2	2	1	3	18	0	1	0	18	1	0	2
11.	Lord Krishna Bank Ltd.	3	0.0	0.0	0.0	0	2	0	0	0	0	0	0	0	0	1
12.	Nainital Bank Ltd.	19	0.1	0.0	0.2	2	5	0	4	0	2	0	1	2	0	3
13.	Ratnakar Bank Ltd.	3	0.0	0.0	0.0	0	0	0	1	0	0	0	0	0	0	2
14.	SBI Commercial and International Bank Ltd.	1	0.1	0.9	0.3	0	0	0	0	0	1	0	0	0	0	0
15.	South Indian Bank Ltd.	126	0.1	0.2	0.2	29	7	7	20	2	14	0	31	4	0	12
16.	Tamilnad Mercantile Bank Ltd.	54	0.0	21.5	0.2	5	1	2	17	0	4	0	15	1	0	9
	New Private Sector Banks															
17.	Axis Bank	1733	0.2	0.2	2.7	200	137	329	57	33	400	3	260	88	2	224
18.	Centurian Bank of Punjab Ltd.	31	0.0	0.0	0.1	8	1	4	4	2	3	0	5	1	0	3
19.	Development Credit Bank Ltd.	93	0.2	0.1	0.9	5	9	5	15	3	10	0	15	8	0	23
20.	HDFC Bank Ltd.	6584	0.6	0.5	8.9	820	356	1869	625	101	558	10	1039	393	14	799
21.	ICICI Bank Ltd.	11453	0.4	0.5	10.2	1183	725	3560	1288	215	864	13	1914	403	15	1273
22.	Indus Ind Bank Ltd.	281	0.2	0.7	1.5	56	29	6	18	1	59	0	72	11	0	29
23.	Kotak Mahindra Bank Ltd.	602	0.8	0.7	3.4	69	32	101	91	7	49	1	99	54	0	99
24.	Yes Bank Ltd.	28	0.1	0.3	0.6	3	3	3	2	0	5	0	6	0	0	6

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									General	Housing Loans						
1		2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Foreign Banks															
1.	ABN Amro Bank Ltd	1844	2.1	1.3	65.9	111	32	942	131	21	93	3	199	56	2	254
2.	Abu Dhabi Commercial Bank Ltd.	5	0.5	0.0	2.5	0	0	1	0	0	0	0	0	4	0	0
3.	American Express Bank Ltd.	98	0.0	0.2	98.0	6	3	60	4	0	4	0	9	2	0	10
4.	Antwerp Bank Ltd.	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
5.	Arab Bangladesh Bank Ltd.	1	2.4	0.0	1.0	0	0	0	0	0	0	0	0	0	0	1
6.	Bank of America NA	3	0.5	0.0	0.8	0	0	1	0	0	0	0	0	0	0	2
7.	Bank of International Indonesia	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
8.	Bank of Bahrain & Kuwait B.S.C.	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
9.	Bank of Ceylon	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
10.	Bank of Nova Scotia	1	0.2	0.0	0.2	0	0	1	0	0	0	0	0	0	0	0
11.	Bank of Tokyo-Mitsubishi UFJ Ltd	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
12.	Barclays Bank PLC	1925	2.9	2.9	385.0	46	63	1065	149	7	167	2	153	39	2	232
13.	BNP Paribas	7	0.1	0.0	0.8	3	0	0	3	0	0	0	0	0	0	1
14.	Calyon Bank	2	2.3	0.0	0.3	0	0	0	0	0	0	0	2	0	0	0
15.	Chinatrust Commercial Bank	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
16.	Citibank N.A.	2563	0.6	0.5	94.9	184	77	1145	244	26	126	0	200	167	3	391
17.	Development Bank of Singapore Ltd.	3	0.1	0.0	1.5	1	0	2	0	0	0	0	0	0	0	0
18.	Deutsche Bank AG	417	1.0	0.5	41.7	28	7	196	45	3	21	3	41	9	1	63
19.	HSBC Ltd.	2838	0.7	1.1	60.4	204	55	1418	189	19	212	3	322	68	2	346
20.	J P Morgan Chase Bank	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
21.	Krung Thai Bank Public Co. Ltd.	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
22.	Mashreqbank PSC	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
23.	Mauritius Bank	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
24.	Mizuhho Corporate Bank Ltd.	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
25.	Oman International Bank S.A.O.G.	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
26.	Shinhan Bank	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0
27.	Societe Generale	1	0.1	0.0	0.5	0	0	0	1	0	0	0	0	0	0	0
28.	Sonali Bank	1	0.5	0.0	0.5	0	0	1	0	0	0	0	0	0	0	0
29.	Standard Chartered Bank Ltd.	1991	0.6	1.0	21.9	144	64	905	116	38	139	1	224	183	1	176

* : The number of accounts as on March 31, 2008.
 @ : The number of credit card accounts as on June 30, 2009.
 # : The number of branches as on March 31, 2008.
 - : Nil/Negligible.
 N.A.: Not Available.