

Appendix Table IV.13: Statement of Complaints Received at RBI Ombudsman Office (Continued)
(April to March 2022-23)

Sr. No.	Name of the Bank	Number of complaints in major categories for Public Sector Banks					Others	Total
		Deposit Account	Loans and advances	ATM/ Debit card/ Credit card	Mobile Banking/ Electronic Banking	Pension		
1	2	3	4	5	6	7	8	9
	Public Sector Banks	19,944	18,554	22,817	21,328	4,237	15,264	1,02,144
1	State Bank of India	7,516	6,599	8,875	10,202	1,517	5,636	40,345
2	Bank of Baroda	2,052	1,736	2,369	2,045	224	1,518	9,944
3	Bank of India	1,205	1,082	1,490	1,011	187	983	5,958
4	Bank of Maharashtra	294	309	568	357	46	346	1,920
5	Canara Bank	1,774	1,975	1,419	1,217	261	1,279	7,925
6	Central Bank of India	860	787	1,062	685	322	696	4,412
7	Indian Bank	1,087	1,197	1,183	770	293	802	5,332
8	Indian Overseas Bank	415	612	335	309	64	345	2,080
9	Punjab and Sind Bank	105	140	127	75	12	93	552
10	Punjab National Bank	2,724	2,170	2,980	2,157	934	1,885	12,850
11	UCO Bank	430	447	368	894	100	390	2,629
12	Union Bank of India	1,482	1,500	2,041	1,606	277	1,291	8,197

Note: -: Nil/negligible.

Source: RBI.

Appendix Table IV.13: Statement of Complaints Received at RBI Ombudsman Office (Continued)
(April to March 2022-23)

Sr. No.	Name of the Bank	Number of complaints in major categories for Private Sector Banks					Others	Total
		Deposit Account	Loans and advances	ATM/ Debit card/ Credit card	Mobile Banking/ Electronic Banking	Pension		
1	2	3	4	5	6	7	8	9
	Private Sector Banks	10,133	16,436	25,085	14,073	91	7,946	73,764
1	Axis Bank Limited	2,295	2,417	5,847	1,668	24	1,462	13,713
2	Bandhan Bank Limited	113	220	98	125	-	110	666
3	City Union Bank Limited	51	79	22	43	1	41	237
4	CSB Bank Limited	39	66	11	8	1	20	145
5	DCB Bank Limited	78	244	22	18	-	26	388
6	Dhanlaxmi Bank Limited	21	16	8	4	-	6	55
7	Federal Bank Limited	310	243	351	422	1	141	1,468
8	HDFC Bank Limited	1,909	3,124	5,006	3,273	13	1,654	14,979
9	ICICI Bank Limited	2,254	3,189	6,096	3,096	27	1,940	16,602
10	IDBI Bank Limited	322	491	244	313	5	283	1,658
11	IDFC First Bank Limited	441	2,003	656	680	1	377	4,158
12	Indusind Bank Limited	587	1,046	1,385	493	1	442	3,954
13	Jammu & Kashmir Bank Limited	53	83	147	128	6	66	483
14	Karnataka Bank Limited	59	112	97	112	-	60	440
15	Karur Vysya Bank Limited	89	203	44	101	-	93	530
16	Kotak Mahindra Bank Limited	808	1,438	1,698	2,845	7	618	7,414
17	Nainital Bank Limited	13	18	11	10	-	9	61
18	RBL Bank Limited	227	471	2,472	149	1	166	3,486
19	South Indian Bank Limited	78	122	79	100	1	47	427
20	Tamilnad Mercantile Bank Limited	51	104	64	45	-	38	302
21	Yes Bank Limited	335	747	727	440	2	347	2,598

Note: -: Nil/negligible.

Source: RBI.

Appendix Table IV.13: Statement of Complaints Received at RBI Ombudsman Office (Continued)
(April to March 2022-23)

Sr. No.	Name of the Bank	Number of complaints in major categories for Foreign Banks					Others	Total
		Deposit Account	Loans and advances	ATM/ Debit card/ Credit card	Mobile Banking/ Electronic Banking	Pension		
1	2	3	4	5	6	7	8	9
	Foreign Banks	610	921	3,182	493	2	431	5,639
1	AB Bank Limited	1	-	1	-	-	-	2
2	Abu Dhabi Commercial Bank PJSC	-	-	-	2	-	1	3
3	American Express Banking Corporation	5	15	265	4	-	22	311
4	Barclays Bank Plc	4	5	7	-	-	2	18
5	Bank of America National Association	1	1	-	2	-	2	6
6	Bank of China Limited	1	-	-	-	-	-	1
7	BNP Paribas	-	-	-	-	-	2	2
8	Citibank N.A.	111	113	964	134	-	87	1,409
9	DBS Bank India Limited	107	69	53	96	2	55	382
10	Deutsche Bank A.G.	15	73	3	4	-	10	105
11	Doha Bank Q.P.S.C.	-	-	-	-	-	1	1
12	Emirates NBD Bank (P.J.S.C.)	-	-	-	-	-	1	1
13	First Abu Dhabi Bank P.J.S.C	-	-	1	-	-	1	2
14	FirstRand Bank Limited	-	2	-	-	-	-	2
15	Hong Kong and Shanghai Banking Corporation Limited	38	66	192	24	-	26	346
16	JP Morgan Chase Bank National Association	-	-	-	-	-	2	2
17	MUFG Bank Limited	-	1	-	-	-	-	1
18	NatWest Markets Plc	2	-	-	-	-	2	4
19	Qatar National Bank	-	1	-	-	-	-	1
20	Sberbank	-	-	-	-	-	1	1
21	SBM Bank (India) Limited	134	180	579	82	-	79	1,054
22	Shinhan Bank	-	-	-	2	-	-	2
23	Sonali Bank	-	1	-	-	-	1	2
24	Standard Chartered Bank	189	389	1,117	143	-	134	1,972
25	United Overseas Bank Ltd	1	-	-	-	-	1	2
26	Woori Bank	1	5	-	-	-	1	7

Note: -: Nil/negligible.

Source: RBI.

Appendix Table IV.13: Statement of Complaints Received at RBI Ombudsman Office (Concluded)
(April to March 2022-23)

Sr. No.	Name of the Bank	Number of complaints in major categories for Small Finance Banks and Payments Banks					Others	Total
		Deposit Account	Loans and advances	ATM/ Debit card/ Credit card	Mobile Banking/ Electronic Banking	Pension		
1	2	3	4	5	6	7	8	9
	Small Finance Banks	461	879	407	270	-	248	2,265
1	AU Small Finance Bank Limited	112	340	263	103	-	81	899
2	Capital Small Finance Bank Limited	7	10	1	8	-	6	32
3	Equitas Small Finance Bank Limited	72	173	40	55	-	35	375
4	ESAF Small Finance Bank Limited	9	14	15	14	-	11	63
5	Fincare Small Finance Bank Limited	42	46	5	12	-	17	122
6	Jana Small Finance Bank Limited	97	127	30	28	-	28	310
7	North East Small Finance Bank Limited	1	1	2	-	-	2	6
8	Shivalik Small Finance Bank Limited	5	17	5	6	-	9	42
9	Suryoday Small Finance Bank Limited	29	25	4	4	-	9	71
10	Ujjivan Small Finance Bank Limited	60	81	29	29	-	30	229
11	Unity Small Finance Bank Limited	9	13	1	-	-	10	33
12	Utkarsh Small Finance Bank Limited	18	32	12	11	-	10	83
	Payments Banks	1,001	350	550	2,913	4	805	5,623
1	Airtel Payments Bank Limited	309	8	77	801	2	173	1,370
2	Fino Payments Bank Limited	63	4	52	68	-	39	226
3	India Post Payments Bank Limited	106	11	58	131	1	57	364
4	Jio Payments Bank Limited	4	-	4	26	-	9	43
5	NSDL Payments Bank Limited	32	16	4	36	-	19	107
6	Paytm Payments Bank Limited	487	311	355	1,851	1	508	3,513
	OTHERS (Primary Urban Cooperative Banks + RRBs + Others)	1,463	2,439	1,143	778	43	1,334	7,200
	GRAND TOTAL	34,481	59,762	64,080	43,172	4,380	26,028	1,96,635

Note: -: Nil/negligible.

Source: RBI.