

Appendix Table IV.10: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the period 2010-11)

Sr. No.	Name of the Bank	Total No. of Complaints Received	Number of complaints other than credit/debit card complaints/1000 accounts*	Number of credit/debit card complaints/1000 credit/debit card accounts*	Number of complaints per branch#	Category-wise break up of complaints												
						Deposit Account	Remittances	Loans/ Advances General & Housing	ATM/ Credit/ Debit Cards	Charges without prior notice	Pension	Failure on Commitments made	Non Observance of Fair Practices code	Notes and Coins	BCSBI	Recovery Agents	Out of Subject	Others
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
	Scheduled Commercial Banks	66,927	0.08	0.16	0.90	1,660	4,010	4,293	16,871	4,018	5,810	2,879	13,340	130	2,276	1,706	2,336	7,598
	Public Sector Banks	42,724	0.05	0.01	0.69	726	3,019	3,262	9,217	1,700	5,746	1,971	8,799	86	1,260	120	1,983	4,835
	Nationalised Banks**	20,417	0.02	0.00	0.45	379	1,574	1,891	3,343	995	1,746	1,035	4,680	36	742	58	1,263	2,675
1.	Allahabad Bank	834	0.02	0.07	0.35	7	74	47	71	28	67	38	230	1	49	-	113	109
2.	Andhra Bank	842	0.02	0.03	0.53	14	33	104	160	20	89	56	173	-	53	-	8	132
3.	Bank of Baroda	2,034	0.03	0.05	0.61	52	176	133	343	123	136	90	489	7	75	11	180	219
4.	Bank of India	1,532	0.02	0.04	0.47	21	137	76	304	49	151	63	425	2	48	3	72	181
5.	Bank of Maharashtra	369	0.02	0.02	0.25	3	36	23	34	24	34	16	119	1	21	2	8	48
6.	Canara Bank	2,047	0.03	0.06	0.63	45	177	235	393	80	192	128	324	3	89	9	83	289
7.	Central Bank of India	1,495	0.03	0.04	0.40	23	135	103	130	30	195	65	450	-	54	1	101	208
8.	Corporation Bank	459	0.02	0.03	0.37	8	34	38	122	31	10	17	120	-	15	-	12	52
9.	Dena Bank	593	0.03	0.03	0.50	5	27	14	45	67	92	10	228	-	34	2	22	47
10.	Indian Bank	719	0.02	0.02	0.39	14	46	224	95	37	49	75	66	4	14	3	9	83
11.	Indian Overseas Bank	754	0.02	0.04	0.35	18	46	166	127	35	49	70	113	4	16	4	25	81
12.	Oriental Bank of Commerce	686	0.03	0.05	0.42	5	64	44	136	43	16	30	160	-	16	3	49	120
13.	Punjab and Sind Bank	278	0.02	0.31	0.30	5	16	46	16	11	34	4	58	-	13	3	23	49
14.	Punjab National Bank	2,946	0.02	0.05	0.61	42	247	175	676	98	376	128	482	8	52	4	271	387
15.	Syndicate Bank	969	0.02	0.04	0.39	14	55	98	197	59	69	35	200	-	34	7	84	117
16.	UCO Bank	922	0.03	0.06	0.42	16	73	63	82	78	77	46	304	-	31	3	36	113
17.	Union Bank of India	1,491	0.03	0.03	0.49	40	92	197	220	82	72	86	285	4	66	1	117	229
18.	United Bank of India	466	0.02	0.03	0.30	6	38	21	41	19	27	21	193	-	24	1	15	60
19.	Vijaya Bank	295	0.02	0.03	0.25	6	24	31	39	8	8	17	71	-	22	1	12	56
20.	IDBI Bank Limited	686	0.08	0.02	0.85	35	44	53	112	73	3	40	190	2	16	-	23	95
	State Bank Group	22,307	0.03	0.06	1.25	347	1,445	1,371	5,874	705	4,000	936	4,119	50	518	62	720	2,160
21.	State Bank of India	19,435	0.05	0.07	1.46	297	1,231	1,034	5,268	543	3,683	797	3,485	39	456	52	652	1,898
22.	State Bank of Bikaner and Jaipur	1,005	0.05	0.05	1.11	17	107	85	173	78	92	86	249	6	10	3	12	87
23.	State Bank of Hyderabad	628	0.02	0.04	0.52	14	36	48	205	36	98	19	94	1	19	2	5	51
25.	State Bank of Mysore	305	0.03	0.03	0.44	4	25	13	63	8	56	5	81	-	6	-	18	26
26.	State Bank of Patiala	548	0.04	0.05	0.54	10	37	74	142	27	65	17	49	4	5	5	30	83
27.	State Bank of Travancore	386	0.03	0.00	0.48	5	9	117	23	13	6	12	161	-	22	-	3	15

Appendix Table IV.10: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the period 2010-11)

Sr. No.	Name of the Bank	Total No. of Complaints Received	Number of complaints other than credit/debit card complaints/1000 accounts*	Number of credit/debit card complaints/1000 credit/debit card accounts*	Number of complaints per branch#	Category-wise break up of complaints												
						Deposit Account	Remittances	Loans/ Advances General & Housing	ATM/ Credit/ Debit Cards	Charges without Prior Notice	Pension	Failure on Commitments made	Non Observance of Fair Practices code	Notes and Coins	BCSBI	Recovery Agents	Out of Subject	Others
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
	Private Sector Banks	17,122	0.08	0.07	1.47	641	816	832	4,458	1,836	43	747	3,378	25	812	928	283	2,323
	Old Private Sector Banks	1,179	0.02	0.01	0.25	50	65	185	149	120	1	94	254	1	51	12	30	167
1.	Catholic Syrian Bank Ltd.	43	-	-	0.1	2	2	9	2	11	-	2	7	-	5	-	-	3
2.	City Union Bank Ltd.	41	-	-	0.2	2	3	11	8	1	-	9	4	-	1	-	-	2
3.	Dhanalakshmi Bank Ltd.	100	-	-	0.4	4	1	17	11	18	-	3	29	-	1	2	1	13
4.	Federal Bank Ltd.	190	-	-	0.3	10	9	22	22	24	-	16	47	-	6	2	3	29
5.	ING Vysya Bank Ltd.	324	0.1	-	0.6	20	20	27	46	32	-	21	75	-	18	3	11	51
6.	Jammu and Kashmir Bank Ltd.	47	-	-	0.1	3	3	3	9	1	-	-	8	-	1	1	5	13
7.	Karnataka Bank Ltd.	74	-	-	0.2	1	8	9	17	7	1	3	14	-	3	-	2	9
8.	Karur Vysya Bank Ltd.	109	-	-	0.3	2	8	25	12	11	-	15	16	-	6	1	2	11
9.	Laxmi Vilas Bank Ltd.	55	-	-	0.2	3	1	19	4	1	-	9	5	1	2	-	-	10
10.	Nainital Bank Ltd.	22	-	-	0.2	1	2	-	2	1	-	-	5	-	1	-	5	5
11.	Ratnakar Bank Ltd.	9	-	0.1	0.1	1	-	2	1	1	-	-	3	-	-	-	-	1
12.	SBI Commercial and International Bank Ltd.	2	0.1	-	1.0	-	-	-	-	-	-	-	1	-	-	-	-	1
13.	South Indian Bank Ltd.	102	-	-	0.2	-	7	27	9	6	-	8	26	-	6	1	1	11
14.	Tamilnad Mercantile Bank Ltd.	61	-	-	0.3	1	1	14	6	6	-	8	14	-	1	2	-	8
	New Private Sector Banks	15,943	0.12	0.08	2.35	591	751	647	4,309	1,716	42	653	3,124	24	761	916	253	2,156
15.	Axis Bank Ltd.	2,215	0.1	0.1	1.6	68	155	99	624	346	8	90	392	4	67	79	56	227
16.	Development Credit Bank Ltd.	94	0.1	-	1.2	4	8	5	5	12	-	5	40	-	2	1	-	12
17.	HDFC Bank Ltd.	5,590	0.1	0.1	2.9	223	208	245	1,543	680	12	256	1,195	12	297	280	86	553
18.	ICICI Bank Ltd.	6,895	0.1	0.1	2.7	220	323	258	1,967	510	19	242	1,205	5	358	471	94	1,223
19.	Indus Ind Bank Ltd.	373	0.1	0.1	1.2	25	21	17	42	56	1	20	112	-	12	7	7	53
20.	Kotak Mahindra Bank Ltd.	728	0.3	0.1	2.3	47	35	23	110	107	1	37	173	3	24	78	9	81
21.	Yes Bank Ltd.	48	0.1	0.1	0.2	4	1	-	18	5	1	3	7	-	1	-	1	7

Appendix Table IV.10: Statement of Complaints Received at Banking Ombudsman Office (Concluded)
(For the period 2010-11)

Sr. No.	Name of the Bank	Total No. of Complaints Received	Number of complaints other than credit/debit card complaints/1000 accounts*	Number of credit/debit card complaints/1000 credit/debit card accounts@	Number of complaints per branch#	Category-wise break up of complaints												
						Deposit Account	Remittances	Loans/Advances General & Housing	ATM/Credit/Debit Cards	Charges without Prior Notice	Pension	Failure on Commitments	Non Observance of Fair Practices code	Notes and Coins	BCSBI	Recovery Agents	Out of Subject	Others
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
	Foreign Banks	7,081	0.27	0.35	22.34	293	175	199	3,196	482	21	161	1,163	19	204	658	70	440
1.	AB Bank Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2.	Abu Dhabi Commercial Bank Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3.	American Express Banking Corp.	67	0.65	0.07	67.00	-	5	3	38	-	-	-	8	-	-	10	-	3
4.	Antwerp Diamond Bank NV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5.	BNP Paribas	1	-	-	0.11	-	-	1	-	-	-	-	-	-	-	-	-	-
6.	Bank International Indonesia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7.	Bank of America National Association	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8.	Bank of Bahrain & Kuwait B.S.C.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9.	Bank of Ceylon	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10.	Bank of Nova Scotia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11.	Barclays Bank PLC	629	0.40	0.89	69.89	16	16	20	299	38	3	10	73	-	16	107	3	28
12.	Chinatrust Commercial Bank	1	0.11	-	1.00	-	-	-	-	-	-	-	1	-	-	-	-	-
13.	Citibank N.A.	967	0.13	0.09	22.49	35	-	31	367	36	-	22	196	1	42	158	15	64
14.	Commonwealth Bank of Australia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15.	Credit Agricole Corporate and Investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16.	Credit Suisse AG	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17.	DBS Bank Ltd.	36	0.91	-	3.00	-	34	-	-	-	-	-	2	-	-	-	-	-
18.	Deutsche Bank (Asia)	208	0.36	0.80	13.87	9	3	11	82	12	-	2	41	-	13	17	3	15
19.	First Rand Bank	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20.	HSBC Ltd.	1,865	0.27	0.65	37.30	77	34	44	941	126	4	38	292	8	39	161	4	97
21.	JPMorgan Chase Bank National Association	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
22.	JSC VTB Bank	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
23.	Krung Thai Bank Public Co. Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
24.	Mashreqbank PSC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
25.	Mizuho Corporate Bank Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
26.	Oman International Bank S.A.O.G.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
27.	Sber Bank	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
28.	Shinhan Bank	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
29.	Societe Generale	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30.	Sonali Bank	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
31.	Standard Chartered Bank	2,144	0.34	0.47	22.8	117	65	69	869	183	6	68	389	8	71	98	31	170
32.	State Bank of Mauritius Ltd.	1	0.07	-	0.3	-	-	-	-	-	-	-	1	-	-	-	-	-
33.	The Bank of Tokyo-Mitsubishi UFJ,Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
34.	The Royal Bank of Scotland N V	1,162	0.45	1.03	37.5	39	18	20	600	87	8	21	160	2	23	107	14	63
35.	UBS AG	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
36.	United Overseas Bank Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

* The number of accounts as on March 31, 2009.

@ The number of credit/debit card accounts as on June 30, 2011.

The number of branches as on March 31, 2011.

-' Nil/Negligible/Not applicable.

** Include IDBI Bank Ltd.