

Appendix Table IV.7: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the period 2011-12)

Sr. No.	Name of the bank	Number of Complaints in Major Categories							Total No. of Complaints Received
		Deposit Account	Loans/ Advances General & Housing	ATM/ Credit/ Debit Cards	Pension	Failure on Commitments made- BCSBI Code	Non Observance of Fair Practices Code	Non-Adherence to Instructions on DSA & Recovery Agents	
1	2	3	4	5	6	7	8	9	10
	Scheduled Commercial Banks	8,142	5,594	14,237	5,845	6,960	10,188	451	68,332
	Public Sector Banks	5,742	3,937	9,221	5,793	4,408	7,539	145	48,180
	Nationalised Banks**	3,135	2,086	3,223	1,975	2,443	3,379	58	22,326
1.	Allahabad Bank	95	62	75	104	121	181	2	964
2.	Andhra Bank	99	78	138	88	108	40	3	745
3.	Bank of Baroda	275	160	260	123	222	414	3	2,063
4.	Bank of India	193	124	288	129	205	384	6	1,808
5.	Bank of Maharashtra	66	29	42	28	38	111	-	416
6.	Canara Bank	362	235	338	190	224	178	10	1,986
7.	Central Bank of India	215	151	136	231	178	212	2	1,528
8.	Corporation Bank	44	40	111	5	90	59	1	515
9.	Dena Bank	62	21	44	68	50	160	1	547
10.	Indian Bank	183	219	113	78	51	55	1	847
11.	Indian Overseas Bank	210	141	179	75	75	74	2	995
12.	Oriental Bank of Commerce	87	54	100	7	92	95	1	663
13.	Punjab and Sind Bank	58	34	8	27	43	37	1	332
14.	Punjab National Bank	430	222	752	486	191	395	4	3,535
15.	Syndicate Bank	144	91	108	70	121	108	2	899
16.	UCO Bank	130	93	86	120	134	238	6	1,080
17.	Union Bank of India	237	131	262	109	204	277	5	1,662
18.	United Bank of India	61	44	45	28	129	94	3	490
19.	Vijaya Bank	52	51	42	8	55	44	1	331
20.	IDBI Bank Limited	132	106	96	1	112	223	4	920
	State Bank Group	2,607	1,851	5,998	3,818	1,965	4,160	87	25,854
21.	State Bank of India	2,109	1,386	5,198	3,466	1,664	3,877	80	22,418
22.	State Bank of Bikaner and Jaipur	209	175	194	124	80	93	1	1,111
23.	State Bank of Hyderabad	81	62	272	68	73	48	4	778
24.	State Bank of Mysore	39	21	67	37	49	55	-	316
25.	State Bank of Patiala	110	69	150	68	25	30	-	609
26.	State Bank of Travancore	59	138	117	55	74	57	2	622

- : Nil/negligible.

** : Nationalised banks included IDBI Bank Ltd.

Appendix Table IV.7: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the period 2011-12)

Sr. No.	Name of the bank	Number of Complaints in Major Categories							Total No. of Complaints Received
		Deposit Account	Loans/ Advances General & Housing	ATM/ Credit/ Debit Cards	Pension	Failure on Commitments made- BCSBI Code	Non Observance of Fair Practices Code	Non-Adherence to Instructions on DSA & Recovery Agents	
1	2	3	4	5	6	7	8	9	10
	Private Sector Banks	1,894	1,328	3,245	39	1,895	2,101	223	15,084
	Old Private Sector Banks	250	335	141	1	192	181	8	1,569
1.	Catholic Syrian Bank Ltd.	5	28	8	-	3	7	-	67
2.	City Union Bank Ltd.	15	8	3	-	1	2	-	42
3.	Dhanalakshmi Bank Ltd.	21	35	15	-	19	11	2	153
4.	Federal Bank Ltd.	27	74	23	-	31	30	1	252
5.	ING Vysya Bank Ltd.	76	87	30	-	80	67	4	486
6.	Jammu and Kashmir Bank Ltd.	9	2	10	1	4	11	-	57
7.	Karnataka Bank Ltd.	5	2	18	-	17	7	-	72
8.	Karur Vysya Bank Ltd.	27	25	12	-	10	7	-	128
9.	Laxmi Vilas Bank Ltd.	13	10	4	-	6	7	-	49
10.	Nainital Bank Ltd.	3	-	-	-	1	3	-	17
11.	Ratnakar Bank Ltd.	4	-	-	-	-	1	-	6
12.	South Indian Bank Ltd.	21	46	16	-	12	26	-	169
13.	Tamilnad Mercantile Bank Ltd.	24	18	2	-	8	2	1	71
	New Private Sector Banks	1,644	993	3,104	38	1,703	1,920	215	13,515
14.	Axis Bank Ltd.	316	170	549	8	197	350	15	2,404
15.	Development Credit Bank Ltd.	8	17	6	-	15	20	-	94
16.	HDFC Bank Ltd.	531	336	1,153	8	804	603	77	4,976
17.	ICICI Bank Ltd.	571	376	1,211	22	559	762	105	4,771
18.	Indus Ind Bank Ltd.	69	13	62	-	48	80	10	440
19.	Kotak Mahindra Bank Ltd.	125	72	110	-	71	92	8	720
20.	Yes Bank Ltd.	24	9	13	-	9	13	-	110

- : Nil/negligible.

Appendix Table IV.7: Statement of Complaints Received at Banking Ombudsman Office (Concluded)
(For the period 2011-12)

Sr. No.	Name of the bank	Number of Complaints in Major Categories							Total No. of Complaints Received
		Deposit Account	Loans/ Advances General & Housing	ATM/ Credit/ Debit Cards	Pension	Failure on Commitments made- BCSBI Code	Non Observance of Fair Practices Code	Non-Adherence to Instructions on DSA & Recovery Agents	
1	2	3	4	5	6	7	8	9	10
	Foreign Banks	506	329	1,771	13	657	548	83	5,068
1.	AB Bank Ltd.	-	-	-	-	-	1	-	2
2.	Abu Dhabi Commercial Bank Ltd.	-	-	-	-	-	-	-	-
3.	American Express Banking Corp.	8	2	43	-	3	8	2	68
4.	Antwerp Diamond Bank NV	-	-	-	-	-	-	-	-
5.	Australia and New Zealand Banking Group Ltd.	-	-	-	-	-	-	-	-
6.	BNP Paribas	-	-	-	-	-	-	-	-
7.	Bank International Indonesia	-	-	-	-	-	-	-	-
8.	BankofAmericaNationalAssociation	3	-	-	-	1	-	-	7
9.	Bank of Bahrain & Kuwait B.S.C.	-	-	-	-	-	-	-	-
10.	Bank of Ceylon	1	-	-	-	-	-	-	1
11.	Bank of Nova Scotia	-	1	-	-	1	-	-	6
12.	Barclays Bank PLC	27	35	132	2	43	37	13	337
13.	Chinatrust Commercial Bank	-	-	-	-	-	-	-	-
14.	Citibank N.A.	82	56	269	2	67	85	3	746
15.	Commonwealth Bank of Australia	-	-	-	-	-	-	-	-
16.	Credit Agricole Corporate and Investment	-	-	-	-	-	-	-	-
17.	Credit Suisse AG	-	-	-	-	-	-	-	-
18.	DBS Bank Ltd.	1	1	-	-	-	-	-	5
19.	Deutsche Bank (Asia)	17	27	17	1	41	18	2	174
20.	First Rand Bank	-	-	-	-	-	-	-	-
21.	HSBC Ltd.	107	38	423	1	109	140	26	1,106
22.	Industrial and Commercial Bank of China	-	-	-	-	-	-	-	-
23.	JPMorgan Chase Bank National Association	-	-	-	-	-	-	-	-
24.	JSC VTB Bank	-	-	-	-	-	-	-	-
25.	Krung Thai Bank Public Co. Ltd.	-	-	-	-	-	-	-	-
26.	Mashreqbank PSC	-	-	-	-	-	-	-	-
27.	Mizuho Corporate Bank Ltd.	-	-	-	-	-	-	-	-
28.	National Australia Bank	-	-	-	-	-	-	-	-
29.	Oman International Bank S.A.O.G.	-	-	-	-	-	-	-	-
30.	Rabobank International	-	-	-	-	-	-	-	-
31.	Sber Bank	-	-	-	-	-	-	-	-
32.	Shinhan Bank	-	-	-	-	-	-	-	-
33.	Societe Generale	-	-	-	-	-	-	-	-
34.	Sonali Bank	-	-	-	-	1	1	-	3
35.	Standard Chartered Bank	218	146	719	5	337	212	33	2,187
36.	State Bank of Mauritius Ltd.	-	-	-	-	-	-	-	-
37.	The Bank of Tokyo-Mitsubishi UFJ,Ltd.	-	-	-	-	1	-	-	1
38.	The Royal Bank of Scotland N V	42	23	168	2	53	46	4	425
39.	UBS AG	-	-	-	-	-	-	-	-
40.	United Overseas Bank Ltd.	-	-	-	-	-	-	-	-
41.	Woori Bank	-	-	-	-	-	-	-	-

- : Nil/negligible.