

## Banking Ombudsman Office-wise category wise complaints received

Office »	Ahmedabad	Bangalore	Bhopal	Bhubaneswar	Chandigarh	Chennai	Guwahati	Hyderabad	Jaipur	Kanpur	Kolkata	Mumbai	New Delhi	Patna	Thiru'vm	Total
Nature of complaint																
Deposit accounts	292	91	476	42	459	214	37	311	195	355	530	740	1617	89	355	5803
Remittances	226	215	318	96	238	91	47	365	383	893	177	337	254	288	130	4058
Credit cards	394	509	270	92	308	1029	21	893	317	435	824	1175	1195	50	176	7688
Loans and advances - General	266	200	431	93	101	598	16	234	406	330	234	145	490	276	622	4442
Loans and advances - Housing	79	16	37	0	65	38	4	0	0	196	28	30	152	3	61	709

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Charges without notice	355	95	225	24	227	20	8	168	398	345	67	273	281	57	51	2594
Pension	49	34	141	22	75	53	2	114	103	147	32	48	103	80	67	1070
Failure on commitments made	147	58	69	14	51	14	24	123	146	381	52	242	36	84	28	1469
DSAs and recovery agents	77	352	11	44	20	9	7	58	42	366	28	0	21	0	4	1039
Notes and coins	6	8	7	1	3	7	1	24	14	10	29	3	7	7	3	130
Others	216	828	746	261	459	314	3	477	972	863	10	2532	1325	547	83	9636
<b>Total</b>	2107	2406	2731	689	2006	2387	170	2767	2976	4321	2011	5525	5481	1481	1580	<b>38638</b>