

Annex 4

Complaints received by Banking Ombudsmen- 2006-07: Bankwise (only commercial banks)

		Total no. of complaints other than credit card complaints	No. of current and savings accounts as on 31.3.06 (in '000s)	Number of complaints other than credit card complaints/ 1000 accounts	Total no. of credit card complaints	Credit card accounts as on 31.3.07	Number of credit card complaints/ 1000 credit card accounts
	Nationalised banks						
1	Allahabad Bank	393	11307	0.03	17	0	NA
2	Andhra Bank	332	8479	0.04	79	161193	0.49
3	Bank of Baroda	758	18532	0.04	79	139520	0.57
4	Bank of India	658	15589	0.04	40	110020	0.36
5	Bank of Maharashtra	189	7083	0.03	13	38674	0.34
6	Canara Bank	855	18347	0.05	74	85800	0.86
7	Central Bank of India	870	14211	0.06	38	39739	0.96
8	Corporation Bank	203	4845	0.04	20	2955	6.77
9	Dena Bank	248	5351	0.05	3	6562	0.46
10	Indian Bank	353	9723	0.04	38	13101	2.90
11	Indian Overseas Bank	361	7907	0.05	31	14792	2.10
12	Oriental Bank of Commerce	392	5328	0.07	19	0	NA
13	Punjab National Bank	1776	24497	0.07	61	0	NA
14	Punjab& Sind Bank	190	3771	0.05	1	0	NA
15	Syndicate Bank	422	10756	0.04	29	47608	0.61
16	UCO Bank	425	8064	0.05	7	0	NA
17	Union Bank of India	653	11085	0.06	18	21904	0.82
18	United Bank of India	175	6952	0.03	5	0	NA

19	Vijaya Bank	164	4299	0.04	15	64974	0.23
20	IDBI Bank	515	855	0.60	24	0	NA
	State Bank Group						
1	State Bank of India	6103	56663	0.11	2476	3390235	0.73
2	State Bank of Bikaner & Jaipur	915	4597	0.20	71	0	NA
3	State Bank of Hyderabad	216	4315	0.05	46	0	NA
4	State Bank of Indore	332	1958	0.17	11	0	NA
5	State Bank of Mysore	117	2248	0.05	10	0	NA
6	State Bank of Patiala	267	3814	0.07	21	0	NA
7	State Bank of Saurashtra	135	2179	0.06	12	0	NA
8	State Bank of Travancore	378	3502	0.11	7	0	NA
	Old Private Sector Banks						
1	Bank of Rajasthan Ltd	166	1447	0.11	9	15366	0.59
2	Bharat Overseas Bank Ltd	13	283	0.05	0	0	NA
3	Catholic Syrian Bank Ltd	38	980	0.04	1	0	NA
4	City Union Bank Ltd	10	356	0.03	1	0	NA
5	Dhanalakshmi Bank Ltd	21	555	0.04	1	0	NA
6	Federal Bank Ltd	132	2623	0.05	1	0	NA
7	ING Vysya Bank Ltd	142	973	0.15	20	0	NA
8	Jammu & Kashmir Bank Ltd	44	2573	0.02	0	5081	0.00
9	Karnataka Bank Ltd	26	1514	0.02	2	0	NA
10	Karur Vysya Bank Ltd	37	1137	0.03	5	0	NA
11	Laxmi Vilas Bank Ltd.	16	681	0.02	2	0	NA
12	Lord Krishna Bank Ltd	22	206	0.11	0	0	NA
13	Nainital Bank Ltd	15	224	0.07	0	0	NA
14	Ratnakar Bank Ltd	3	255	0.01	0	0	NA
15	Sangli Bank Ltd	25	516	0.05	0	0	NA

16	SBI Comm. & Inte'l Bank Ltd.	2	6	0.35	0	0	NA
17	South Indian Bank Ltd	40	1100	0.04	7	0	NA
18	Tamilnadu Mercantile Bank Ltd	19	855	0.02	5	5507	0.91
	New Private Sector Banks						
21	Centurion Bank of Punjab Ltd	404	992	0.41	31	0	NA
22	Development Credit Bank Ltd	45	307	0.15	2	0	NA
23	HDFC Bank Ltd.	1427	5664	0.25	621	2913442	0.21
24	ICICI Bank Ltd.	3597	7280	0.49	1451	7655711	0.19
25	Indus Ind Bank Ltd	61	376	0.16	2	0	NA
26	Kotak Mahindra Bank Ltd	108	119	0.91	5	0	NA
27	UTI Bank Ltd	405	3748	0.11	51	82112	0.62
28	Yes Bank Ltd.	1	66	0.02	0	0	NA
	Foreign Banks						
1	ABN Amro Bank Ltd	322	445	0.72	520	930097	0.56
2	Abu Dhabi Commercial Bank Ltd.	0	16	0.00	0	0	NA
3	American Express Bank Ltd.	27	23	1.20	56	362843	0.15
4	Antwerp Bank Ltd.	0	0	0.00	0	0	NA
5	Arab Bangladesh Bank Ltd.	0	0	0.00	0	0	NA
6	Bank of America NA	5	0	24.04	0	0	NA
7	Bank of International Indonesia	0	5	0.00	0	0	NA
8	Bank of Bahrain & Kuwait B.S.C.	0	8	0.00	0	0	NA
9	Bank of Ceylon	0	2	0.00	0	0	NA
10	Bank of Nova Scotia	0	5	0.00	0	0	NA
11	Bank of Tokyo-Mitsubishi UFJ Ltd.	1	7	0.14	0	0	NA
12	Barclays Bank PLC	0	9	0.00	0	0	NA
13	BNP Paribas	3	4	0.79	0	0	NA

14	Calyon Bank	0	1	0.00	0	0	NA
15	Chinatrust Commercial Bank	0	0	0.00	0	0	NA
16	Shinhan Bank	0	0	0.00	0	0	NA
17	Citibank N.A.	546	793	0.69	636	3296890	0.19
18	Development Bank of Singapore Ltd.	0	0	0.00	0	0	NA
19	Deutsche Bank AG	22	23	0.98	19	174964	0.11
20	HSBC Ltd.	249	568	0.44	427	2161886	0.20
21	J P Morgan Chase Bank	0	0	0.00	0	0	NA
22	Krung Thai Bank Public Co. Ltd.	0	6	0.00	0	0	NA
23	Mashreqbank PSC	1	0	3.61	0	0	NA
24	Mauritius Bank	0	25	0.00	0	0	NA
25	Mizuho Corporate Bank Ltd.	0	0	0.00	0	0	NA
26	Oman International Bank S.A.O.G.	1	8	0.12	0	0	NA
27	Societe Generale	0	0	0.00	0	0	NA
28	Sonali Bank	1	2	0.62	0	0	NA
29	Standard Chartered Bank Ltd.	438	690	0.63	529	1382374	0.38