



## Some Positive Feedback

### **1. Complaint No. 2132/2006 (Ahmedabad)—Dr. Chandubhai A Bhatt Vs. Central Bank of India**

The bank has fully refunded the charges taken for transfer of my account from one local branch to another branch. I am fully satisfied. Thanking you for your kind co-operation.

### **2. Complaint No.2059/2006 (Ahmedabad) - Mulraj Singh Vs. Syndicate Bank**

It is, indeed, highly commendable of you to inform over telephone and directing the bank to refund the charges. For your act of kindness, I thank you a lot.

### **3. Complaint No.7000 (Thiruvananthapuram) - Dayananda Lingegowda, Ernakulam**

I am pleased to inform you that Dhanalakshmi Bank finally refunded my additional money after I told them about *the complaint to Ombudsman*. Their entire behaviour changed by 180 degrees, once disclosed about *complaint to Ombudsman*. Matter has been settled with refund of additional money. Happy ending *at last...*

With reference to my complaint against Dhanalakshmi Bank, regarding discrepancy in debit card statement, the issue has been settled due to your timely intervention. Bank had credited the additional amount to my account. I take this opportunity to appreciate your efforts in this settlement. Issue is effortlessly resolved once RBI is in picture. I thank you once again for all the help.

I use this opportunity to thank you for timely response to my e-mail. Thank God, good people still alive in Indian Government.

Long live Ombudsman, long live the RBI.

**4. Complaint No. 2147/2006 (Ahmedabad) Parmar Pravin Chandra Shantilal Vs. HDFC Bank Ltd.**

The dispute regarding telephone bills through credit card has been settled by the bank through your intervention. I thank all the employees/officers of your office.

**5. Complaint No.127/06 (Ahmedabad) Nimco Pumps Pvt. Ltd. Vs. State Bank of India**

We were called by the Manager of the Bank. My problem was solved by closing our a/c. and issuing banker cheque for the amount available in credit. We appreciate such quick response but only after lodging complaint with you.

**6. Complaint No.6517 (Thiruvananthapuram) - Smt. Subhadra, Ottappalam**

I am extremely thankful to the Banking Ombudsman whose *intervention* has helped me to get my long overdue pension arrears from Canara Bank.

**7. Complaint No. 07/1378/2006-07 - Shri Vikas Mehta V/s ICICI Bank, C-Scheme, Jaipur**

I would like to inform that my complaint against ICICI Bank gets resolved and my all current charges levied have been waived by bank.

In this regard I am satisfied with resolution provided by ICICI Bank and very much thankful to your goodself for helping me and your overwhelming response and action in this regard.

**8. Complaint No. A-6353 (Thiruvananthapuram) – K. Sreedharan, Kannur**

I acknowledge with thanks the receipt of your letter dated 26.2. 2007 and I am grateful to you for your prompt action against my complaint.

I am happy to inform you that subsequently, the AGM of SBI, Kannur, called me for a discussion and the matter has been resolved to my satisfaction by refunding the amount of collection charges under dispute, I would like to thank you once again for your prompt action.

**9. Complaint No.1171/2006 (Ahmedabad) Akash Mediratta Vs. State Bank of India**

With your intervention and determined efforts the complaint has been amicably solved and an amount of Rs.15,000/- has been transferred to my S B A/c. I thank you.

**10. Complaint No.A-5601 (Thiruvananthapuram) - Dr. P.C. Vijayabharathi, Thalassery**

I am pleased to inform you that the State Bank of India, Thalassery has already disbursed the arrears of PPF interest as well as interest for the delayed payment of arrears. I am thankful to your good office for helping to settle the customer complaints. I am glad to note the good services done by the BO to the banking public. Thanking you, once again.