



Aneex 4

Break up of Bank wise(Scheduled Commercial Banks) complaints received in the year 2007-08

	Total number of complaints received	Number of complaints other than credit card Compl-aints/1000 accounts	Number of credit card complaints	Deposit Accounts	Remitt-ances	Credit cards	Loans/ Advances General	Loans/ Advances -Housing	Charges without prior notice	Pension	Failure on commi-tments made	Direct Selling Agents/ recovery agents	Notes/ coins	others
Scheduled Commercial Banks	45772		5500	5077	10107	5042	731	3700	1573	6222	3044	133	4643	
Public Sector Banks	25694		2866	3432	3936	3348	392	1659	1519	3521	1902	91	3028	
Nationalised Banks	12163		1685	1713	697	1929	218	815	599	1805	979	47	1676	
Allahabad Bank	506	0.04	57	75	10	91	11	24	30	85	75	0	48	
Andhra Bank	397	0.03	28	56	80	24	2	30	22	37	38	1	79	
Bank of Baroda	1070	0.05	117	177	98	137	13	103	28	199	85	8	105	
Bank of India	930	0.05	138	130	65	152	22	68	37	133	74	1	110	
Bank of Maharashtra	309	0.04	62	48	9	36	5	20	23	65	20	0	21	
Canara Bank	1102	0.05	190	139	90	191	17	53	42	138	82	2	158	
Central Bank of India	1013	0.07	125	157	24	208	30	22	73	140	91	7	136	
Corporation Bank	205	0.04	41	30	14	25	5	15	2	33	14	0	26	
Dena Bank	292	0.05	36	34	12	29	6	23	23	45	25	0	59	

Indian Bank	479	0.04	0.01	68	36	28	119	6	27	17	79	13	1	85
Indian Overseas Bank	435	0.05	0.02	66	39	17	107	1	27	19	79	22	3	55
Oriental Bank of Commerce	425	0.08	0.02	83	53	16	55	6	47	6	56	28	2	73
Punjab National Bank	2006	0.07	0.02	261	330	104	288	36	129	179	205	142	9	323
Punjab and Sind Bank	224	0.06	1.03	41	33	3	31	5	4	14	34	22	1	36
Syndicate Bank	550	0.04	0.01	87	58	30	115	8	32	26	61	47	2	84
UCO Bank	543	0.06	0.17	70	90	16	99	2	17	14	92	55	5	83
Union Bank of India	778	0.06	0.02	82	105	31	137	14	81	27	137	78	4	82
United Bank of India	195	0.02	0.03	36	27	11	19	3	25	9	35	12	1	17
Vijaya Bank	195	0.04	0.02	25	29	11	34	0	12	6	27	15	0	36
IDBI Bank	509	0.24	0.02	72	67	28	32	26	56	2	125	41	0	60
State Bank Group	13531			1181	1719	3239	1419	174	844	920	1716	923	44	1352
State Bank of India	10867	0.13	0.10	968	1362	3047	982	114	546	757	1187	757	34	1113
State Bank of Bikaner and Jaipur	949	0.21	0.03	28	157	55	73	19	148	71	342	4	5	47
State Bank of Hyderabad	275	0.05	0.03	18	41	59	32	0	15	13	39	17	1	40
State Bank of Indore	396	0.17	0.02	15	43	21	52	12	48	22	59	107	2	15
State Bank of Mysore	178	0.06	0.01	25	27	13	28	1	9	8	22	23	0	22
State Bank of Patiala	298	0.07	0.02	44	38	29	47	9	34	27	30	8	1	31
State Bank of Saurashtra	155	0.07	0.01	16	18	7	23	2	25	7	26	7	1	23
State Bank of Travancore	413	0.10	0.00	67	33	8	182	17	19	15	11	0	0	61

Nainital Bank Ltd.	11	0.04	NA	0	3	0	0	0	0	1	0	0	5	0	2
Ratnakar Bank Ltd.	5	0.02	NA	0	0	0	0	0	0	0	0	5	0	0	0
Sangli Bank Ltd.	4	0.01	NA	1	0	0	0	0	0	0	0	1	0	0	2
SBI Commercial	1	0.18	0.00	0	0	0	0	0	1	0	0	0	0	0	0
International Bank Ltd.	0	NA	NA	0	0	0	0	0	0	0	0	0	0	0	0
South Indian Bank Ltd.	85	0.07	0.00	18	8	1	14	1	16	1	11	3	0	0	12
Tamilnad Mercantile Bank Ltd.	45	0.05	0.00	7	6	0	5	0	6	0	7	1	0	0	13
New Private Sector Banks	13021			1973	1233	3035	1159	237	1507	42	1952	764	25	1094	
Axis Bank	1043	0.20	0.03	155	126	210	56	17	200	6	152	44	3	74	
Centurian Bank of Punjab Ltd.	473	0.40	NA	91	40	49	66	13	76	5	74	24	2	33	
Development Credit Bank Ltd.	61	0.19	0.00	7	7	0	5	6	9	0	18	4	0	5	
HDFC Bank Ltd.	3480	0.48	0.08	508	286	963	286	37	362	6	468	224	1	339	
ICICI Bank Ltd.	7576	0.66	0.08	1122	733	1795	701	156	820	20	1165	443	19	602	
Indus Ind Bank Ltd.	109	0.19	0.01	15	12	3	8	3	14	2	22	12	0	18	
Kotak Mahindra Bank Ltd.	261	1.04	0.02	72	26	12	37	5	23	1	52	12	0	21	
Yes Bank Ltd.	18	0.07	0.04	3	3	3	0	0	3	2	1	1	0	2	
Foreign Banks	6128			521	315	3087	404	79	423	9	556	341	12	381	
ABN Amro Bank Ltd	1162	1.22	0.35	75	40	612	86	13	93	0	130	67	2	44	
Abu Dhabi Commercial Bank Ltd.	0	0.00	NA	0	0	0	0	0	0	0	0	0	0	0	
American Express Bank Ltd.	63	1.30	0.09	7	3	38	2	0	6	1	2	0	0	4	

Deutsche Bank AG	134	1.00	0.08	11	7	49	10	1	15	0	19	17	0	5
HSBC Ltd.	1291	0.89	NA	100	44	722	52	14	104	1	95	95	5	59
J P Morgan Chase Bank	0	0.00	0.00	0	0	0	0	0	0	0	0	0	0	0
Krung Thai Bank Public Co. Ltd.	0	0.00	NA	0	0	0	0	0	0	0	0	0	0	0
Mashreqbank PSC	1	3.58	NA	0	0	0	0	0	1	0	0	0	0	0
Mauritius Bank	1	0.05	NA	1	0	0	0	0	0	0	0	0	0	0
Mizuhho Corporate Bank Ltd.	0	0.00	NA	0	0	0	0	0	0	0	0	0	0	0
Oman International Bank S.A.O.G.	1	0.13	NA	0	0	0	0	0	0	0	1	0	0	0
Shinhan Bank	0	NA	NA	0	0	0	0	0	0	0	0	0	0	0
Societe Generale	0	0.00	NA	0	0	0	0	0	0	0	0	0	0	0
Sonali Bank	0	0.00	NA	0	0	0	0	0	0	0	0	0	0	0
Standard Chartered Bank Ltd.	1310	1.02	0.29	130	77	612	95	28	77	5	106	77	2	101
Scheduled Primary Coop banks	183			29	7	0	3	1	13	1	88	15	4	22
RRBs	630			31	106	10	205	8	21	2	64	60	3	120
Others	1302			52	23	12	47	17	6	6	14	9	1	1115
	47887			5612	5213	10129	5297	757	3740	1582	6388	3128	141	5900