

Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the Period July-June 2018-2019)

Sr. No.	Name of the Bank	Number of Complaints in Major Categories for Public Sector Banks							Total Number of Complaints*
		Non-Observance of Fair Practices Code	ATM/ Debit/ Credit Cards	Failure on Commitments and Non-Adherence to BCSBI Code	Pension	Deposit Account	Levy of Charges without Prior Notice	Loans and Advances	
1	2	3	4	5	6	7	8	9	10
	Public Sector Banks	23,518	32,291	11,559	6,927	6,004	4,260	4,097	1,21,277
1	Allahabad Bank	540	648	221	113	115	47	97	2,429
2	Andhra Bank	314	507	326	55	72	42	60	1,943
3	Bank of Baroda	1,911	2,162	1,068	302	515	399	396	9,385
4	Bank of India	1,080	1,255	603	312	241	184	163	5,226
5	Bank of Maharashtra	501	210	69	16	37	34	29	1,128
6	Canara Bank	1,215	1,207	774	347	498	218	187	5,997
7	Central Bank of India	618	909	347	508	124	111	201	3,865
8	Corporation Bank	608	895	229	18	171	84	122	2,924
9	Indian Bank	596	637	217	74	99	49	119	2,334
10	Indian Overseas Bank	711	606	215	78	92	95	103	2,491
11	Oriental Bank of Commerce	279	751	259	41	131	127	86	2,396
12	Punjab and Sind Bank	98	157	103	41	37	26	39	761
13	Punjab National Bank	1,633	2,954	1,015	772	485	328	315	10,791
14	State Bank of India	11,185	16,815	5,173	3,747	2,925	2,245	1,801	59,522
15	Syndicate Bank	426	354	193	194	92	75	111	1,989
16	UCO Bank	399	540	229	151	123	50	93	2,252
17	Union Bank of India	998	1,377	404	83	196	119	127	4,523
18	United Bank of India	406	307	114	75	51	27	48	1,321

*: Inclusive of complaints registered under other categories not listed at column 3 to 9.

Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the Period July-June 2018-2019)

Sr. No.	Name of the Bank	Number of Complaints in Major Categories for Private Sector Banks							Total Number of Complaints*
		Non-Observance of Fair Practices Code	ATM/ Debit/ Credit Cards	Failure on Commitments and Non-Adherence to BCSBI Code	Pension	Deposit Account	Levy of Charges without Prior Notice	Loans and Advances	
1	2	3	4	5	6	7	8	9	10
	Private Sector Banks	10,525	14,787	6,070	53	2,487	3,812	2,067	54,922
1	Axis Bank Limited	1,816	2,415	1,160	14	559	903	341	10,010
2	Bandhan Bank Limited	71	67	28	-	20	8	11	300
3	Catholic Syrian Bank Ltd	19	23	17	-	3	17	2	109
4	City Union Bank Limited	68	43	17	1	8	14	12	221
5	DCB Limited	168	41	60	-	17	30	32	443
6	Dhanalakshmi Bank Limited	26	9	5	-	3	8	3	69
7	Federal Bank Limited	134	208	75	-	19	53	31	680
8	HDFC Bank Limited	2,763	4,519	1,861	14	499	989	545	15,105
9	ICICI Bank Limited	1,985	2,897	1,082	11	601	650	427	11,257
10	IDBI Bank Limited	699	491	227	2	116	202	102	2,484
11	IDFC Bank Limited	112	75	62	1	28	31	60	524
12	IndusInd Bank Limited	654	677	267	2	88	146	84	2,521
13	Jammu & Kashmir Bank Ltd.	43	203	19	1	18	12	10	439
14	Karnataka Bank Limited	52	127	50	-	14	43	13	407
15	Karur Vysya Bank Limited	114	90	50	-	22	39	14	451
16	Kotak Mahindra Bank Limited	915	1,173	573	4	295	376	222	4,951
17	Lakshmi Vilas Bank Limited	61	37	19	-	11	7	12	184
18	Nainital Bank Limited	10	14	5	-	5	4	1	55
19	Ratnakar Bank Limited	321	1,215	157	1	46	69	23	2,255
20	South Indian Bank Limited	49	65	49	-	9	32	13	306
21	Tamilnad Mercantile Bank Ltd.	69	23	23	1	5	14	11	181
22	Yes Bank Limited	376	375	264	1	101	165	98	1,970

*: Inclusive of complaints registered under other categories not listed at column 3 to 9.

Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Concluded)
(For the Period July-June 2018-2019)

Sr. No.	Name of the Bank	Number of Complaints in Major Categories for Foreign Banks							Total Number of Complaints*
		Non- Observance of Fair Practices Code	ATM/ Debit/ Credit Cards	Failure on Commitments and Non-Adherence to BCSBI Code	Pension	Deposit Account	Levy of Charges without Prior Notice	Loans and Advances	
1	2	3	4	5	6	7	8	9	10
	Foreign Banks	601	1,820	382	2	269	129	108	4,196
1	AB Bank Limited	3	5	1	-	-	-	-	9
2	American Express Banking Corp.	20	107	18	-	6	4	1	175
3	Australia and New Zealand Banking Group Limited	2	-	-	-	-	-	-	2
4	Bank of America N.T. and S.A.	3	-	-	-	1	-	-	8
5	Bank of Bahrain And Kuwait B.S.C.	1	-	-	-	1	-	-	4
6	Barclays Bank PLC	10	23	3	-	3	2	3	54
7	BNP Paribas	1	-	1	-	-	1	-	4
8	Chinatrust Commercial Bank	-	1	-	-	-	-	-	1
9	Citibank N.A	148	532	102	-	82	28	16	1,200
10	DBS Bank Ltd.	28	56	24	-	18	3	1	171
11	Deutsche Bank AG	27	5	14	-	6	7	10	94
12	Doha Bank QSC	1	-	-	-	1	-	-	3
13	Emirates NBD Bank (P.J.S.C.)	-	1	-	-	-	-	-	1
14	Hongkong and Shanghai Banking Corpn.Ltd.	80	232	67	-	38	13	17	534
15	JP Morgan Chase Bank National Association	-	-	-	-	-	-	-	1
16	Mashreq Bank PSC	-	-	-	-	-	-	-	1
17	Qatar National Bank SAQ	-	-	1	-	-	-	-	1
18	Royal Bank of Scotland	10	34	4	-	3	2	2	63
19	Shinhan Bank	-	-	-	-	-	-	-	1
20	Standard Chartered Bank	267	824	147	2	110	69	58	1,867
21	Sumitomo Mitsui Banking Corporation	-	-	-	-	-	-	-	1
22	The Bank of Tokyo-Mitsubishi UFJ Ltd	-	-	-	-	-	-	-	1

Note: -: Nil/negligible.

Source: Inclusive of complaints registered under other categories not listed at column 3 to 9.