

The Bank-wise details regarding number of complaints received by Banking Ombudsmen (BO) and disposed of in the last three years i.e. 2014-15, 2015-16 and 2016-17 are given in Annexure.

Majority of the complaints received under the Banking Ombudsman Scheme are resolved through conciliation and mediation of BO. In very few cases, where conciliation and mediation fails to achieve mutually agreeable settlement, BO passes an Award or rejects the complaint.

[illegible]

	DENA BANK	718	683	35	784	774	45	1140	1085	100	
	INDIAN BANK	1246	1217	29	1369	1345	53	1673	1654	72	
	INDIAN OVERSEAS BANK	1534	1494	40	2376	2313	103	2633	2616	120	
	ORIENTAL BANK OF COMMERCE	834	788	46	1080	1039	87	1522	1456	153	
	PUNJAB AND SIND BANK	390	374	16	554	539	31	690	661	60	
	PUNJAB NATIONAL BANK	4454	4265	189	4735	4577	347	6227	5919	655	
	SYNDICATE BANK	1195	1146	49	1225	1193	81	1416	1383	114	
	UCO BANK	1262	1223	39	1406	1370	75	1747	1709	113	
	UNION BANK OF INDIA	2141	2013	128	2249	2249	128	2559	2308	379	
	UNITED BANK OF INDIA	953	937	16	733	700	49	958	972	35	
	VIJAYA BANK	411	398	13	489	481	21	690	666	45	
	IDBI BANK LIMITED	854	808	46	10	9	47	2079	2033	93	
	Bhartiya Mahila Bank	2	2	0	1453	1410	43	16	16	43	
		57724	54965	2759	65032	63992	3799	81309	77291	7817	
	CATHOLIC SYRIAN BANK LTD	82	81	1	80	78	3	66	66	3	
	CITY UNION BANK LIMITED	120	119	1	124	120	5	136	136	5	
	FEDERAL BANK LTD	331	327	4	387	376	15	503	467	51	
	JAMMU AND KASHMIR BANK LTD	157	146	11	168	168	11	140	133	18	
	KARNATAKA BANK LTD	163	162	1	140	138	3	222	207	18	
	KARUR VYSYA BANK LTD	195	191	4	242	238	8	298	299	7	
	LAKSHMI VILAS BANK LTD	102	100	2	166	167	1	120	116	5	
	NAINITAL BANK LTD	15	12	3	45	45	3	25	23	5	
	RATNAKAR BANK LTD	127	121	6	224	219	11	417	388	40	

SOUTH INDIAN BANK LTD	165	163	2	195	191	6	206	204	8	
TAMILNAD MERCANTILE BANK LTD	133	133	0	122	118	4	144	144	4	
THE DHANALAKSHMI BANK LTD	89	88	1	71	72	0	64	61	3	
AXIS BANK LIMITED	3242	3080	162	4966	4861	267	6748	6506	509	
BANDHAN BANK LIMITED	0	0	0	26	23	3	102	100	5	
DEVELOPMENT CREDIT BANK LTD.	131	128	3	263	252	14	316	301	29	
HDFC BANK LTD.	5684	5542	142	7712	7815	39	9885	9331	593	
ICICI BANK LIMITED	6379	6097	282	7897	7707	472	9541	9331	682	
IDFC BANK LIMITED	0	0	0	1	1	0	29	24	5	
INDUSIND BANK LTD	824	785	39	1214	1188	65	1436	1393	108	
KOTAK MAHINDRA BANK LTD.	1576	1512	64	2394	2287	171	3711	3608	274	
YES BANK LTD.	342	322	20	496	481	35	969	935	69	
	19857	19109	748	26933	26545	1136	35078	33773	2441	
AMERICAN EXP. BANKING CORP.	106	88	18	156	171	3	187	175	15	
BARCLAYS BANK PLC	92	87	5	95	96	4	55	57	2	
CITIBANK N.A	813	789	24	890	881	33	1242	1173	102	
DBS BANK LTD.	11	10	1	13	11	3	28	28	3	
DEUTSCHE BANK AG	63	58	5	90	89	6	105	94	17	
HONGKONG AND SHANGHAI BANKING CORPN.LTD.	298	288	10	403	385	28	415	408	35	
ROYAL BANK OF SCOTLAND	197	190	7	181	175	13	126	132	7	
STANDARD CHARTERED BANK	2012	1945	67	1558	1557	68	1086	1075	79	

<b>Others Banks</b>	<b>Foreign</b>	18	17	1	27	28	0	42	40	2
		<b>3610</b>	<b>3472</b>	<b>138</b>	<b>3413</b>	<b>3393</b>	<b>158</b>	<b>3286</b>	<b>3182</b>	<b>262</b>
<b>RRBs/SCBs/Others</b>		7247	7116	131	7516	7188	459	11315	11082	692
<b>Grand Total</b>		<b>88438</b>	<b>84662</b>	<b>3776</b>	<b>102894</b>	<b>101146</b>	<b>5524</b>	<b>130988</b>	<b>125330</b>	<b>11182</b>
<b>* Complaints disposed includes those pending at the end of the previous year</b>										

This was stated by Shri Santosh Kumar Gangwar, Minister of State for Finance in written reply to a question in Rajya Sabha today.

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DSM/SBS/KA

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