GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA
UNSTARRED QUESTION NO. 488
TO BE ANSWERED ON THE 18TH NOVEMBER, 2016 / 27 KARTIKA, 1938 (SAKA)

BANKING OMBUDSMAN

QUESTION

488. SHRI RAOSAHEB DANVE PATIL:

Will the Minister of FINANCE be pleased to state:

(a) the number of complaints/grievances received, settled and pending by Banking Ombudsman during the last three years and the current year, public and private bank-wise, State-wise;

(b) the number of Banking Ombudsman officers appointed over the last three years and the current year;

(c) whether the staff strength in the Banking Ombudsman is inadequate for handling the increasing number of complaints; and

(d) if so, the details thereof along with the steps taken by the Government to improve working condition and settle the pending cases expeditiously?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI SANTOSH KUMAR GANGWAR)

(a): The information relating to number of complaints / grievances received, settled and pending (bank-wise) in Banking Ombudsman offices during last three years i.e. 2013-14, 2014-15, and 2015-16 and current year relating to public and private sector banks, is given at Annexure. The state-wise information is not maintained with the Reserve Bank of India (RBI).

(b) to (d): There are 16 offices of Banking Ombudsman in the country. The total staff strength of the Offices of the Banking Ombudsman and the number of complaints received during last three years is given below. The staff position undergoes change on account of transfer/retirements of the officials. With the existing staff strength, the Offices of Banking Ombudsman achieved a disposal rate of above 95% during the last three years. The details are as under:-

Year	**2013-2014**	**2014-2015**	**2015-2016**
No. of complaints received	76573	85131	102894
No. of officers	167	149	141

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Annexure referred to in reply to Part (a) of Lok Sabha Unstarred Question No. 488 for answer on 18.11.2016 by Shri RaoSaheb Danve Patil regarding Banking Ombudsman												
Bank Name	**2013-14 (July-June)**			**2014-15 (July-June)**			**2015-16 (July-June)**			**2016-17(July to October 31,2016)**		
Public Sector Banks	**Received**	**@Disposed**	**Pending**	**Received**	**@Disposed**	**Pending**	**Received**	**@Disposed**	**Pending**	**Received**	**@Disposed**	**Pending**
STATE BANK OF INDIA	21208	21918	937	23176	22750	1363	25611	25638	1336	8940	6969	3237
STATE BANK OF BIKANER AND JAIPUR	1132	1134	22	1177	1186	13	1267	1197	83	637	546	159
STATE BANK OF HYDERABAD	633	651	31	611	625	17	777	744	50	261	237	75
STATE BANK OF MYSORE	273	266	18	298	296	20	351	361	10	103	64	43
STATE BANK OF PATIALA	471	495	32	498	497	33	760	767	26	374	259	128
STATE BANK OF TRAVANCORE	651	680	20	770	766	24	819	837	6	239	156	109
ALLAHABAD BANK	980	1018	44	1099	1095	48	1215	1168	95	446	345	206
ANDHRA BANK	574	607	33	649	680	2	1051	1023	30	355	327	80
BANK OF BARODA	2409	2434	101	2937	2907	131	3915	3701	345	1501	1158	657
BANK OF INDIA	2032	2076	101	2707	2660	148	3210	3127	231	1300	1039	509
BANK OF MAHARASHTRA	479	498	33	557	561	29	651	647	33	262	227	83
CANARA BANK	2055	2071	107	2885	2866	126	3837	3738	225	1524	1067	684
CENTRAL BANK OF INDIA	1645	1573	77	2018	1974	121	2294	2262	153	854	614	395
CORPORATION BANK	682	690	47	745	754	38	805	790	53	340	237	144

DENA BANK	575	566	32	686	683	35	784	774	45	259	237	77
INDIAN BANK	1257	1349	39	1207	1217	29	1370	1346	53	514	330	231
INDIAN OVERSEAS BANK	1335	1375	68	1466	1494	40	2375	2313	102	770	519	355
ORIENTAL BANK OF COMMERCE	631	665	28	806	788	46	1081	1039	88	370	286	169
PUNJAB AND SIND BANK	292	309	20	370	374	16	553	539	30	237	167	94
PUNJAB NATIONAL BANK	3679	3711	225	4229	4265	189	4735	4578	346	1892	1409	778
SYNDICATE BANK	1117	1128	68	1127	1146	49	1226	1193	82	422	303	197
UCO BANK	1046	1109	54	1208	1223	39	1407	1370	76	499	408	176
UNION BANK OF INDIA	1945	2025	85	2056	2013	128	2247	2249	126	693	519	314
UNITED BANK OF INDIA	660	684	24	929	937	16	733	701	48	278	206	118
VIJAYA BANK	317	322	16	395	398	13	489	481	21	163	115	74
BHARTIYAMAHILA BANK	0	0	0	2	2	0	10	9	1	2	3	0
IDBI BANK LIMITED	681	708	39	815	808	46	1452	1410	88	572	452	192
Public Sector Total (A)	**48759**	**50062**	**2301**	**55423**	**54965**	**2759**	**65025**	**64002**	**3782**	**23807**	**18199**	**9284**
Private Sector Banks												
CATHOLIC SYRIAN BANK LTD	75	73	7	75	81	1	80	78	3	19	20	1
CITY UNION BANK LIMITED	125	131	1	119	119	1	124	120	5	29	27	8
FEDERAL BANK LTD	251	260	8	323	327	4	387	376	15	127	108	38
JAMMU AND KASHMIR BANK LTD	108	105	10	147	146	11	168	168	11	57	33	33
KARNATAKA BANK LTD	134	136	10	153	162	1	140	138	3	51	30	28

KARUR VYSYA BANK LTD	194	205	3	192	191	4	242	238	8	75	51	31
LAKSHMI VILAS BANK LTD	126	131	3	99	100	2	166	167	1	31	25	7
NAINITAL BANK LTD	15	17	1	14	12	3	45	45	3	3	3	4
RATNAKAR BANK LTD	48	47	4	123	121	6	224	219	11	129	89	43
SOUTH INDIAN BANK LTD	199	212	4	161	163	2	196	191	7	70	51	26
TAMILNAD MERCANTILE BANK LTD	127	126	3	130	133	0	122	118	4	45	42	5
THE DHANALAKSHMI BANK LTD	77	80	1	88	88	1	71	72	0	14	9	4
AXIS BANK LIMITED	3139	3248	166	3076	3080	162	4966	4861	267	1926	1495	705
BANDHAN BANK	0	0	0	0	0	0	26	23	3	30	28	3
DEVELOPMENT CREDIT BANK LTD.	100	101	3	128	128	3	263	252	14	93	66	42
HDFC BANK LTD.	4822	5019	116	5568	5542	142	7712	7547	307	2946	2190	993
ICICI BANK LIMITED	5325	5419	263	6116	6097	282	7900	7708	474	2946	2313	1056
IDFC BANK	0	0	0	0	0	0	2	1	1	3	3	1
INDUSIND BANK LTD	552	545	48	776	785	39	1214	1189	64	446	338	164
KOTAK MAHINDRA BANK LTD.	1325	1380	50	1526	1512	64	2398	2287	175	1103	847	413
YES BANK LTD.	287	295	16	326	322	20	495	481	34	242	155	121
Private Sector Total (B)	**17029**	**17530**	**717**	**19140**	**19109**	**748**	**26941**	**26279**	**1410**	**10385**	**7923**	**3726**
Grand Total (A)+(B)	**65788**	**67592**	**3018**	**74563**	**74074**	**3507**	**91966**	**90281**	**5192**	**34192**	**26122**	**13010**

@'Complaints disposed' include complaints pending at the end of the previous year