

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA
UNSTARRED QUESTION NO. 152
TO BE ANSWERED ON THE 02ND FEBRUARY, 2018 / 13 MEGHA, 1939 (SAKA)**

Banking and Insurance Ombudsman

QUESTION

**152. SHRI SHER SINGH GHUBAYA:
DR. RAVINDRA KUMAR RAY:**

Will the Minister of FINANCE be pleased to state:

- (a) whether the banking and insurance ombudsman have a large number of pending claims;
- (b) if so, the details of the number of claims that are pending before Banking Ombudsman and Insurance Ombudsman till date, Bank/Insurance company-wise; and
- (c) the steps being taken by the Government to redress the claims immediately that have been pending for a long time?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI SHIV PRATAP SHUKLA)**

(a) to (c): The Bank / Insurance company-wise details regarding number of complaints that are pending before Banking Ombudsman and Insurance Ombudsman as on 31.12.2017 are given in Annexure-I and Annexure-II respectively.

Offices of the Banking Ombudsman have to resolve the complaints within a period of two months. However, in some cases due to delay in receipt of information / documents / clarifications, the resolution gets delayed. In case of insurance sector, the Redressal of Public Grievances Rules, 1998 have been revamped and replaced by the Insurance Ombudsman Rules, 2017. The object of these Rules is to resolve all complaints of insurance policies taken in an individual capacity, group insurance policies, policies issued to sole proprietorship and micro enterprises on the part of insurance companies and their agents and intermediaries in a cost effective and impartial manner. The Rules provide for disposal of complaints by an Ombudsman in a time bound manner. They also provide for payment of penal interest to customers at a rate per annum, as specified in the regulation framed under the Insurance Regulatory and Development Authority Act, 1999, from the date the claim ought to have been settled under the regulations, till the date of payment of the amount awarded by the Ombudsman.

Annexure-I referred to in reply to part (b) of Lok Sabha Question No. 152 for answer on 02.02.2018 on 'Banking and Insurance Ombudsman'

CODE	DESCRIPTION	COUNTS
1	A.P.MAHESH CO-OP.URBAN BANK LTD.	3
2	ABHYUDAYA CO-OP.BANK LTD.BOMBAY	10
3	ABU DHABI COMMERCIAL BANK LTD	1
4	ALLAHABAD BANK	263
5	ALLAHABAD UP GRAMIN BANK	40
6	AMERICAN EXPRESS BANKING CORP.	26
7	ANDHRA BANK	196
8	ANDHRA PRADESH GRAMEENA VIKAS BANK	4
9	ANDHRA PRAGATHI GRAMEENA BANK	2
10	APNA SAHAKARI BANK LTD	4
11	ARYAVART GRAMIN BANK	15
12	ASSAM GRAMIN VIKASH BANK	6
13	AU SMALL FINANCE BANK LIMITED	5
14	AUSTRALIA AND NEW ZEALAND BANKING GROUP LIMITED	1
15	AXIS BANK LIMITED	1054
16	BANDHAN BANK LIMITED	24
17	BANGIYA GRAMIN VIKASH BANK	2
18	BANK OF AMERICA N.T. AND S.A.	1
19	BANK OF BARODA	1168
20	BANK OF INDIA	807
21	BANK OF MAHARASHTRA	164
22	BARCLAYS BANK PLC	4
23	BARODA GUJARAT GRAMIN BANK	2
24	BARODA RAJASTHAN KSHETRIYA GRAMIN BANK	12
25	BARODA UTTAR PRADESH GRAMIN BANK	81
26	BASSEIN CATHOLIC CO-OP.BANK LTD.	2
27	BIHAR GRAMIN BANK	2
28	BOMBAY MERCANTILE CO-OP.BANK LTD.	3
29	CANARA BANK	754
30	CATHOLIC SYRIAN BANK LTD	18
31	CENTRAL BANK OF INDIA	485
32	CENTRAL MADHYA PRADESH GRAMIN BANK	7
33	CHAITANYA GODAVARI GRAMEENA BANK	1
34	CHHATTISGARH GRAMIN BANK	1
35	CITIBANK N.A	198
36	CITIZEN CREDIT CO-OP.BANK LTD.MUMBAI	3
37	CITY UNION BANK LIMITED	30
38	CORPORATION BANK	432
39	COSMOS CO-OPERATIVE BANK LTD.PUNE	19
40	DBS BANK LTD.	8
41	DCB BANK LIMITED	54
42	DECCAN GRAMEENA BANK	1
43	DENA BANK	217
44	DENA GUJARAT GRAMIN BANK	6
45	DEUTSCHE BANK AG	3

46	DEUTSCHE BANK(ASIA)	11
47	DOMBIVALI NAGARI SAHAKARI BANK LTD.	3
48	FEDERAL BANK LTD	64
49	GRAMIN BANK OF ARYAVART	44
50	GREATER BOMBAY CO-OP.BANK LTD.	2
51	GURGAON GRAMIN BANK	1
52	HARYANA GRAMIN BANK	6
53	HDFC BANK LTD.	1324
54	HIMACHAL PRADESH GRAMIN BANK	2
55	HONGKONG AND SHANGHAI BANKING CORPN.LTD.	62
56	ICICI BANK LIMITED	1392
57	IDBI BANK LIMITED	318
58	IDFC BANK LIMITED	41
59	INDIAN BANK	260
60	INDIAN MERCANTILE COOP.BANK LTD LUCKNOW	1
61	INDIAN OVERSEAS BANK	348
62	INDUSIND BANK LTD	206
63	J AND K GRAMEEN BANK	1
64	JALGAON JANATA SAHAKARI BANK LTD.	1
65	JAMMU KASHMIR BANK LTD	1
66	JAMMU AND KASHMIR BANK LTD	30
67	JANAKALYAN SAHAKARI BANK LTD.(BOMBAY)	4
68	JANATA SAHAKARI BANK Ltd.	8
69	JHARKHAND GRAMIN BANK	2
70	KALLAPPANNA AWADE ICHALKARANJI JANATA SAHAKARI BANK LTD.	1
71	KALUPUR COMM.CO-OP.BANK LTD.	2
72	KAPOL CO-OPERATIVE BANK LTD.MUMBAI	3
73	KARAD URBAN CO-OP.BANK LTD.	1
74	KARNATAKA BANK LTD	61
75	KARNATAKA VIKAS GRAMEENA BANK	4
76	KARUR VYSYA BANK LTD	59
77	KASHI GOMTI SAMYUT GRAMIN BANK	31
78	KERALA GRAMIN BANK	13
79	KOTAK MAHINDRA BANK LTD.	619
80	KRISHNA GRAMEENA BANK	1
81	LAKSHMI VILAS BANK LTD	24
82	LUCKNOW KSHETRIYA GRAMIN BANK	1
83	MADHYA BIHAR GRAMIN BANK	1
84	MADHYANCHAL GRAMIN BANK	9
85	MAHANAGAR Co-Op BANK	1
86	MAHARASHTRA GRAMIN BANK	3
87	MALWA GRAMIN BANK	2
88	MAPUSA URBAN CO-OP.BANK OF GOA LTD.	1
89	MARUDHARA GRAMIN BANK	6
90	NAGAR URBAN CO-OP.BANK LTD.	2
91	NAINITAL BANK LTD	10
92	NARMADA JHABUA GRAMIN BANK	4
93	NEW INDIA CO-OP.BANK LTD.	1
94	NORTH KANARA G.S.B.CO-OP.BANK LTD.	10
95	NUTAN NAGRIK SAH.BANK LTD.(AHMEDABAD)	2

96	ORIENTAL BANK OF COMMERCE	327
97	ORISSA GRAMYA BANK	1
98	OTHERS	165
99	PANDYAN GRAMA BANK	1
100	PRAGATHI GRAMIN BANK	4
101	PRAGATHI KRISHNA GRAMIN BANK	1
102	PRATHAMA BANK	5
103	PRAVARA SAHAKARI BANK LTD.	1
104	PUDUVAI BHARATHIAR GRAMA BANK	1
105	PUNJAB AND MAHARASHTRA COOP.BK.LTD.	11
106	PUNJAB AND SIND BANK	89
107	PUNJAB GRAMIN BANK	2
108	PUNJAB NATIONAL BANK	1102
109	PURVANCHAL BANK	2
110	PURVANCHAL GRAMIN BANK	35
111	RAJASTHAN GRAMIN BANK	1
112	RATNAKAR BANK LTD	135
113	RBL BANK LTD	8
114	ROYAL BANK OF SCOTLAND	5
115	SANGLI URBAN CO-OP.BANK LTD.	1
116	SAPTAGIRI GRAMEENA BANK	1
117	SARASWAT CO-OP.BANK LTD.	32
118	SARVA HARYANA GRAMIN BANK	2
119	SARVA U.P. GRAMIN BANK	38
120	SAURASHTRA GRAMIN BANK	2
121	SHIKSHAK SAHAKARI BANK LTD.,NAGPUR	6
122	SOLAPUR JANATA SAHAKARI BANK	2
123	SOUTH INDIAN BANK LTD	42
124	STANDARD CHARTERED BANK	140
125	STATE BANK OF INDIA	7135
126	STATE BANK OF INDIA CARDS	859
127	SURAT PEOPLES CO-OP.BANK LTD.	2
128	SVC CO-OP. BANK LTD.	20
129	SYNDICATE BANK	310
130	TAMILNAD MERCANTILE BANK LTD	18
131	THANE BHARAT SAHAKARI BANK LTD	1
132	THANE JANATA SAHAKARI BANK LTD.	7
133	THE BHARAT CO-OP.BANK (MUMBAI) LTD.	3
134	THE DHANALAKSHMI BANK LTD	10
135	THE KALYAN JANATA SAH.BANK LTD.KALYAN	2
136	THE MAHANAGAR CO-OP.BANK LTD. MUMBAI	2
137	TRIPURA GRAMIN BANK	5
138	UCO BANK	243
139	UNION BANK OF INDIA	592
140	UNITED BANK OF INDIA	107
141	UTKAL GRAMEEN BANK	2
142	UTKAL GRAMYA BANK	1
143	UTTAR BIHAR GRAMIN BANK	6
144	UTTARAKHAND GRAMIN BANK	8
145	UTTARANCHAL GRAMIN BANK	2

146	VANANCHAL GRAMIN BANK	4
147	VIDHARBHA KONKAN GRAMIN BANK	4
148	VIJAYA BANK	126
149	YES BANK LTD.	157
	Total	22931

Annexure-II referred to in reply to part (b) of Lok Sabha Question No. 152 for answer on 02.02.2018 on 'Banking and Insurance Ombudsman'

Sl. No	Name of the Insurance Company	Complaints outstanding
	Life Companies	
1	Aegon Life Ins.Co.Ltd.	203
2	Aviva Life	71
3	Bajaj-Allianz Life	153
4	BHARTI AXA LIFE	403
5	Birla-Sun Life	147
6	Canara HSBC Oriental Bank Life	4
7	DHFL Pramerica Life Ins.Co.Ltd.	74
8	Edelweiss Tokio LIC Co.	44
9	Exide Life Insurance Co.	338
10	Future Generali	261
11	Hdfc-Standard Life	602
12	ICICI-Prudential	160
13	IDBI Federal Life Ins.Co.Ltd.	30
14	IndiaFirst insurance co.	15
15	Kotak Mahindra-OM	93
16	LIC of India	586
17	Max Life Insurance	137
18	PNB Met-Life	181
19	RELIANCE NIPPON LIFE	483
20	SAHARA India Life	0
21	SBI LIFE	110
22	SHRIRAM LIFE	36
23	Star Union Dai-ichi Life Ins.Co.	17
24	TATA AIA LIFE	31
	TOTAL (A)	4179
	General Companies	
1	Aditya Birla Health Ins. Co. Ltd.	0
2	Agriculture Ins. Co.	0
3	Apollo Munich Health	128
4	Bajaj-Allianz General	71
5	Bharati AXA Gen.Ins.	28
6	CHNHB Association	0
7	Cholamandalam MS	29

8	Cigna TTK Health Ins. Co.	75
9	ECGC	1
10	Future Generali Gen.	24
11	HDFC ERGO Gen.Ins.	127
12	ICICI-Lombard	127
13	IFFCO TOKIO	115
14	Kotak Mahindra Gen. Ins. Co. Ltd.	0
15	L & T General	1
16	LIBERTY VIDEOCON	6
17	MAGMA HDI Genl.	4
18	MAX BUPA Health	88
19	Raheja QBE Gen.Ins.	0
20	Reliance General	57
21	Religare Health Ins.	109
22	Royal-Sundaram	49
23	SBI General	52
24	ShriramGen.Ins.Co.Ltd.	21
25	Star Health & Allied Ins.	376
26	TATA-AIG General	26
27	The National	479
28	The New India	568
29	The Oriental	594
30	The United-India	697
31	Universal Sompo Gen.	27
	TOTAL (B)	3879
	TOTAL (A+B)	8058