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*Difficult to recall a period when we had it so good*  
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## Rise in customer complaints lower for SBI group

By ET Bureau | Updated: Nov 27, 2015, 11.20 AM IST [Post a Comment](#)

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KOLKATA: State Bank of India and its associates appear to have stemmed a slide in consumer services with the volume of complaints against them rising at a slower pace than for peers in both the public and private sectors.

There was a 9% increase in the number of complaints against SBI and its associate banks in 2014-15 from a year earlier, compared with an 18% rise for nationalised banks and 16% for private banks, according to group-wise data from the Reserve Bank of India. Foreign banks received 32% less complaints, the only group with fewer grievances. Bank customers seem to have become more proactive in demanding their rights and seeking action against lenders that failed to keep their promises. The RBI said it regularly organised campaigns, outreach activities and town hall events to spread awareness about the ombudsman scheme and consumer rights.



The central bank received 85,131 complaints in 2014-15, an 11% increase from a year earlier, according to statistics released by the RBI. Over one-third of the complaints came from north India. About 96% of the complaints had been addressed, the RBI said in the annual report of the Banking Ombudsman Scheme for 2014-15 released on Thursday. The largest category of complaints - 29.2% - were related to the failure to meet commitments and the non-observance of fair practices as well as criteria laid down by the Banking Codes and Standards Board of India. Credit, debit and ATM card-related complaints accounted for more than one-fifth of the total. There were 7,472 complaints, or 8.8%, that pertained to credit card operations.




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About 70% of the complaints received were from customers in urban and metro centres. Complaints from the rural and semi-urban population increased 15.6% and 8.5%, respectively. Nationalised banks and the SBI group, which together corner three-fourth of the nation's banking business, accounted for

65% of the total customer complaints. Nationalised banks received 28,891 complaints, SBI and associates received 26,529 and private banks received 19,773 complaints.

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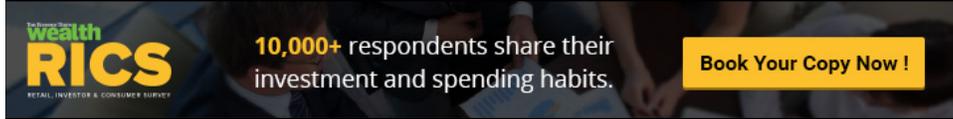
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