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STATEMENT OF COMPLAINED RECEIVED, REDRESSED, CLOSED DURING THE YEAR 2007-08

S.No.	DATE	NAME OF THE COMPLAINANT	BRANCH	ZONE	COMPLAINT PARTICULARS	REDRESSAL PARTICULARS	DATE OF CLOSURE
1	24.05.07	V.Narasimha Rao	No specific bank	All Banks	General Compliant no specific issue about our bank	Informed RBI that there is no specific issue about our Bank	24.05.07
2	26.04.07	George W.Elias	Cook Town	Bangalore	Loan not sanctioned	The complainant is not eligible for loan in view of his advanced age.	28.04.07
3	03.05.07	Shree Ganesh Rolling Mills	Rourkela,	Bhubaneshwar	Loan repaid- Securities not released	Branch released the securities as per the agreement	05.05.07
4	10.04.07	Bipin Chandra Panda	Sikula	Bhubaneshwar	Not sanctioning loan under Govt.Sponsored scheme	Complaint is baseless .Branch has neither rejected nor returned the application.	15.05.07
5	15.05.07	Orien Engineers (p) Ltd	Rourkela,	Bhubaneshwar	OTS sanctioned-Request for a lower amount	Bank has not agreed for the request as it is not feasible	16.05.07
6	07.06.07	Bipin Chandra Panda	Sikula	Bhubaneshwar	Discourteous behaviour of Branch Manger	ZO enquired into the matter. Manager has not shown any disrespect	12.06.07
7	16.04.07	K.Satyanarayana	Venkatarayapuram	Eluru	ATM double debit	Branch recredited the amount	23.04.07
8	27.04.07	P.Raghavendra Rao	R.R.Pet	Eluru	ATM card not received	Complainant has not submitted the ATM application. Advised to submit the same	05.05.07
9	15.05.07	R.Kameswaramma	Tanuku	Eluru	Pension arrears not Paid	Branch has redressed the complaint	29.05.07
10	09.06.07	Y.Subrahmanyam	Tadepalligudem	Eluru	H.L.Insurance coverage	The complainant has not requested for Insurance coverage .Hence not covered	18.06.07
11	21.06.07	P.S.Prakash	Narsapur	Eluru	ATM double debit	Branch has recredited the amount	26.06.07
12	27.06.07	P.Chitti Mary	Tadepalligudem	Eluru	Dispute reagrdng Pension payment	Branch paid the pension with arrears	03.07.07

13	27.06.07	S.Narayana Rao	Bhimadole	Eluru	Pension arrears not paid	Pension arrears Paid	11.07.07
14	23.04.07	B.Ramesh	R.L.Pet	Guntur	Request for payment of compensation as per the Orders of Consumer Forum	Our Bank's appeal against the forum judgement is pending before the State commission. Hence not paid	27.04.07
15	31.05.07	E.Kaleswara Sharma	Bapatla	Guntur	Complaint regarding Preclosure charges	Charges were collected as per the norms. Hence waiver not considered	13.06.07
16	18.06.07	P.Sasi Rani	Perala	Guntur	Request for loan on Minor deposit	Branch allowed loan duly following guidelines	30.06.07
17	21.06.07	NL satyanarayana	Ongole	Guntur	Cash less dispensed from Syndicate bankATM	Amount credited to the party's account	17.08.07
18	27.06.07	D.R.K.Murthy	CCD, H.O	H.O Hyd	Complaint reagrding Credit Card Penal charges	Charges were collected as per the norms. waiver considered to the extent possible. No possibility to consider further waiver	07.07.07
19	02.04.07	N.Lakshmi Reddy	Balanagar	Hyderabad	Delivery of Title deeds to third Party	Branch has delivered the title deeds as per the authorisation given by the complainant	07.04.07
20	07.04.07	Dr.Abdual Haq	Saornagar	Hyderabad	Wrong POS transaction	Amount recredited to the Customer	09.04.07
21	08.05.07	G.Appa Rao	Kothapet	Hyderabad	Cheque not accepted under shared clearing	Branch has not accepted the cheque due to heavy rush at the Branch.Zo advised the Manager to be more Polite in future.	10.05.07
22	14.05.07	Peerless Gen.Finan	Nampally	Hyderabad	Material alteration in Cheque	Branch informed that they obtained authentication for material alteration	16.06.07
23	15.05.07	SBH Tulasinagar	BNReddy Nagar	Hyderabad	Wrongful conversion of funds	SBH recovered the amount and they have no claim against our bank	26.06.07
24	23.05.07	K.Santosh	Sahmsheergunj	Hyderabad	ABB amount less credited	Branch credited the difference amount	02.06.07
25	26.05.07	V.Ravi Kumar	Hyderguda	Hyderabad	Complaint regarding charges for account Statement	No charges are debited to the complainant's account	08.06.07
26	28.05.07	K.R.Vijaya Raghavan	Sarrornagar	Hyderabad	Dispute regarding Payment overdue interest on Term deposits	The deposits were not placed under automatic renewal. Hence not eligible for overdue interest	11.06.07
27	31.05.07	U. Sambasiva Rao	Hyderguda	Hyderabad	ATM double debit	Branch recredited the amount	15.06.07
28	31.05.07	P.M.Sudhakar	Banjarahills	Hyderabad	Delay in Transfer of Funds	Reasons for the delay explained to complainant and he has withdrawn the complaint	14.06.07

29	07.06.07	G.Janardhan Reddy	Appollo Hos	Hyderabad	Clean loan not sanctioned	Complainant has not submitted the loan application in complete shape. Hence not considered	14.06.07
30	27.06.07	K.S.Lakshmi	Mettuguda	Hyderabad	Discourteous behaviour of Officer	Manager called on the Complainant along with Officer and expressed regrets. Complaint withdrawn.	07.07.07
31	27.06.07	K.Satyanarayana	Pamarru	Kakianda	Dispute reagrding Crop Insurance coverage for the Crop loan	Govt has not notified loss of Crop-Hence complainant not eligible for insurance claim	21.06.07
32	02.04.07	Mortha Maridana	U.Kothapalli	Kakinada	Weaker Section Loan not sanctioned	Our branch has not received any Loan application.	07.04.07
33	08.05.07	Syed Mohiddin	Pithapuram	Kakinada	Branch requested for Photo ID card for A/c opening	Branch acted as per KYC guidelines	10.05.07
34	15.05.07	Dr.P.Malleswara Rao	Govt.H.Q Br, Rajahmundry	Kakinada	Commission collected for the cheque payable at par	The cheque is not payable at par at Rajahmundry	15.05.07
35	15.05.07	B.Bhima Singh	Katarinagar	Kakinada	Delay in crediting Pension	Branch credited the arrears	22.05.07
36	23.05.07	A.Dayakar Reddy	Donkarai	Kakinada	No due certificate not issued	Borrower paid the clean loan. But E.L is outstanding. Hence certificate not issued	04.06.07
37	31.05.07	Z.A.Rahim	Katarinagar	Kakinada	Misuse of ATM card	Bank has no information from the customer regarding loss of Card	08.06.07
38	27.06.07	D.Veerabhadramma	Draksharama	Kakinada	Dispute between legal hiers regarding settlement of claim	An appeal is pending in High Court of AP in the matter. Informed the same to the complainant	04.08.07
39	15.05.07	A.Prakash	Nizamabad	Karimnagar	Complaint regarding PMRY loan	Party has not established the Unit. Advance recalled	16.05.07
40	21.05.07	APSRTC Staff & workers Union	Nizamabad	Karimnagar	Un authorised debit in the Savings account	Branch reversed the debit and grievance redressed	25.05.07
41	12.06.07	K.Narayanan	Husnabad	Karimnagar	Request for converting AB supreme to AB excel	Conversion not permitted as per the scheme before completion of one year. Hence not considered	13.06.07
42	18.06.07	DN Lakshmiji Rao	Godavari khani	Karimnagar	ATM cash not dispensed	Branch recredited the amount	19.06.07
43	27.06.07	G.Nirmala	Chaitanya Vidyaniketan	Karimnagar	Compalint regarding ABJ claim	Claim settled by LIC and amount paid to the complainant	07.07.07
44	28.05.07	P.Seshadri	Bhilai	Kolkata	Dispute regarding Payment of Term deposits	Branch explained our procedures and requested the customer to follow the same	06.06.07
45	30.05.07	Manojkumar Burswal	Bokara Steel	Kolkata	Wrong debits to SB account	Branch rectified the mistake and redressed the complaint	13.06.07

46	02.04.07	KB Ranga Gajapathi	Adoni	Kurnool	Non Sanction of Educational Laon	Branch has not received the application for loan. On receipt of the application the same will be processed as per the guidelines	07.04.07
47	17.04.07	G.Rama Krishna	New Town	Kurnool	Discrepancy in Pension	Branch rectified the discrepancy.Complaint withdrawn	18.04.07
48	20.04.07	Uppari Chandramma	Kodangal	Kurnool	Request to write off Crop loan	As per the norms not eligible for write off	10.05.07
49	25.04.07	K.Subbarayudu	Nandyal	Kurnool	Delay in Pension Payment	Branch paid the pension with arrears	03.05.07
50	09.05.07	G.Panjaksharan	Guntakal	Kurnool	Delay in realisation of LIC cheques	The delay was caused in Postal transit	11.05.07
51	31.05.07	P.Raghavendra	Bhudavarpet	Kurnool	ATM cash not dispensed	Branch recredited the amount	13.06.07
52	21.06.07	M.Kadeer Pasha	Nandyal	Kurnool	ATM cash not dispensed at other bank ATM	Amount recredited to the Customer a/c on 17.07.07	23.07.07
53	23.04.07	Customers of High Court Bench ,Nagpur	High Court Br.Nagpur	Mumbai	Complaint against ATM card charges and Cheque book issue charges	Branch redressed the Complaint	04.05.07
54	21.05.07	C.D.Merchnat	Fort	Mumbai	Payment of interest on FDR in cash	Branch confirmed that the deposits are paid as per the existing guidelines	24.05.07
55	02.04.07	Dist Collector, Moradabad	Zonal Office	New Delhi	Not reaching PMRY targets	Branch has been advised to reach PMRY Targets without fail	07.04.07
56	13.04.07	UTI Bank	Chandigarh	New Delhi	Delay in transfer of account	Branch transferred the account	13.04.07
57	14.05.07	Shiva Kumar	Agra	New Delhi	Payment of KTD	The complainant is not entitled to receive the payment. Informed the same to him	25.05.07
58	24.05.07	P.Sudarshan	Sonepet	New Delhi	Request for waiver of Prepayment &Processing charges on H.L	Charges were collected as per the norms. Hence waiver not considered	11.06.07
59	31.05.07	Smt.Rashmi Jain	Preet Vihar	New Delhi	Operations in Current account stopped	Branch permitted the opeartions in the account	08.06.07
60	30.04.07	Thota Satyanarayana	No specific branch	No specific branch	regarding his father's A/c with Bharat Lakshmi Bank Ltd - claim	Particulars mentioned by the complainant in the complaint are incomplete .advised him to submit full Particulars to verify the claim	10.05.07
61	12.04.07	Dr.K.V.Subba Rao	Dargamitta	Tirupathi	RD Proceeds not credited on due date	Branch Manager explained to the Customer . Customer withdrew the complaint	27.04.07

62	03.05.07	Posala Penchlaiah	A.K.Nagar,N'Illore	Tirupathi	Pension arrears not paid	Branch has not received official communication for payment of Pension.Branch explained the position to the Complainant. Complaint withdrawn.	09.05.07
63	10.05.07	V.Pedda Siddaiah	Tirumala	Tirupathi	Delay in crediting Cheque Proceeds	Original cheque not received by branch .Hence delay. Redressed	22.05.07
64	16.05.07	S.Rasool	Proddutoor	Tirupathi	Title deeds not returned	Branch returned the title deeds	18.05.07
65	22.05.07	T.Syamala	Tiruchunur Road	Tirupathi	Payment of interest on FDR for overdue period	Branch paid interest for overdue period	23.06.07
66	27.06.07	P.Eswar Reddy	Mydukur	Tirupathi	B.G.Expired.Revalidation required	Branch extended the vaildity of BG	30.06.07
67	02.04.07	A.Murali Krishna	Krishna Lanka	Vijayawada	ATM wrong debit	Customer account was credited on 07.04.07	07.04.07
68	02.05.07	N.Rao	Ring Road	Vijayawada	ATM cash not dispensed	Branch recredited the amount	03.05.07
69	03.05.07	Sri.Naga Lakshmi Rice & floor Mill	Vijayawada	Vijayawada	Collection of prepayment charges on OCC a/c	Branch collected the charges as per the sanction terms	03.05.07
70	10.05.07	T.Yesuratnam	Patamata	Vijayawada	Loan against pension not sanctioned	As per pension loan guidelines the complainant is not eligible for loan	17.05.07
71	22.05.07	S.V.Subrahmanyam	Vignan Vihar Br	Vijayawada	Delay /discrepancy in Pension payment	Branch rectified the discrepancy and pension paid upto date	28.05.07
72	28.05.07	G.Jagnadha Rao	Satyanaryana Puram	Vijayawada	Delay in payment of Pension	Branch redressed the Complaint	04.06.07
73	15.06.07	I.Chalapathi Rao	Labbipet	Vijayawada	SB duplicate pass book not issued	Branch issued duplicate pass book	22.06.07
74	04.04.07	B.Viswanatham	Dwarakanagar	Visakhapatnam	Request for OTS for housing loan	OTS sanctioned. Borrower paid the dues	07.04.07
75	10.04.07	I.Ratnamala	Bobbili	Visakhapatnam	Delay in crediting BC proceeds	Delay was caused by SBI. Branch credited the proceeds	23.04.07
76	15.05.07	Corporation Bank	Rajam	Vizag	Delay in collection of 2cheques	One cheque returned for financial reasons. One cheque realised	22.05.07
77	13.06.07	B.Punyavathi	Srikakulam	Vizag	Closure of Locker	Claim was received for Locker Contents and the same processed as per the guidelines	23.06.07
78	15.06.07	K.Chandan	Maharanipeta	Vizag	ATM double debit	Branch recredited the amount	21.06.07
79	24.04.07	K.Jagan Mohan	Fatimanagar	Warangal	Recovery of Excess amount towards Loan installments	Branch refunded the amount which is recovered in excess	07.05.07

80	05.04.07	Sri.P.Narasimhulu	Cook Town	Bangalore	Freezing of the account	Branch acted as per the Court orders. Infomed the same to the complainant	17.05.07
81	16.04.07	Ramachandra Mehela	Satsanka	Bhubaneswar	KVIC subsidy not adjusted to Loan	Subsidy adjusted after lock in period of 3 years	26.04.07
82	01.05.07	Nishikant Nayak	Bhubaneswar	Bhubaneswar	Difficulty in opening the account	Branch explained KYC norms and opened the a/c as per norms	08.05.07
83	09.06.07	P.C.Tripathy	Courtpet	Bhubaneswar	Loan against pension not considered	As per latest guidelines Branch powers to sanction Clean loans withdrawn .Informed the same to the party	28.06.07
84	11.06.07	Harshamani Mallick	Khurda Road	Bhubaneswar	Delay in pension disbursement	Pension data not received in the scrolls. Informed the same to the party.	05.07.07
85	23.06.07	Lingraj Behra	CESCO Power House	Bhubaneswar	Debiting of Arogyadan Premium	Branch obtained authorisation from the Complainant for the debit	30.06.07
86	27.06.07	Jagannath Kar	Madhusudhan Nagar	Bhubaneswar	Debiting of ATM card charges	Branch reversed the charged as per instructions of Zonal Office.	30.06.07
87	22.04.07	M.Raja Ram	Shenoyanagar	Chennai	Delay in settlement of Death Claim	On receipt of full set of papers branch settled the claim	24.04.07
88	25.04.07	DT Eswaran	Ashoknagar Br	Chennai	Delay in crediting Pension	Branch clarified that the pension is credited to the party's account on the date of receipt of credit- no delay	26.04.07
89	03.05.07	J.Gopal	Tiruppur Br	Chennai	ATM card not received	Branch followed up the receipt of ATM card and handed over the same to the Customer	07.05.07
90	08.05.07	T.Viswanathan	Pammal Br	Chennai	Dispute regarding Commission on OBC	Branch reversed the Service charges	09.05.07
91	08.05.07	Stephen Joseph	Kanhangad	Chennai	Interest charged on HL account	Borrower opted for floating rate.. Branch charged as per guidelines	08.05.07
92	20.05.07	Sellamuthu	Keeripatii	Chennai	Sanction of Educational Loan	Branch was advised to process the loan application as per guidelines	22.05.07
93	07.05.07	Y.Venkateswara Rao	Tanuku	Eluru	Pension certificate not issued	Certificate issued by the branch	06.06.07
94	12.05.07	Ex-Service men association	Jangareddigudem	Eluru	Payment of Pension arreras	Pension arrears paid	21.05.07
95	19.05.07	T.Subba Rao	Narsapur	Eluru	ABB transaction not accepted	Connectivity not available on that date	05.06.07
96	17.05.07	M.Kutumba Reddy	Akividu	Eluru	Clean loan not sanctioned	Not eligible for loan under guidelines	24.06.07

97	23.05.07	UBI, Pangidi	Kovvur	Eluru	Delay in collection of Cheques	Cheque proceeds credited	12.06.07
98	21.06.07	V.Umamaheswara Rao	Daggulur	Eluru	Loan not sanctioned	The applicant was a NPA borrower .Hence branch has not sanctioned loan	30.06.07
99	10.04.07	Ms.M.Sudha	JKC College	Guntur	Delay in collection of Cheques	Branch redressed the complaint	21.04.07
100	16.04.07	Shaik Muneer Basha	Kandukur	Guntur	Delay in Payment of salary	Manager assured that branch will ensure crediting of salaries without delay	23.04.07
101	16.04.07	K.Rajya Lakshmi	Morrispet	Guntur	Account statement charges	Charges are levied as per the guidelines for issue of Duplicate Statement	16.04.07
102	19.04.07	G.Krupa Rao	Perala	Guntur	Pass book not updated	Branch redressed the Complaint	21.05.07
103	24.04.07	Group of Customers	Guruvajipet	Guntur	Loan not sanctioned	Branch is advised to process the application as per guidelines	24.04.07
104	24.04.07	G.Venkata Narayana	Medapi	Guntur	Delay in release of HL instalment	Branch released the instalment	30.04.07
105	27.04.07	S.Balaiah	Tumurukota	Guntur	Renewal of KTD	KTD renewed as per Customer request	16.05.07
106	16.05.07	D.Koteswara Rao	Chirala	Guntur	Clean loan not sanctioned	Branch sanctioned clean loan	16.05.07
107	26.05.07	A.Devi Prasad	Addanki	Guntur	Delay in collection of Cheques	Cheque proceeds credited	31.05.07
108	29.05.07	D.Venkata swamy	Vetapalem	Guntur	Delay in Payment of Pension	Branch taken steps to credit the arrears through Nodal Branch	12.07.07
109	30.05.07	K.Harinarayana	CSR sarma Co	Guntur	Arogyadaan Claim	Matter is with consumer Forum	30.05.07
110	11.06.07	GV Srinivasa Rao	Bapatla	Guntur	Sanction of Educational loan	Applicant not eligible for Loan as per guidelines. Informed the same to the party	15.06.07
111	12.06.07	D.Hanumantha Reddy	Prakasm Dist Branches	Guntur	Difficulty faced by pensioners	It is a general complaint.Not against any of our branches. Advised all our Branches to render prompt service	15.06.07
112	28.06.07	NVB Chalapathi Rao	Dattashetram	Guntur	Charges levied on at par cheques	Charges refunded to the Complainant	30.06.07
113	28.06.07	B.Manohar	Singarayakonda	Guntur	Difference in Pension	Branch paid arrears	06.07.07
114	28.06.07	T.Jagadeswara Rao & 5 other Complainants	Kannavarithota	Guntur	2% subsidy on Agricultural Gold loans	Branch Manager discussed the matter with the borrowers and redressed the complaint	12.07.07

115	02.04.07	Smt.Jayashree	MJ Road	Hyderabad	Renewal of Deposit	Deposit renewed as per the request of the depositor	17.05.07
116	19.04.07	Hafezullah Khan	Abid Road	Hyderabad	Debit Card Charges	Branch reversed the charges and complaint withdrawn	02.05.07
117	23.04.07	Y.V.Radha Krishna	Sultanbazar	Hyderabad	Request for sending account statement to his residence	Branch sent the statement to the customer's address	15.05.07
118	24.04.07	Kasula Rajitha	Santoshnagar	Hyderabad	Delay in Despatch of KTDs to Dubai	Branch despatched the receipt on 24.04.07	26.04.07
119	27.04.07	Mr.Vikramaditya	Ashoknagar Br	Hyderabad	Delayin collection of Cheque	The cheque proceeds have been credited on 23.04.07	04.05.07
120	09.05.07	Mr.G.Ramulu	Baghamberpet	Hyderabad	Delay in payment of Pension arrears	Branch assured prompt payment of pension to the customer	12.06.07
121	10.04.07	JS Bhaskar	Gandhinagar	Kakinada	ABB transaction not accepted	The ABB was not accepted due to technical problem	30.06.07
122	10.04.07	D.Srinivasa Rao	Razole	Kakinada	Excess interest collected on Gold loan	Matter settled and complaint withdrawn	16.04.07
123	16.05.07	PRK Devara	Tuni	Kakinada	Instructions to transfer funds not accepted	The funds transfer was not accepted due to technical problem	19.06.07
124	18.05.07	B.Sundara Lingam	Draksharama	Kakinada	Delay in collection of Cheques	It is a draft of ICICI bank drawn on SBH with out full particulars of place of payment. The delay was caused in collecting the proceeds from the concerned SBH branch	31.05.07
125	28.05.07	S Gopala Rao	Yeleswaram	Kakinada	ABJ calim not settled	Claim pending with LIC. Informed the same to the complainant	30.06.07
126	14.06.07	S.Satyanarayana	Danavaipet	Kakinada	Loan not sanctioned	Branch during pre- sanction inspection found that the activity for which laon sought is not viable.Hence not considered	18.06.07
127	11.04.07	Sri.J.Nagender	Sircilla	Karimnagar	Suggestion to improve Customer Service	Staff meeting is conducted at the branch . Branch staff has been advised to render prompt and courteous service	15.05.07
128	11.04.07	Sri.P.Jaya Rao	Markandeya Colony	Karimnagar	Non receipt of cash from ATM	Credit was received and customer's account is credited	15.05.07
129	19.04.07	Sri. K.Anjaiah	Sircilla	Karimnagar	Return of Pattadar pass book and other papers	Pattadar pass book returned	21.05.07
130	24.04.07	Sri Kaveri Mahila Samshema Sangam	Kaman	Karimnagar	Subsidy received -Loan not sanctioned	Subsidy returned-Loan not sanctioned as the borrower not fulfilled the eligibility criteria	15.05.07

131	04.05.07	Sri.Abdul Karim	Kothapally Havelly	Karimnagar	Return of title deeds	Branch returned the title deeds	17.05.07
132	04.05.07	Sri.K.Srinivas	Bellam pally	Karimnagar	Dispute regarding Loan	It is a family dispute .No relevance to our Bank	18.05.07
133	09.05.07	T.V.Bhaskar	ML Puram	Karimnagar	Opening of SB account	Branch opened the account and complaint redressed	01.06.07
134	15.05.07	A.Venkaiah	Birkur	Karimnagar	Objection for transfer of loan installment from SB a/c	Bank procedure explained . Complaint redressed	01.06.07
135	15.05.07	P.Sambasiva Rao	8th Incline	Karimnagar	ATM not working	ATM set right	15.05.07
136	18.05.07	L.Balanagamma	ML Puram	Karimnagar	ABJ claim not settled	The matter is pending with insurance company	24.06.07
137	24.05.07	K.Rajkeshwar	Bellam pally	Karimnagar	ATM double debit	Credit received and customer's account is credited	11.06.07
138	30.05.07	Ch.Anitha	Maidapally	Karimnagar	Delay in collection of Cheques	Proceeds credited to the account	28.05.07
139	01.06.07	G.Surender	Boinpally	Karimnagar	Non sanctioning of loans	It is a general complaint .Not directly related to branch or name of beneficiary . Hence closed	10.06.07
140	16.06.07	T.Gunnaiah	Chennur	Karimnagar	CMPF Loan	The subject is relating to CMPF and not to our bank. Advised the party accordingly	20.06.07
141	18.06.07	M.A.Zakir	Tandur	Karimnagar	Refusal to open SB account	The complainant is not able to comply with KYC norms. Advised him to comply the same	06.08.07
142	21.04.07	Shiv Parsad Mundra	Salt Lake	Kolkata	Educational Loan not sanctioned	Branch advised the complainant to submit the loan application. But he has not submitted the application	27.04.07
143	04.04.07	Pranav Ranjan	Tata Nagar	Kolkata	Educational Loan not sanctioned	Complainant is employed hence not eligible for loan. Advised to apply for loan under career advancement Loan scheme	10.04.07
144	11.04.07	Bhaskar Mukherjee	Howrah	Kolkata	Educational Loan not sanctioned	CM met the complainant and informed the modalities of the loan scheme.Complainant satisfied with the redressal	18.04.07
145	30.04.07	Abhishek Singhanian	Ranchi	Kolkata	Account statement not given	Branch redressed the grievance	08.05.07

146	14.05.07	Rajesh Meshram	Raipur	Kolkata	Pressure tactics to recover the loan	Borrower defaulted in term loan repayment .Taken up employment else where .No stocks available . Branch contacted the complainant and demanded the repayment of loan. No undue pressure.	23.05.07
147	17.05.07	BVSR Murthy	Kharagpur	Kolkata	Deletion of one name in the joint account	Branch redressed the complaint	22.05.07
148	01.06.07	P.Seshadri	Bhilai	Kolkata	Regarding issue of duplicate FDRs	Branch has taken steps to issue duplicate FDRs	06.06.07
149	13.04.07	D.Ramdass	Hindupur	Kurnool	ATM withdrwal not allowed	Complainant availed loan from the branch.He is withdrawing the entire balance before recovering monthly loan instalment. Hence with a view to recover the loan instalment branch has not allowed ATM withdrwal. Explained the matter to the Complainant and advised him to keep his account regular.	25.04.07
150	15.04.07	G.Rama Krishna	New Town	Kurnool	Pension not revised	Branch credited the arrears	18.04.07
151	25.04.07	K.subba Rayudu	Nandyal	Kurnool	Pension not paid	Branch credited the Pension	27.04.07
152	25.04.07	Nagesh	Nandyal	Kurnool	ATM not working	Technical fault rectified- ATM functioning	25.04.07
153	25.04.07	HMVMA	Guntakal	Kurnool	Loan not sanctioned	Grievance redressed	31.05.07
154	11.05.07	Venkata Ravindra	Atmakur	Kurnool	Transfer of Pension Account	Branch transferred the Pension account	14.05.07
155	04.05.07	Gnanamma	Kadiri	Kurnool	Pension not revised	Branch credited revised Pension	17.05.07
156	08.05.07	Rashtriya Upadhyay Parishad	Koilkunta	Kurnool	Non -issue of Cheque books to Pensioners	Branch issued Cheque books	14.05.07
157	12.05.07	Ayub Khan	Raydurg	Kurnool	Demand for payment of term deposit in cash	Branch explained our norms of paying term deposits above Rs.20000/- by DD/Payorderto the complainant	21.05.07
158	18.05.07	Parvatamma	Hindupur	Kurnool	account not opened -abuse by Caste	Account opened .Branch informed that there was no case of abuse by caste	23.04.07
159	24.05.07	S.Rama Lakdhmi	Penukonda	Kurnool	Closure Of loan account	Account closed under OTS	30.05.07
160	30.05.07	N Raju	Ramnagar	Kurnool	Notice regarding loan repayment	Branch advised the complainant to repay the loan till it is closed	30.05.07

161	12.06.07	B.Nagaraju	Kalyandurg	Kurnool	Educational Loan not sanctioned	Branch has been advised by ZO to reconsider the loan application	30.06.07
162	18.06.07	V.V.Ramana Reddy	Nandikotkur	Kurnool	Dispute regarding payment of Term deposit	Branch clarified the position to the party	23.07.07
163	27.06.07	Khader Bhasha	Nandyal	Kurnool	Cash not received at KVB ATM	HO ATM cell has taken up the matter with KVB.AmountCredited	17.07.07
164	27.06.07	S.Mallikarjun Reddy	Ramnagar	Kurnool	Cash not received at IDBI ATM	Complaint redressed and amount credited to the account	30.06.07
165	18.04.07	Satish Bross & Steel	Kanpur	N Delhi	Not Providing Overdraft facility	Borrower has not fulfilled the criteria for sanction of OD facility	02.05.07
166	17.04.07	Sulogna Chattopadhyya	Vasant Kunj	N.Delhi	Service Charges on account statement	Branch reversed the Service charges	02.05.07
167	03.04.07	Pushpraj Singh	Noida	N.Delhi	Dispute regarding ATM debits	As per our record the disputed transcatons are successful transactions. Informed the same to the complainant	03.04.07
168	17.05.07	Bharat Agencies	Amritsar	N.Delhi	Dispute regarding insurance Premium	Manager discussed the matter with the complainant and sorted out the issue. Compalint withdrwan	18.05.07
169	19.05.07	Neeraj Kumar & Viswas Kumar	Pankha Road	N.Delhi	Non acceptance of cash	Branch has informed the customer that cash can be deposited with out any restriction	31.05.07
170	25.05.07	R.K.Jain	Chandigarh	N.Delhi	Account Closure Charges	Branch refunded the service Charges	31.05.07
171	04.06.07	Sudharsan Purthi	Panipat	N.Delhi	Loan Prepayment charges	Charges are levied as per the guidelines	08.06.07
172	25.06.07	Rajesh Kumar Jain	Sadar Bazar	N.Delhi	Cheque proceeds not credited	Branch infomed that they have not received the cheque mentioned in the complaint	04.07.07
173	01.04.07	Mr.Srinivasulu Reddy	SV Arts Colle	Tirupathi	Wrong entries in pass book	Entries rectified	03.05.07
174	02.04.07	Mr.Balkrishnan & Kumara Swamy	Chittor	Tirupathi	Delay in payment of Pension arrears	Pension arrears paid after receiving clarification from Govt	21.05.07
175	05.05.07	SVU Non Teaching employees	SV engineering	Tirupathi	Refusal to update pass book	Could not be updated due to non functioning of Pass book Printer. Now rectified	26.05.07
176	09.05.07	Sri.K.Rama Murthy & K.Raghavaiah	Dargamitta	Tirupathi	Delay in payment of Pension arrears	Pension arrears paid	23.05.07
177	25.05.07	SV Jagadeeshchandra	SVEngineering College	Tirupathi	ATM double debits	Amount credited	14.06.07
178	11.05.07	K.Chandrasekhar Reddy	Nellore	Tirupathi	Request for a/c statement for 1997	Branch destroyed old record as per guidelines	11.05.07

179	21.05.07	Sri.B.Koteswara Rao	Dargamitta	Tirupathi	Correction in Surname	Complaint redressed	30.07.07
180	22.05.07	Sri.G.V.S.Reddy	Kadapa	Tirupathi	ATM not working	ATM set right	28.05.07
181	29.05.07	Sri.C.V.Suresh	Proddutur	Tirupathi	Account statement Charges	Charges reversed	30.05.07
182	01.06.07	O.Venkataramaiah	SVOC	Tirupathi	Delay in crediting DD	Amount credited	07.06.07
183	07.06.07	Smt.B.Sarojini	Bitragunta	Tirupathi	ABJ claim not received	Claim settled by LIC	06.08.07
184	28.04.07	MVBRL Prasad	Gudivada	Vijayawada	Delay in crediting salaries of Irrigation department	Delay is not at our branch. Delay in realisation of SBI Cheque in clearing	08.05.07
185	04.05.07	K.Sunder Rao	Satyanarayana Puram Br	Vijayawada	Delay in transfer of Pension from Founders Br	Transfer of Pension Account received . Customer informed	11.06.07
186	17.05.07	P.Sri Valli	Satyanarayana Puram Br	Vijayawada	Dispute regarding payment of Cheque	Complaint redressed and complainant withdrew the complaint	19.05.07
187	24.05.07	D.Sarveswardu	Founders Br	Vijayawada	Closure of ATM for maintenace	explained our system to the customer. Customer withdrew the complaint	25.05.07
188	01.06.07	J.Anuradha	Pamaru	Vijayawada	Dispute regarding ABJ claim amount	Requested LIC to consider the claim under accidental death	30.06.07
189	19.06.07	P.Madhava Rao	Vijayawada(M)	Vijayawada	Dispute regarding crediting of Cheque Procceds	Proceeds credited as per the Pay in slip given by the depositor.No mistake at the branch	22.06.07
190	19.04.07	A.SriHari Rao	Siddarthanagar	Vijayawada	DD exchange excess collected	Excess amount refunded to the Customer	25.04.07
191	08.05.07	M.Shivarama Krishna	Vizianagaram	Visakhapatnam	Delay in Sanction of loan	Branch advised the complainant to submit the loan application to process the same as per our guidelines	08.05.07
192	14.05.07	P.Samba Murthy & Co	Chodavarm	Visakhapatnam	Collection of BCTT	Collected as per Govt.guidelines	14.05.07
193	18.05.07	B.Ramdas	Palakonda	Visakhapatnam	Lunch hours not mentioned in notice board	Notice Board changed	24.05.07
194	21.05.07	PRK Rao & sons	Cheepurupalli	Visakhapatnam	Complaint against cashier	Cashier suggested to the Customer to avoid cash deposit after Cash hours.Manager redressed the complaint	28.05.07
195	30.05.07	Dr.B.Rajeswara Raju	Dwarakanagar	Visakhapatnam	Interest not paid	Branch paid the interest	05.06.07
196	05.06.07	Smt.B.Santamma	Akkupalli	Visakhapatnam	Closure of Pension account	Complaint redressed	28.06.07
197	11.06.07	Dr.K.Chandrsekhar	KGH	Visakhapatnam	Fradulent withdrawal	FIR lodged by branch	30.06.07
198	21.04.07	G.liaiah	Kothgudem	Warangal	Cash less dispensed at ATM	Amount credited	24.04.07
199	03.04.07	B.Seshagiri	Rudrampur	Warangal	ATM wrong debit	Amount credited	03.06.07

200	09.04.07	K.Sabita	LB Nagar	Warangal	Payment of overdue Term deposit	Deposit renewed as per the request of the depositor	10.04.07
201	19.04.07	V.Ram Gopal	Kothagudem	Warangal	ATM wrong debit	Amount credited	29.05.07
202	29.04.07	Sri.Balaiah	Sangam	Warangal	Discrepancy in Pension calculations	Calculations verified and grievance redressed	07.05.07
203	13.05.07	Margadarsi Chit Funds	Kothagudem	Warangal	Delay in collection of Cheques	Cheque proceeds credited	25.06.07
204	26.05.07	T.Venkateswarlu	BSC Khammam	Warangal	SEEUY loan adjustment of Subsidy	Branch adjusted the subsidy in 1991but not recorded the same . Now recorded and informed the party	07.07.07
205	31.05.07	Sri.Balaji Transports	Kothagudem	Warangal	Processing charges on BG	Excess amount refunded to the Customer	26.06.07
206	07.06.07	L.P.Whittle	Fathimanagar	Warangal	Proceeds of FBC not credited	Branch credited the proceeds	26.06.07
207	19.06.07	V.Venugopal Rao	Madhira	Warangal	Congested Premises	Proposal for shifting premises taken up	01.06.07
208	19.06.07	SCR Pensioners Asso	Dornakal	Warangal	Delay in crediting pension arrears	Pension arrears Paid	29.06.07
209	19.04.07	Sujana Constructions	Nalgonda	Warangal	Not accepting CMS transaction	CMS transaction accepted	23.04.07
210	27.04.07	D.Srinivas	Warangal	Warangal	Pension arrears not paid	Arrears credited on 11.05.07	11.05.07
211	18.08.07	M.S.Joseph	Kalyan Nagar	Bangalore	non-issuing of loose leaf for withdrawal of cash	Account was in-operative,withdrawal form presented by 3rd party across the counter ,branch asked for a cheque signed by the complainant.	25.08.07
212	26.07.07	Orien Engineers	Rourkela	Bhubaneswar	not issuing no dues certificate	OTS arrived,complainant not utilised the opportunity.hence no dues certificate was not issued.	02.08.07
213	18.08.07	Syndicate Bank	Delang	Bhubaneswar	retaining discounted bills for long time	branch was advised to strictly adhere to the guidelines on collection of cheques/bills and not to hold unpaid instruments under any circumstances	21.08.07
214	10.07.07	R.R.Shanti	Madurai	Chennai	Settlement of Death Claim-Gold loan account	Claim settled on receipt of approval from Zonal Office	04.08.07
215	11.07.07	C.Pandiyani	Keerapatti	Chennai	Request for waiver of Term loan agriculture liability	Branch informed the complainant that waiver of liability is not considered as per bank's guidelines	28.07.07

216	03.09.07	S.P Muthu	Karaikudi	Chennai	provisional loan sanction letter given by FM not implemented	karaikudi branch disbursed term loan Rs.20000 to Mr.SPMuthu on 03.09.2007	03.09.07
217	21.09.07	J.S.Thukral & Co	Chennai (Main)	Chennai	delayed realisation of hundi proceeds and non-collection of C-form	branch informed the complainant that Cform will be sent in due course.	01.10.07
218	19.09.07	R.Srinivas	Palakol	Eluru	rediculous and rude behaviour of staff at the time of account opening	staff requested for proof of identification under KYC norms, Manager intervned and resolved the matter	25.09.07
219	11.08.07	K.Pullachari	SME branch	Guntur	EPF pension papers not surrendered	Account was transfered and informed PF commissioner missing of original pension papers	17.10.07
220	13.08.07	P.Venkata Rao	Pattabhipuram	Guntur	AB Housing finance Bonds, koretipadu, were misplaced, request for issue of duplicate bonds and tranfer to pattabhipuram branch	Pattabhipuram brranch requested the depositor to contact koretipadu branch.	16.08.07
221	25.08.07	Mohd.Rasool	Bapatla	Guntur	defence pension-basic fixation not correctly done	the complainant has been granted reservist pension, improvement in PBOR is not applicable to him.	10.10.07
222	13.09.07	P.Vasudeva Shetty	Ongole	Guntur	renewal of KTD dated 09.01.1978 as per the court order	branch has renewed the deposit w.e.f.09.01.1990 and sent to S.R.Nagar branch for handing over to the customer	16.10.07
223	19.07.07	K.Venugopal	Credit Card	Head Office	Dispute regarding Credit Card balance	Credit Card department confirmed the balance outstanding and informed that all the particulars regarding the bills are provided to the Card holder	03.08.07
224	04.08.07	Thota Satyanarayana	Head Office	Head Office	payment of balance amount in his father's current account maitained during -1955	Bharat laxmi bank merged with Andhra Bank in 1964, Copy of the CA pass book is not establishing that his father's CA conitnued with Andhra Bank. Requested party to provide more documents.	14.09.07
225	06.08.07	VDL shayam Prasad	Head Office	Head Office	representation for providing monthly financial assistance of Rs.4000	there is no provision in our bank to extend any kind of financial assistance	06.08.07

226	10.09.07	H.P.Gupta	Head Office	Head Office	missing of contents deposited in lockers	our bank is taking all possible care to ensure safety and security of cash and other valuebles,proposing CCTV in identified branches	12.09.07
227	04.07.07	Nikhat Fatima	Nampally	Hyderabad	Complaint regarding charging of ABJ premium	Branch clarified that the ABJ premium was debited as per the consent given by the customer	20.07.07
228	10.07.07	V.Sivaramaiah	Meerpet	Hyderabad	Complaint regarding branch asking for Deposits for allotment of locker	Branch clarified that locker is provided as per the guidelines and no additional deposits are insisted	28.07.07
229	12.07.07	TGSN Chetty	Trimulgherry	Hyderabad	Delay in payment of EPF pension	System of payment of EPF pensions is streamlined and the same is informed to the complainant	18.07.07
230	19.07.07	Modani Securities Pvt Ltd	Hyderabad	Hyderabad	Not collecting a cheque in high value clearing	Branch Manager has personally sorted out the matter and complainant is satisfied with the redressal	02.08.07
231	23.07.07	S.C.Malpani	Gaganmahal	Hyderabad	Abnormal charges for statement of accounts	first time no charges,second time the charges will be levied as per head office guidelines.A notice board displayed at branch premises.excess charges reversed.	03.8.07
232	28.08.07	B.N.Rao	Somajiguda	Hyderabad	not allowed cash withdrawal on credit card	manager explained the situation to the complainant and complaint withdrawal letter obtained	13.09.07
233	06.09.07	T.Nagamani	Ashoknagar	Hyderabad	payment of cheques bearing forged signatures	no fraud is suspected by the branch,as per complainants request branch referred the matter to GEQD for signature verification	16.10.07
234	27.09.07	D.G.Sastry	Diamond Point	Hyderabad	newly opened account number wrongly informed	Branch redressed the complaint and the complainant is satified.	17.10.07
235	03.08.07	U.Lakshmi	Munganda	Kakinada	depositor deceased -insisting for succession certificate.	branch adviced 1.claim by all the legal heirs along with consent letter by all the legal heirs for payment to complainant.2.produce succession certificate in the name of complainant	16.08.07
236	13.08.07	K.Ranga	Ramachandrapuram	Kakinada	renewal of gold loan	Branch renewed the gold loan	13.08.07

237	28.08.07	K.Bhaskara Kumar	Tallarevu	Kakinada	ATM withdrwal at other bank.Cash not dispensed	matter was taken up by our bank with syndicate bank and credited the amount on 18.08.07	31.08.07
238	06.08.07	D.K.Parekh	Bellampally	Karaimnagar	discourtious behaviour	Matter resolved, complainant satisfied and withdrawn the complaint	08.08.07
239	25.08.07	A.Krishna Reddy	Markandeya Colony	Karimanagar	pension account not transefered to SBI Chandole	Branch surrendered the pension papers to nodal branch,which in turn will be transferred to SBI Chandole	23.08.07
240	06.08.07	B.Goverdhan Rao	Pothakpally	Karimnagar	3 NSC s encashed and adjusted to loan account remaining balance not credited to complainants SB account during 1998	The complainant availed loan pledging only one NSC of Rs.5000/- and not 3 NSCs. The complaint was closed as the complainant could not provide details of other two NSCs.	25.08.07
241	04.09.07	J.L.Swamy	Nizamabad	Karimnagar	EPF and Beedi pensioners problems	all branches in the zone are taking utmost care in handling pensioners problems	12.09.07
242	13.09.07	Arun Jetly	M.L.Puram	Karimnagar	EPF-disbursers pension portion not transfered to pursarvakkam branch	pension papers transferred to Asst.PF.Commissioner karimnagar on 20.09.2007.	24.09.07
243	30.08.07	Supreme Oil Industries	Chowringhee	Kolkata	honouring clearing cheques without confirming signatures	differences between the directors,the account is not operated and branch has been following up for the adjustment of TOD as advised by ZO	31.08.07
244	11.09.07	I.Dipankar Banerjee	Kidderpore	Kolkata	mis behaviour of staff	Branch Manager has personally sorted out the matter and complainant is satisfied with the redressal	18.09.07
245	19.07.07	KN Reddy	Tadipatri	Kurnool	allegations against Manager of the branch	Ex- Zonal Manager has informed that the Officer has contributed for the mobilisation of deposits and recovery of NPAs at the branch and hence there is no basis for the complaint	04.08.07
246	24.09.07	Sarasthividyaapeetam	Vanaparathi	Kurnool	fraudulent encashment of FDRs	on the joint request of treasurer and secretary branch allowed deposit loan and on due date the balance proceeds were paid by way of payorder after adjusting the loan	29.10.07

247	20.07.07	Abhishek Asthana	Gwalior	Mumbai	denying premature cancellation of 4 KTDs EorS.1st holderdied on 18.09.2006.	premature payment can be made to the survivor along with the legal heirs of the deceased joint depositor and the joint depositor can obtain payment on the due date of the deposit.	05.09.07
248	10.09.07	M.Satya Moorthy	Dombivili	Mumbai	request for reversal of ATM charges	branch reversed the service charges	18.09.07
249	23.07.07	R.K.Jain	Chandigarh	New Delhi	account closing charges collected :in 1992 when such a rule was not there.	branch returned the closing charges Rs.26.05 by way of demand draft	23.07.07
250	06.08.07	Anil.K.Jain	Lawrence Road	New Delhi	Arogyadan Policy not renewed	ZO advised the Branch Manager to look into the matter and and complaint was redressed	08.08.07
251	28.09.07	Rajeev Kumar	Ghaziabad	New Delhi	managers refusal to discount the cheque	conduct of the account is not satisfactory,and mininum balance not maintained. Hence the cheque was not purchased	14.11.07
252	20.07.07	G.Srinivasulu	Proddutur	Tirupathi	ATM cash not dispensed and cheque book not issued to the complainant.	ATM was not working due to technical problem. Cheque book was also issued to complainant.	27.07.07
253	27.08.07	LIC of India	Atmakur	Tirupathi	LICBP not realised	Insrument lost in transit.Branch requested LIC to Obtain duplicate DD from issuing branch	18.09.07
254	06.08.07	M.Y.P.Raju	Gannavaram	Vijayawada	Restriction on Personal loans to pensioners	the restriction is temporary one and the facility will be restored after reviewing the matter	31.08.07
255	19.07.07	Prospective borrowers	Konakanchi	Vijayawada	allegations against Ex-Manager of the branch	Zonal office and the District administration conducted inquiry into the matter and corrective steps were taken	18.08.07
256	03.07.07	D.Lalitha Kumari	Seethammadhra	Visakhaptnam	Account statement charges excess collected	Branch reversed the excess service charges	07.07.07
257	06.08.07	T.Kabir Das	Bobbili	Visakhaptnam	OBCC not realised	AB Bobbili gave credit to SBI Bobbili on 06.08.2007	14.09.07
258	21.08.07	P.Raghu	Dwarakanagar	Visakhaptnam	forged note found in withdrawn cash	redressed at branch level,complainant withdrawn the complaint.	23.08.07
259	03.07.07	N.Rajya Lakshmi	Bhadrachalam	Warangal	ATM withdrwal at other bank. Cash not dispensed	Branch received the credit and Card holder's account is credited	18.09.07

260	30.08.07	Rajasthan Textile Corp	BSC Khammam	Warangal	Parcel proceeds-demand draft not received	complainant received demand draft and withdrawn the complaint	18.09.07
261	04.09.07	G.Vamma	Kazipet	Warangal	Request for full family pension	branch sought permission of CPAO NewDelhi the complainant will be paid 100% family pension	09.10.07
262	13.09.07	S.Chandra Bhageeradidevi	Khammam	Warangal	LIC bond not returned even after loan a/c closures	branch obtained duplicate Lic bond and handed over to the complainant.	14.09.07
263	02.07.08	Linkers	Jaya nagar	Bangalore	account statement charges	reversed the charges	13.07.07
264	02.07.08	Skyway international trave	Indira Nagar	Bangalore	account statement charges	reversed the charges	31.08.07
265	02.07.08	yogesh kumar	cook town	Bangalore	ATM transaction declined but debited in the complainant's account	Amount credited to the account	03.09.07
266	02.07.07	P.K.Mohanty	courtpet	Bhubaneswar	issuance of cheque book and withdrawal without his knowledge	branch confirmed the cheque book was issued and withdrawal allowed after verification of signatures and the complainant was replied	24.07.07
267	03.07.07	Gokulanand Rath	Chainpal	Bhubaneswar	interest not paid on renewal of deposit for higher rate of interest	AB Supreme Deposit -premature cancellation before one year interest will not be paid	21.07.07
268	19.07.07	P.C.Patra	Khurda Road	Bhubaneswar	delay in settlement of Pension transferred from Treasury	the relative papers were inadvertently sent to our Khurda Road branch instead of Khurda.The same were traced and the matter settled	03.08.07
269	19.07.07	Shyam Ghana Sahu	courtpet	Bhubaneswar	DD charges on term deposit proceeds	charge of Rs.34/-was refunded	25.07.07
270	14.08.07	D05.09.07as enterprises	OCAC E.C	Bhubaneswar	disputed cheque payment	The matter was settled after obtaining full particulars of the cheque	22.08.07
271	06.09.07	Jugal kishore Patnaik	Badagada	Bhubaneswar	payment of pension arrears	arrears paid as per eligibility	27.09.07
272	06.09.07	Dr.N.V.S. Rao	Attapura	Bhubaneswar	opening of kosala school account by submitting false documents	complainant informed that he has not given any such complaint and requested to close the matter	07.09.07
273	06.09.07	kumari panda	barracks	Bhubaneswar	prepayment charges collected while closing housing loan account	The charges were levied as per guidelines	08.09.07
274	25.09.07	sudhakar marketing	berhampur	Bhubaneswar	non-issue of multiciti cheque book to their firm & other services	branch issued cheque book on 04.10.2007	04.10.07

275	25.09.07	JS Thukral & co	chennai	Chennai	difficulties in realisation of hundi proceeds	complaint has since been resolved.	28.09.07
276	25.09.07	K.Krishna Murthy	saidapet	Chennai	non sanction of loans	the applicant was an NPA Borrower of branch in the year 2000 and CD account balance is always less than Rs100/-	17.08.07
277	25.09.07	M.V.Rajasekhar	SM Nagar	Chennai	Account closing charges debited	branch reversed closing charges of Rs.155/-	14.08.07
278	25.09.07	anonymous	anuppupalayam	Chennai	to improve the business activities enjoying Rs.125 lacs	no such account ,branch is giving good service	06.09.07
279	25.09.07	Kathiswaran corporation	tuticorn	Chennai	release of title deeds	branch released title deeds with acknowledgement	03.09.07
280	01.07.07	J.Rama Rao	sajjapuram	Eluru	non-functioning of ATM for 3 days	technical stag was rectified on 3rd day	01.07.07
281	02.08.07	MRJ Yesubabu	Ganapavaram	Eluru	exhorbitant charges for cheque returned	all charges are system debited & correct	13.08.07
282	16.08.07	DEE Eluru	eluru	Eluru	funds in non operative account not transferred regularly	branch transferring as per MOU	18.08.07
283	09.08.07	corporation bank	Pedapulleru	Eluru	delay in collection of cheques inward	overdue interest Rs.5934/-collected from the customer and remitted to complainant	21.08.07
284	24.08.07	tammiseti kanakaiah	madhavaram	Eluru	settlement of ABJ claim of his son	pending with LIC for want of legal heir certificate	26.10.07
285	25.08.07	kudipudi srinivasa rao	Turupu-Vipparru	Eluru	collection instrument lost in transit	amount credited,complaint withdrawn	14.09.07
286	01.08.07	V.Nageswara Rao	Navuduru	Eluru	penal interest 1% charged on FD renewal	branch rectified& paid the difference amount	24.09.07
287	04.09.07.	M.satyanarayana	Chebrolu	Eluru	Non sanction of loans	Branch sanctioning loans as per eligibility	17.09.07
288	25.09.07	P.Laxmipathi Raju	Jangareddygudem	Eluru	denial of educational loan to his son	branch conveyed willingness to give educational loan	23.10.07
289	26.09.07	Vanapalli Jagannadham	Allampuram	Eluru	return of documents/ title deeds offered as security for PMRY loan	Branch informed that there are no documents of title deeds lodged with bank	26.10.07
290	04.07.07	AP State Govt Retd Emp&Tea Association	Prakasam Dt branches	Guntur	difficulties faced by pensioners	Addanki branch sorted out the problem and complainant is satisfied.	09.07.07
291	25.07.07	Vijaya sarathi Traders	ASN Degree C	Guntur	delay in crediting of multi city cheques	due to link failure there was delay	25.07.07

292	28.07.07	PG Krishna	Old guntur	Guntur	transfer of SB account to Repalle	account transferred long back,related DD missed in transit,duplicate was issued and matter settled	29.09.07
293	17.08.07	Ch.Venkata Chalam	Perala	Guntur	less payment of pension commutation	verified with Branch records and there is no less payment	03.10.07
294	28.08.07	V.Kumara Krishna	Kuchipudi	Guntur	non-delivery of documents	complainants account number not tallying with their records,party informed accordingly	29.09.07
295	28.08.07	T.Srinivasa Reddy	Modukuru	Guntur	indifferent attitude of manager in sanctioning loans	Branch was advised not to inconvenience customers while sanctioning loans	11.09.07
296	01.09.07	G.Padma	pamur	Guntur	non-delivery of gold ornaments	ornaments available, party informed to submit the claim application	05.09.07
297	17.09.2007	Dr.Suneela	Guntur medicalcollege	Guntur	discoutious behavior of staff	The complainant was contacted and sorted out the problem	18.09.07
298	06.07.07	S.Jaipal Reddy	Somajiguda	Hyderabad	Statement Charges	Statement charges of Rs.224/- were reversed	23.07.07
299	10.07.07	Kiran D Fatnani-(direct through BOI)	Banjara Hills	Hyderabad	encashment of cheque by third party	Branch opined that encashment of cheque across the counter can't be treated as discourteous service	17.07.07
300	12.07.07	K.Subba Raju	BDL	Hyderabad	Shortage of one note of Rs.1000/-	customer was informed that the payment made was correct	24.07.07
301	13.07.07	K.Seshagiri & Sandhya	Sundernagar	Hyderabad	non-issue of cheque book	Cheque book was issued to the party	04.08.07
302	17.07.07	J.N.Bhupati	Ramnagar	Hyderabad	fradulent withdrawal of Rs.25000/-	The complaint was redressed and the complainant withdrew the complaint	27.07.08
303	19.07.07	Gayatri industries	balanagar	Hyderabad	payment of LC Bills	LC Bills are paid	20.07.07
304	20.07.07	Dr.G.V.Narsimha Rao	Meerpet	Hyderabad	non-allotment of internet banking user ID	User ID Allotted, complainant withdrew the complaint	14.08.07
305	30.07.07	AVR Phanikumar	Meerpet	Hyderabad	Non-credit of amount deposited	branch informed that they have already credited the amount	08.08.07
306	30.07.07	yadagiri	Ashoknagar	Hyderabad	delay in sanction of auto loan	complainant has not approached the branch so far	31.07.07
307	04.08.07	Nims non-faculty Employees	Nims	Hyderabad	request to stop operations bearing Sb account no 22845	Legal Department ZO informed the branch ,operations in the account can't be stopped	14.08.07
308	06.08.07....	karnataka instruments	balanagar	Hyderabad	payment of overdue interest on delay in collection of cheques	branch has paid overdue interest on delay in collection of cheques	08.08.07

309	14.08.07	T.S.Narayana	Apolo Hospital	Hyderabad	debit card no not visible	Branch informed the correct number	10.08.07
310	12.09.207	Dhavanta Rao	M.G.Road	Hyderabad	non-credit of NEFT Transfer Amount	branch credited the amount.	18.09.07
311	14.09.07	v.udaya bhasker	Medchal	Hyderabad	wrong debits in the account	The complaint was redressed and the complainant has withdrawn the complaint	14.09.07
312	19.07.07	AP Social Workers Associatic	hayathnagar	Hyderabad	non sanction of SJSRY loans	Manager assured that loans will be sanctioned to all eligible candidates.	16.08.07
313	26.07.07	A.Umakanth	Nampalli	Hyderabad	issue of Pos & Bankers Cheques to non account holders	branch infomed that they issue Pos & Bankers Cheques to non account holders	04.09.07
314	14.08.07	N.Narayana Murthy	Sangareddy	Hyderabad	delay in ATM Pin issue	ATM pin issued	14.08.07
315	16.08.07	GVP Pavan Kumar	dilsukhnagar	Hyderabad	delay in collection of cheques pertaining to Syndicate bank Moinabad	the cheque was not branded with member of Hyderabad clearing house stamp ,partys account credited on 17.08.2007	17.08.07
316	26.09.07	S.Rapan raj	Nampalli	Hyderabad	disclosure of a/c balance to third person	branch informed that they have not disclosed the balance	25.10.07
317	22.09.07	Divisional cashier-pay	secbad saidabad	Hyderabad	non-receipt/realisation of cheque for rs.7350	realisation proceeds were sent to the party	27.09.07
318	13.09.07	Peerless gen fin inv co ltd	Nampalli	Hyderabad	charging of TOD interest/folio charges to their current a/c	branch recredited the charges	24.10.07
319	13.08.07	AVRL Narayana Rao	Kakinada	kakinada	non recording of cheque book particulars in the system , causing inconvenience in ABB transactions	Failure of UPS on that day and ABB not done ,advised the branch to enter cheque book particulars.	16.08.07
320	04.07.07	AVS Murthy	veerabhadrapuram	kakinada	non payment of DA arrears	branch confirmed having paid the arrears	08.07.07
321	12.07.07	P Venkata Swamy	kothapeta	kakinada	delayed collection of out-station cheque	branch has paid overdue interest on delay in collection of cheques	30.07.07
322	09.08.07	DP Jashuwa	dwarapudi	kakinada	non availability of ASB account	prior to the computerization the accont has been transferred to Z.Rangampet	20.08.07
323	11.09.07	Konaseema Ex servicemen welfare association	mummidivaram	kakinada	non payment of Disability pension	matter taken up with pension authorities	13.09.07
324	12.09.07	Corporation bank	kathipudi	kakinada	non returning of unpaid cheques	branch confirmed having paid the proceeds of all cheques	19.09.07

325	12.09.07	Thandava co-op sugars	tuni	kakinada	non-realisation of cheques/DDs amounting to Rs.9.72 lacs	DDs were to be revalidated at Peddapuram and Parvathipuram branches and then realised	20.09.07
326	17.09.07	A.Raju	kothapeta	kakinada	dwacra loans to the persons who take LIC policies only	branch never insisted on LIC policies,explained the benefits of taking of policy	26.09.07
327	18.07.07	R.Tanuja	madhavanagar	kakinada	charging floating rate instead of fixed rate of interest on housing loan	Matter resolved by taking up with higher authorities	12.08.08
328	05.07.07	Surya Printing Works Kakinada	Huzurabad	Karimnagar	delay in realisation of DD	duplicate DD obtained and sent for collection and credited	08.08.07
329	27.07.07	K. Nityananda Kumar	maidipally lingapuram	Karimnagar	customer response is not appreciable at the branch	complainant is not the customer of the branch	06.09.07
330	14.08.07	V.Srinivasa Rao	peddapally	Karimnagar	Non sanction of loan	A/c opened, complaint withdrawn	04.09.07
331	15.08.07	K.Kanakaiah	Keshavapuram	Karimnagar	delay in payment of pension arrears	pension arrears credited to the account	07.09.08
332	21.08.07	D.Mallavva	jagtial	Karimnagar	Delay in crediting fixed deposit amount on maturity	The maturity amount already credited to the account	07.09.07
333	05.07.2007	A.Chinnaiah	mahabubnagar	kurnool	rate of interest on ARS deposits	there is no discrepancy in calculating the rate of interest.	09.08.07
334	05.07.07	villagers of Mulakadu	mulakadu	kurnool	non renewal of crop loans and financing of new farmers who provided no due certificates	branch has given village-wise schedule to all farmers and all eligible farmers will be covered by 31.08.2007	31.08.07
335	14.07.07	S.Rajasekhar reddy	peddavadugur	kurnool	Middle men for renewal of crop loans	on enquiry that some of the farmers are utilising short term credit from these two people, the complainant was asked submit NOC from PACS	20.07.07
336	20.07.07	S.A.Khader Jilani	Guntakal	kurnool	non sanction of loan to minority beneficiaries	Branch informed the position to the complainant and the complaint is withdrawn.	21.07.07
337	21.07.07	CMD Riyazullah Khan	Ramnagar	kurnool	ATM transaction declined but debited in the complainant's account	Account credited on 28.07.2007	30.07.07
338	26.07.07	Railway pensioners associatic , gooty		kurnool	clean loans to pensioners who are family pensioners	matter was referred to ZO to examine the request of loans to family pensioners on the coobligation of 1 or 2 persons or salaried employees	31.07.07

339	07.08.07	Mahalingappa	rallapalli	kurnool	kids khazana insurance claim	branch informed to District Collectors grievance cell that the scheme is eligible for accidental insurance cover Rs.1.00 lac and not for natural death	17.08.07
340	23.08.07	S.Subbaiah	anantapur	kurnool	monthly interest of Rs 847/-at discounted rate as against rs.854/- on AB Excel FDR	interest on FDR is payable on quaterly intervals,and advised to opt for quarterly Rs.2562/- or monthly Rs 847/-	23.08.07
341	06.09.07	m.Narasappa	kodangal	kurnool	Exchange of old cut notes	Due to heavy rush, the complainant was requested to come next day	10.09.07
342	10.09.07	Sattar & others	yellanur	kurnool	non sanction of loans	complainant is crop loan defaulter and his family member is also SSI loan defaulter. The complainant was advised to repay the old loan and apply for fresh loan.	22.09.07
343	13.09.07	k.Basava Rajeswaramma	Kanekal	kurnool	PMRY Final instalment not disbursed	branch informed that the same will be released after verification of the unit	26.09.07
344	14.09.07	Hazarath Mastan vali	Guntakal	kurnool	grounding of application under PMRY	DIC and Bank officials selected 6 candidates against a target of 10 candidates allotted to branch, complainants were not in the DIC list	05.10.07
345	18.09.07	D.Ramadas	Hindupur	kurnool	excess recovery of clean loan instalments	branch confirmed there is no excess recovery of clean loan instalments	18.09.07
346	02.07.07	Rajeev Kumar Jain	Kanpur	New Delhi	Provision of Digital Signature	branch provided digital signature	03.07.07
347	09.07.07	Chottu singh panwar	Jodhpur	New Delhi	non issuance of cheque book	52 unused cheques available with the complainant	11.07.07
348	31.07.07	Mahmood Ali	Meerut	New Delhi	loss of DD	matter has been settled mutually	25.08.07
349	03.08.07	KL. Nagpal	Ambala	New Delhi	Non opening of account	Matter settled. The complainant was advised to comply with KYC norms	14.08.07
350	09.08.07	Mamta Diwan	Palam Vihar	New Delhi	Amount of Rs.5000 not credited to the account	Amount credited to the account	12.09.07
351	28.08.07	subash Khurana	Asaf Ali Road	New Delhi	service charges for stop payment of lost cheque	branch refunded the excess charges	28.09.07
352	17.07.07	Kuwait India Int Ex Co Lias	Kadapa	Tirupati	non crediting of DD for Rs.5000	DD was returned to the company due to difference in name	27.07.07
353	19.07.07	Ch.Venkata Ramana	Gudur	Tirupati	delay in issuance of CA statement	manager explained the situation and complaint was withdrawn	25.07.07

354	24.07.07	Khajapeer	Madanapalli	Tirupati	non-issue of cheque book	branch issued cheque book on 28.07.2007	25.07.07
355	31.08.07	M.Chandra Naik	SV Ats.College	Tirupati	disputed transaction of RS.2500	amount paid to the complainant and he withdrew the complaint	31.08.07
356	25.09.2007	anonymous	proddatur	Tirupati	delay in transaction.	Manager conducted the meeting and apprised the staff to avoid delay in transactions	02.09.07
357	28.09.07	M.Haribhaskar reddy	proddatur	Tirupati	non crediting of cheque Rs.15000	cheque was bounced and returned to the party	30.09.07
358	24.07.07	G.Srinivasulu	proddatur	Tirupati	non-transfer of account from kadapa to nandigama	Account transferred on 13.08.2007	20.08.07
359	25.08.07	superintendent,Endownments sullurpet		Tirupati	withdrawal of funds without prior permission from Endowments Dept	Withdrawals were allowed with the signature of authorized persons	27.08.07
360	08.09.07	V.Mallikarjun	venkatagiri	Tirupati	delay in DD transaction by the cashier	Matter settled and complaint was withdrawn on 18.09.2007	18.09.07
361	10.09.07	BV Padmasini devi	Mulapet	Tirupati	Delay in deputing officer for taking thumb impression	branch deputed the staff during second week of the month	18.09.07
362	13.09.07	B.Sudhakar	proddatur	Tirupati	disputed ATM transaction of RS.15000	Amount credited on 09.10.2007	09.10.07
363	24.07.07	G.Suresh Babu	Gunadala	Vijayawada	non-realisation of IT Refund Order	Branch pursued with SBI,Dhamantary branch to issue duplicate one to be credited to the complainant's account	14.08.07
364	18.08.07	O.Venugopal rao	SN Puram	Vijayawada	Rs.301/- charges collected for a cheque Rs.50000 payable at AB mangalagiri	Matter settled and complainant informed accordingly	28.08.07
365	13.09.07	Y.Anil Babu	Kaza	Vijayawada	not releasing the title deeds after adjustment of housing loan after death of his father	Manager was advised to settle the claim as per norms duly observing the discretionary powers without any delay	24.09.07
366	27.07.2007	V.V.Rao	Penamaluru	Vijayawada	ABB made at our Shirdi branch not credited to his account at Penamaluru branch	There was delay in receiving the BA1, branch explained the same to the complainant	31.07.07
367	06.08.07	Sushila jain	dwarakanagar	Vizag	denial of payment of maturity value on KTD	maturity value on KTD certificate was paid	06.09.07
368	07.08.07	N.Sitarama Sarma	Vizianagaram	Vizag	Housing loan payment-post dated cheques not presented in time	The Manager made arrangements to present the cheque in time	07.08.07

369	03.09.07	Padmanabha Patro	GL Puram	Vizag	deduction of TDS on interest payment	TDS certificate issued and obtained declaration for no TDS deduction	26.09.07
370	04.09.07	State Govt pensionersAss	GL Puram	Vizag	Suggestion that Branch Manager should be empowered to sanction clean loan	complainant asked to submit clean loan applications to branch for onward submission to Zonal Office for sanction	07.09.07
371	06.09.07	Railway pensioners association	Mandvakurty	Vizag	non payment of DA on family pension	The Branch has paid the arrears	18.09.07
372	10.09.07	KV Ratnam	Ankapalle	Vizag	delay in account transfer	account was transferred	25.09.07
373	20.07.07	R.sadanandam	kazipet	warangal	cheque returned when clearing credits are outstanding	Branch explained the position to the complainant and assured to be more careful in return of cheques.	23.08.07
374	08.08.07	P.Venkateswarlu	Khammam	warangal	EPFarrears and commutation amount	branch credited the amount as arrears instead of commutation amount	21.08.07
375	04.07.07	V.Dayakar rao	Nakkalagutta	warangal	07.06.2007 ATM cash not dispensed of Rs.3000	branch credited the amount on 12.08.2007	12.08.07
376	25.07.07	P.Narsaiah	Yellandu	warangal	27.04.2007 ATM cash not dispensed Rs.3000	Amount credited on 31.07.2007.	31.07.07
377	11.08.07	B.Sampath	Bhupalapalli	warangal	ATM transaction - Rs 400 received instead of Rs.10000 on 19.04.2007	Branch credited the amount on 24.08.2007	24.08.07
378	07.09.07	Sri S.S.Paraboiled Modern Rice Mill	huzurnagar	warangal	Difficulties in availing online banking facilities	ZO advised khammam and warangal branches to utilise on-line services efficiently to avoid customers inconvenience and complaints	10.09.07
379	13.09.07	M.Raja Rao	rudrampur	warangal	Atm transaction cash not dispenses of Rs.5000/-	on 17.10.2007 Rs.5000 was credited	17.10.07
380	18.09.07	Rama Rao	Kallur	warangal	ATM Cash-clean notes are not dispensed and fake note found	Branch was advised to keep clean cash in ATM	17.10.07
381	20.09.07	Kothakonda Vijayalaxmi	warangal	warangal	ABJ accident claim treated as natural death	branch to file an appeal in the state Forum AP as against the order of District Consumer Form	01.11.07
382	01.10.07	Dawn liners & Pistons	NR Road	Bangalore	Payment of bill proceeds not received	complainant received the proceeds	08.10.07
383	06.11.07	Orien Engineers	Rourekela	Bhubaneswar	interest paid above Rs.85 lacs, branch not issuing no dues certificate	company failed to pay the amount under OTS and informed the same to the complainant	07.11.07

384	07.11.07	S.M.Sivaraman	Valsaravakkam	Chennai	waiver of service charges and request for closure of loan	Due to failure of RTGS, branch refunded the entire service charges , Account will be closed on submission of ITO permission	22.11.07
385	17.11.07	D.Ram prasad	Saidapet	chennai	ATM wrong debits of Rs.60000 on 6 days	ATM switch confirmed the genuieness of the transactions	22.11.07
386	11.12.07	M.Gurunatham	Adyar	Chennai	Returned cheque not handed over along with memo	Complaint redressed. Complainant was requested to sort out the matter with the issuer of the cheque	24.12.07
387	19.12.07	Goyal Ispat Ltd	Chennai Main	Chennai	Delay in issue of Cheque Book	Cheque book issued.Grievance redressed	21.12.07
388	06.10.07	Smt.Satya Sridevi	Jangareddigudem	Eluru	Non sanction of loans	complainant is in the habit of making wild allegations and complaints against officials	25.10.07
389	22.11.07	Durga Traders	Jangareddigudem	Eluru	failure of multicity cheque facility	due to failure of connectivity, cheque was returned	18.01.08
390	01.10.07	Dr.D.Manti	Pitlavari palem	Guntur	clarification regarding interest on ktd	branch applied applicable rate of interest	04.10.07
391	04.10.07	P.Kasturi	Repalli	Guntur	difference in the interest for the same amount of KTD	branch paid the difference amount of interest Rs.193/-	24.11.07
392	15.10.07	P.Venkata Rao	Pattabhipuram	Guntur	Details of FDRs transefered and monthly payment of FD interest to draw through atm	branchinformed the FDR details, customer entering wrong pin to withdraw FD interest through atm and branch rectified the same	03.11.07
393	03.12.07	UBI Karlapalem	Appikatla	Guntur	cheque not realised	proceeds were realised	30.12.07
394	26.12.07	P.Ramu	Kannavarithota	Guntur	allotment of big locker/customer's grtievance	Manager sorted out the problem	26.12.07
395	06.10.07	Bruhat Bangalore MahnagaraPalika	Somajiguda	Hyderabad	renewal of bank guarantees	BG already extended and further extention was also done	16.10.07
396	13.10.07	B.V.Appa Rao Sarma	Sarooranagar	Hyderabad	monthly interest not credited regularly and passbook entries are overlapping	branch redressed the complaint to the satisfaction of the customerand informed the same	23.10.07
397	18.10.07	P.Potham Setty	Nagarjunanagar Colony	Hyderabad	passbook entries not updated	Pass book was updated on the same day and the complainant is satisfied	20.11.07
398	24.10.07	Mr.Hyder Ali	St.Andrews High School	Hyderabad	recovery of total pension towards loan account	branch is recovering pension leaving 1/3rd portion for his sustinance	14.11.07

399	01.11.07	Smt.Bharathi Gopinath	AshokNagar	Hyderabad	non issuance of cheque book and statement to third party - Pension account	Complainant has not submitted life certificate and and the same was informed to the complainant	01.11.07
400	02.11.07	Metro City Court Employees	Martoma Centre	Hyderabad	short payment of interest on FDRs	branch paid the difference amount of interest Rs.2500/-	18.01.07
401	20.11.07	Y.Devaraju	Bakaram	Hyderabad	cheque collection chages are on high side	charges are collected as per HO guide lines	20.11.07
402	24.11.07	D.Ramakrishna Reddy	Diamond Point	Hyderabad	amount sent through ABB not credited to the account due do that clearing cheque returned	branch received eba1 on 30.10.2007 and cheque was returned in the early hours of 30.10.2007	05.01.08
403	04.12.07	D.Srinivasa Reddy	SARM	Hyderabad	Flat and parking space not handed over	flat along with garage was handed over to the auction purchaser	05.12.07
404	05.12.07	K Prathap Mudiraj	Medak	Hyderabad	Non sanctioning of educational loan	Branch clarified all the queries. Complainant has availed loan from SBH Medak	08.01.08
405	24.12.07	Ms.Gunavathi	Begumbazar	Hyderabad	irregularities in deposit loan sanctions	Branch was advised to ensure that there are no irregularities in the deposit loan sanctions.	08.01.08
406	22.11.07	V.R.Prasad	Katarinagar	Kakinda	passbook entries not updated on Sunday banking	subsequently passbook was updated	09.01.08
407	12.12.07	B.Satyanarayana	Katarinagar	Kakinda	DA and Basic pension being credited on different dates	Due to software problem. Matter taken up with ZCC	11.01.08
408	13.10.07	K.Venkatesh	Nizamabad	Karimnagar	repayment over subsidy not adjusted/prepayment charges imposed	subsidy adjusted and prepayment charges are waived	30.10.07
409	25.10.07	Frontier Industrial Corp	Gadavarikhani	Karimnagar	Delay in cheque realisation	Branch has not received the cheque and the same was informed to the complainant	26.10.07
410	02.11.07	Staff Govt.IIT	Nizamabad	Karimnagar	abnormal delay in crediting the salaries	salaries will be credited immediately after receipt of the EBA1 from the link branch	09.01.08
411	16.11.07	Mr.M.Venkata Ramaiah	S.K.Nagar	Karimnagar	pension arrears less paid	branch paid the arrears and redressed the complaint	13.12.07
412	20.12.07	Ms.Bindu Thotal	Gangatok	Kolkata	delay in releasing remaining loan amount	branch released remaining working capital balance	26.12.07
413	01.10.07	Ch.Raja Ramamohana Rao	Nandyal Br	Kurnool	Suggestion to improve Service at the branch	Zonal Office has issued necessary instructions to the branch to improve the Customer Service at the branch	25.10.07

414	05.10.07	T.Meenkshamma	Yemmiganur	Kurnool	account transferred but pension PPO not transferred	pension papers sent to concerned branch	06.10.07
415	16.10.07	E.Lakshminarayana	Nandyal Road	Kurnool	fraudulent withdrawal of Rs.234000/-	complaint forwarded to vigilance department	03.11.07
416	05.10.07	M.Kalamuddin Ansari	Ghatkopar (W)	Mumbai	ATM wrong debits in the accounts	one wrong debit is credited to the account and 2nd debit declined by SBI as the transaction is valid	05.10.07
417	17.12.07	Chhaged Sareef	Ring Road, Surat	Mumbai	failure of multicurrency cheque facility	There was connectivity problem on that day, hence multicurrency cheques could not be processed	03.01.08
418	20.12.07	Ramesh Chandra	Fort	Mumbai	non closure of Eor S account	account closure letter should be signed by all the applicants, informed to the complainant	08.01.08
419	26.12.07	Susheel Kumar	Kanpur	New Delhi	locker notice sent for already closed locker	locker key not received/closed informed to the complainant	18.01.08
420	23.10.07	Smt.G.Fathima Mary	Proddutur	Tirupathi	non sanction of Educational Loan	Branch informed that Educational Loans will be sanctioned based on the merits of the case	13.11.07
421	20.12.07	A.P.State Govt Employees Association	Nellore	Tirupathi	exemption for personal appearance of old and unable pensioners for drawal of pension	Pensioners can avail ATM/cheque book and person indisposed will be visited by the staff	20.12.07
422	11.01.07	B.Sarojinidevi	Dr.Pattabhi Road	Vijayawada	Delay in cheque realisation	branch redressed the complaint to the satisfaction of the customer	03.11.07
423	11.10.07	Smt.Shaik Noorjahan	Patamata	Vijayawada	refusal by the branch to issue debit advice	in respect of cheques sent for collection our bank has no system of issuing debit advices, Informed the same to the complainant	19.11.07
424	23.10.07	P.Vallabha Rao	Labbipet	Vijayawada	non receipt of ATM cash at canara bank	the disputed amount credited to the account	23.10.07
425	24.11.07	Y.Prabhakara Rao	Tiruvuru	Vijayawada	Non sanction of EL under convenors quota	Loan sanctioned as per eligibility.	30.11.07
426	07.12.07	Om Art Printers	Z.P Branch	Vijayawada	discrepancy in sanctioning loan/request to make good the loss	branch acted as per sanction terms.	29.12.07
427	14.10.07	B.V.Kameswara Rao	Vijayanagaram	Visakhapatnam	non receipt of ATM cash at SBI	our ATM cell examined and resolved the issue and amount was credited to the account	14.11.07
428	19.11.07	K.B.Saaiee	Srikakulam	Visakhapatnam	non availability ABB facility	complainant approached the branch after business hours when ABB is not possible	19.11.07

429	07.12.07	A.Suryabagavn	Pithapuram Colony	Visakhapatnam	cheque retuned with out sufficient reason	account was freezed at the request of the complainant	02.01.07
430	15.12.07	I.Hanumantha Rao	Seethammadhra	Visakhapatnam	Non payment of pension	all pensioners should submit life certificates during the month of November. No grace period is allowed	24.11.07
431	11.12.07	Smt.Kanakamma	Nakkalagutta	Waranagl	Non payment of family pension	The complainant has not approached the branch.	02.01.07
432	20.12.07	K.Pandurangachary	BSC Khammam	Waranagl	ATM withdrawal. Cash not dispensed	transaction was valid	24.12.07
433	23.10.07	Md.Beig	Kothagudem	Warangal	inordinate delay in payment of arrears	branch credited the arrears in two stages	05.11.07
434	25.10.07	P.Easter Rani	Yellandu	Warangal	PMRY assets recovered under loan recovery	advised the party for settlement of the account under compromise settlement	14.12.07
435	12.11.07	Smt.Shakuntala Devi	Collectorate Branch	Warangal	wrongful dishonour of clearing cheque	Branch redressed the complaint as per the policy of the bank	08.11.07
436	11.12.07	S.Rajan Babu	Hanamkonda	Warangal	non-payment of pension arrears	PPO not received from DTO and advised the branch to apply for duplicate PPO	11.12.07
437	03.12.07	Balaji transport	Kothagudem	Warangal	non functioning of ABB facility	ABB transaction must be authorised within 15 minuts/problem sorted out	02.01.08
438	05.12.07	Retired employees Madhira	Madhira	Warangal	retired employees not getting any personal loans	Branch informed that all eligible accounts are considered.	02.02.08
439	17.12.07	Smt.Nagaratnamma	Excellent Junior College	Warangal	denial of pension payment without passbook	many times duplicate passbooks issued to the pensioner on humanitarian grounds	31.01.07
440	17.10.07	N. Nageswera babu	Infantry Road	Bangalore	inconvinience in opening of SB account	complaint has since been withdrawn	22.10.07
441	18.10.07	VKP Sarma	Electronic City	Bangalore	non-sanction of EL	loan sanctioned	22.10.07
442	06.11.07	V.Srinivas	Electronic City	Bangalore	ATM wrong debits	amount credited to the account and loss to the customer was made good	11.12.07
443	04.10.07	KN Enterprises	Berhampur	Bhubaneswar	delay in clearance of cheque	cheque returned by Chatrapur branch	08.10.07
444	22.10.07	satyanarayana tarai & others	Bhanjanagar	Bhubaneswar	Manager not interacting with customers	Manager was advised to interact with the customers	30.10.07
445	24.10.07	Kusum Padhy	Chikiti	Bhubaneswar	family pensioner of BSNL branch not paid dearness relief as she got employment	BSNL clarified to pay dearness relief&branch paid the arrears	24.10.07

446	28.10.07	SSSPPP Trust	MS Nagar	Bhubaneswar	operations in account freezed by the branch	account freezed as per direction of SPE ,ACB,CBI, Chennai and reply sent to customer	31.10.07
447	28.10.07	13 villagers of Golapada	Kullada	Bhubaneswar	involvement of middleman Mr.Santoshgoud in sanction of loans	the matter was enquired by officers of the bank and found that the allegations are not true.	14.12.07
448	12.11.07	PB Gupta	CESCO PowerHouse	Bhubaneswar	non-payment of medical claim under AB Arogyadam Policy	TPA rejected the claim as the customer was suffering from the ailments which are existing prior to the policy inception	13.11.07
449	25.11.07	PB Gupta	CESCO PowerHouse	Bhubaneswar	exorbitant charges debited to his account for statement	Charges collected as per guidelines	25.11.07
450	14.11.07	SN Padhy	Chikiti	Bhubaneswar	RD installment paid by cash and also through standing instructions.Requested for refund	branch informed the complainant to stop one instalment.	28.11.07
451	06.12.07	K.Ashok Kumar	Nowrangpur	Bhubaneswar	Services at the branch	The issue was sorted out to the satisfaction of the customer.	28.12.07
452	24.12.07	SBI,OUAT Branch	Gosaninugaon	Bhubaneswar	delay in collection of outstation cheques	branch informed that they have not received the instrument	01.01.08
453	30.10.07	Mahesh Enterprises	KK nagar	Chennai	KTD fvg CTO renewal	branch has taken steps and sent proceeds	05.11.07
454	05.10.07	VV Vasantha Rao	Madgavaram	Eluru	request for stopping of recovery of excess pension paid	deduction stopped and pension scrolls changed	01.11.07
455	10.10.07	Mrs Durga	Kovvur	Eluru	excess interst charged on Housing Loan	interest charged as per sanction terms	30.10.07
456	26.10.07	Jeevan Sravanthi SHG a/c	daggulur	Eluru	Denial of loan to the group	loan sanctioned as per norms	30.10.07
457	20.10.07	Group of customers	penumantra	Eluru	poor customer service /not opening of accounts	Allegations are false & baseless	02.11.07
458	12.11.07	ChJoseph	subbaraopet	Eluru	difficulties in operating Trust a/c	copy of the trust deed not submitted and informed the same to the complainant	16.11.07
459	30.11.07	DG Gupta	penugonda	Eluru	non-sanction of loan	branch sanctioned loan 2 times, he is overdue borrower, branch refused 3rd time	04.12.07
460	30.11.07	Bhavani	TP Gudem	Eluru	Operations of locker not allowed.	Locker operations were not allowed as locker rent was due. The complainant paid entire dues and operations were allowed.	28.12.07

461	31.12.07	Dt.Harizan seva sangh	Tanuku	Eluru	non sanction of dairy loans to SC,ST,BC	Branch is sanctioning loans to all eligible candidates	30.12.07
462	31.12.07	N Aseervadam	Elurupadu	Eluru	non sanction of vehicle loan	Branch is sanctioning loans to all eligible candidates	28.12.07
463	01.10.07	Villagers	Kanagala	Guntur	Method of verifying the gold by the appraiser	Branch informed that they are following bank guide lines .	12.10.07
464	04.10.07	Kondu Venkatappayya	Modukuru	Guntur	irregularities in sanction of loans	Branch is sanctioning loans to all eligible candidates	08.11.07
465	06.10.07	R Kesava Rao	NKRM Jr College	Guntur	non-mention of reasons for cheque return	The complainant was informed of the reasons for cheque return	15.10.07
466	13.10.07	P ramesh Babu	Chilakaluripet	Guntur	NEFT funds not credited	credited the amount on 15.10.07	15.10.07
467	17.10.07	Vaaritha News Paper	Mangalagiri	Guntur	insisting deposits for sanction of yuvasakthi loan	branch denied insisting deposits for sanction of loan	25.10.07
468	22.10.07	Sarpanch&Villegers	gavinivaripalem	Guntur	delay in sanction & disbursement of Agl Loans	Zonal Office deputed RDO from other branch for expediting loan sanction	23.10.07
469	25.10.07	K Murali	Kanigiri	Guntur	non opening of SB account	The complainant was requested to submit identity and residence proof for opening the account	10.12.07
470	25.10.07	Anonymous	Kuchipudi	Guntur	irregularities in sanction of loans	inspection dept conducted enquiry and found no fault of the branch	11.12.07
471	25.10.07	K satyavathi	pattabhipuram	Guntur	ATM cash not dispensed	amount recredited on 27.10.07	27.10.07
472	29.10.07	P Lavanya	Arundalpet	Guntur	Loss of locker keys	Another locker was allotted to the complainant	29.10.07
473	29.10.07	Chakrapani	Darsi	Guntur	non availability of account opening forms	application forms made available	29.10.07
474	30.10.07	M Karimulla	Kannavarithota	Guntur	delay in collection of local cheques	cheque proceeds credited on 31.10.07	31.10.07
475	01.11.07	HDFC	Vedulapalli	Guntur	Non realisation of OBC cheque	branch sent the proceeds on 22.10.07	01.11.07
476	07.11.07	P Sowbhagyamma	sangamjagarlamudi	Guntur	non-payment of pension arrears	paid arrears on 07.11.07 and informed pension Adalat accordingly	07.11.07
477	12.11.07	K Rambabu & S Somasekhar	Ananthavaram	Guntur	insisting security for educational loan	branch denied that they insisted security for sanction of loan,advised the complainant to fulfil necessary requirements	19.11.07
478	21.11.07	GC Mallikarjuna Rao	Medapi	Guntur	sale of land mortgaged against loan sanctioned	branch stopped disbursement of loan	31.12.07

479	05.12.07	M Jhansi Rani & M.Sasi Kantl Chimakurthy		Guntur	issue of duplicate deposit receipt	advised the party to produce necessary documents to enable them to issue duplicate deposit receipt	11.12.07
480	12.12.07	SV Raghavendramma	Vetapalem	Guntur	non delivery of documents	branch informed that no documents were lodged	12.12.07
481	14.12.07	MBSV Prasad	Mangalagiri	Guntur	non transfer of HL	sought permission from Zonal Office for transfer of housing loan	30.12.07
482	24.12.07	pensioners	Chirala	Guntur	unsatisfactory service to pensioners	branch was advised not to give scope for such complaints	22.12.07
483	24.12.07	G Srinivasa rao	Kolakalur	Guntur	delay in payment of interest on FDR	branch paid interest on delayed credit of FDR	31.12.07
484	27.12.07	M Venkateswara Rao	Mangalagiri	Guntur	non-issue of cheque book	complainant has not submitted life certificate	31.12.07
485	01.10.07	S Bhanaiah	Ramanthapur	Hyderabad	reversal of cheque amount credited	informed that it was wrongly credited and reversed the amount	01.10.07
486	03.10.07	Srikanth Kethu -Germany	Srinagar colony	Hyderabad	delay in submission of a/c transactions	branch provided the details of the transactions	23.10.07
487	04.10.07	Srikanth	Jubilee Hills	Hyderabad	delay in submission of a/c transactions	SB account changed to ABG and the balance Rs.1000/-transferred to new a/c	06.10.07
488	08.10.07	K.Sudhakar	himayathnagar	Hyderabad	delay in payment of pension and arrears	branch has paid arrears along with interest for delayed payment	25.10.07
489	09.10.07	G Raghu Raman/CMD Sec	RCPuram	Hyderabad	name wrongly fed in the system	branch rectified the same	09.10.07
490	12.10.07	A Ravi Kumar	Malkajgiri	Hyderabad	non-cooperation in explaining about two wheeler loan	The complainant was explained and the complaint was withdrawn.	13.10.07
491	14.10.07	Shalini	Shamsheergunj	Hyderabad	non-issue of neither cheque book nor ATM Card	cheque book issued by the branch	05.12.07
492	16.10.07	DG Sastry	Diamond Point	Hyderabad	unfriendly treatment by staff at the time of account opening	advised the branch to inform politely to the customer	17.10.07
493	16.10.07	N Dinamani	NIMS	Hyderabad	payment of homeloan account	branch closed HLA deposit account and issued Po for Rs.4283	27.10.07
494	16.10.07	B Prabhakar Goud	Malkajgiri	Hyderabad	bouncing of cheque where balance is available	The reasons were explained to the complainant and the complaint is withdrawn.	29.12.07
495	16.10.07	N.Krishna Chaitanya	Ameerpet	Hyderabad	delay in opening of NRE a/c	Branch opened the account	16.10.07

496	16.10.07	Makarand	kachiguda	Hyderabad	request to discontinue ECS payment system	branch informed the party to contact BSNL	23.10.07
497	18.10.07	M Mallesh	Diamond Point	Hyderabad	refusal to receive AB Arogyadam Premium	branch accepted the same and remitted to Nampally	23.10.07
498	24.10.07	M suryanarayana	medak	Hyderabad	refusal to open new account	Branch redressed the complaint	01.12.07
499	06.11.07	K Balaraj	Kavadiguda	Hyderabad	change of signature	branch noted the same	31.12.07
500	07.11.07	Mansani Constructions	Karmanghat	Hyderabad	freezing of their account	Dispute among partners. Branch written letter to both the parties to solve the problem amicably or through court	10.12.07
501	12.12.07	Padmanabha rao	Vidyanagar	Hyderabad	e-mail request from the daughter of the complainant for issue of term deposit	debited to the account and made deposit and forwarded the same to the party	03.01.08
502	16.12.07	B Ranga reddy	saidabad	Hyderabad	mutilated notes found in the cash	Complaint redressed. Complainant satisfied and withdrew the complaint	09.01.08
503	17.12.07	DBCSCS Ltd	Narayanraopet	Hyderabad	request for sanction of EL	Rs.70000/-has been sanctioned	27.12.07
504	18.12.07	Uma	Trimalgerry	Hyderabad	reversal of ATM service charges	branch has reversed the excess service charges	31.12.07
505	18.12.07	shanta saibaba	saifabad	Hyderabad	Request for reversal of statement charges	Branch clarified that the charges were collected as per the guidelines	27.12.07
506	29.12.07	N.Sridhar Rao	Masab Tank	Hyderabad	interest claim on delayed realisation of US dollars	Branch clarified the position to the customer that there was no delay at their end	31.12.07
507	20.11.07	M Simhachari	kendriya Sadan	Hyderabad	delay in crediting the 3 cheques/return of cheque return charges	ZO advised the branch to reverse the charges	28.12.07
508	06.10.07	DV Ramana	Yeleswaram	Kakinada	delay in releasing the gold ornaments after making payment of loan	on 03.10.07 due to heavy transactions and staff on leave complainant was requested to wait for some time	29.10.07
509	07.10.07	SA Khadar	Sirigindalapadu	Kakinada	Non sanction of loans	complainant signed on his own on annexure as employer promising to deduct installment, referred to next higher authority resulting to complaint, suitable reply given to complainant	02.11.07
510	08.10.07	D.Kusuma Kumari	Alcotgardens	Kakinada	branch is not paying proceeds of deposits after adjusting to deposit loan	Branch has paid the proceeds to the complainant	17.10.07

511	08.10.07	GP Babu	Z.Rangampet	Kakinada	delay in crediting money transfers from London	Branch crediting the proceeds to the beneficiary account as soon as they are receiving the amount from Overseas Branch, Mumbai	22.10.07
512	24.10.07	P.Narasimha Rao	Kesavadasupalem	Kakinada	Delay in cash payment of his withdrawal for want of his correct signature	Manager on that day was on leave and in charge officer who was on deputation from other branch found difference. Suitable reply was given to the complainant	05.11.07
513	22.11.07	Indian Overseas bank	Madhavanagar	Kakinada	wrong collection of HDFC draft of Rs.97405/-specially crossed to IOB	Branch contacted the party and resolved the matter	02.11.07
514	30.11.07	AVV Satyanarayana	Draksharama	Kakinada	alleged that inspector of branches ill treated him during the unit inspection	Branch informed the complainant that there was no ill treatment by the Inspector of Branches	08.11.07
515	01.10.07	KVS Murthy	Draksharama	Kakinada	delay at cash counter to general transactions due to SHG groups	branch was advised to take corrective steps.	31.10.07
516	06.10.07	K Satyanarayana	Cinema Road	Kakinada	debiting service charges twice to issue duplicate passbook	manually collected at the time of issue, system also collected , chages reversed	22.10.07
517	08.10.07	Thandava Co-op sugars	Tuni	Kakinada	delay in collection of outstation cheques claiming OD interest to a tune of Rs.129054	Branch clarified that there was no undue delay in collection of Cheques by branch	05.11.07
518	10.10.07	Group of customers	Indravally	Karimnagar	complaint against the generator operator	Branch Manager expressed his good opinion on the generator operator. He also helps the customers	14.11.07
519	11.10.07	Ramalingam,Municipal chair p	Godavari Khani	Karimnagar	Delay in sanction of loans to group people	Explained to the group that the reason is due to heavy rush in the branch	05.12.07
520	11.10.07	Smt.F.Bhowmik	K.C.Guda	Karimnagar	fee collected for no due certificate	Branch explained Guidelines to the complainant	01.11.08
521	21.10.07	M.Bhushan Reddy	Mohd nagar	Karimnagar	ABJ death claim of B.Prameela	the claim is pending with the insurance company	22.12.08
522	13.11.07	Venkata Ramaih	SK Nagar	Karimnagar	wrong calculation of pension arrears	correct pension amount was calculated and credited to the account	20.12.07
523	12.12.07	Swapam Kumar Baidya	K.C.Guda	Karimnagar	clean loan instalment debited to coobligant	contacted the complainant and redressed	13.12.07

524	15.12.07	A.Umadevi	Hyd Rd, Niz	Karimnagar	Delay in issue of 16A	Complainant was informed that TDS can be collected in subsequent financial years also.	30.01.08
525	26.10.07	Bhaskar Kumar Pandey	Tata Nagar	Kolkata	e-mail complaint regarding preclosure charges for personal loan	payment was made before the due date, requested HO for waiver of charges though the same was charged as per norms	30.10.07
526	13.11.07	Madhumati maiti	Salt Lake	kolkata	additional interest on educational loan	branch has acted as per banks Policy	28.12.07
527	26.10.07	Chhaya Ghosh	New Alipore	Kolkata	return of cheque when funds are available	complaint redressed and complainant was satisfied	01.11.07
528	11.12.07	Dr.Karma Chopel	Kaihkali	Kolkata	delay in issue of DD	DD was delivered within 7-8 minutes after depositing cash at the counter	07.12.07
529	06.10.07	KS Prakash reddy	NewTown	Kurnool	delay in sanction of EL inspite of submission of relevant documents	student did not turn up for completing documentation, already left the country the complaint was withdrawn	12.10.07
530	08.10.07	R Kamalamma	Penukonda	Kurnool	non settlement of ABJ claim	the balance in the ABJ is insufficient to cover insurance premium/insurance cannot be claimed by the nominee	18.10.07
531	10.10.07	Khaza Bee	Revally	Kurnool	deduction of minimum balance charges from pensioners account	Rs.129/- reversed to the account	15.10.07
532	10.10.07	Shaik Ismail	Kurnool	Kurnool	non payment of pension commutation portion	branch confirmed credit of pension arrears	18.10.07
533	12.10.07	Hanumantha Reddy	Georgepet	Kurnool	non-sanction of educational loan	branch sanctioned educational loan	23.10.07
534	20.10.07	TV Ramesh babu	Pamidi	Kurnool	non-payment of deposit made in favour of ACTO	complainant received payment , informed branch vide Ir dated 31.10.07	31.10.07
535	26.10.07	S Karimunnisa	Penukonda	Kurnool	non-payment of KTD	KTD reported lost,duplicate issued against indemnity and deposit renewed and paid on maturity	26.10.07
536	06.11.07	Mandal Teachers &Employee	Kothacheruvu	Kurnool	non-sanctioning of personal loans/education loans to the employees	clean loan proposals are being processed as and when received .	07.11.07

537	13.11.07	Sreenivasa Reddy	Penukonda	Kurnool	non-payment of crop insurance	The complainant on behalf of his wife agreed for adjustment of crop insurance payable to his wife towards the loan outstanding .As per compromise proposal ZO has issued letter of approval for compromise for an amount of Rs.61000/-	23.11.07
538	10.11.07	Nizam Manufacturers	banaganapalle	Kurnool	branch has not carried out the instructions as per authorisation letter given by RTC employees	recovered an amount of Rs.2226/-from the salary of RTC employees and remitted the same to the complainant	24.11.07
539	19.11.07	G Suresh	Macherla	Kurnool	debiting of SB account with loan overdues and not permitting withdrawal	branch recovered the overdues on handloom loan and party was not permitted to withdraw cash on 09.11.07 as the day was a holiday on account of deepavali	12.12.07
540	28.11.07	B Balram Reddy	ashoknagar	Kurnool	the complainant has applied for 17 DDs but received only 16 DDs	complainant was handed over with 17 DDs and he lost/dropped one draft at bank grill gate/same was handed over to the complainant	10.12.07
541	29.11.07	N Bheema Rao	New Town	Kurnool	difference in payment of DA arrears	DA arrears are credited to the complainant's account	29.11.07
542	18.12.07	M Narasimhappa	mulakaledu	Kurnool	delay in payment of pension arrears and non-receipt of DA	branch advised to calculate the arrears and make payment as per eligibility and link branch ananthapur to cross check the correctness of the arrears	31.12.07
543	20.12.07	K Raja Rao	Gadwal	Kurnool	non-opening of joint account in the names of the party and his son	informed customer to visit the branch for doing the needful	24.12.07
544	01.10.07	Rohit Siva Kumar	Ahmedabad	Mumbai	nonpayment of quarterly interest	Branch has redressed the complaint duly taking a letter of withdrawal of the complaint	15.10.07
545	15.10.07	Kunal Advertising	Juhu Vile Parle	Mumbai	non-payment of DRT Adv. bill	branch has paid the amount on 06.10.07	18.10.07
546	20.10.07	V.Giri Ayyer	Nagpur	Mumbai	RD closure due date difference	Banch did not execute standing instructions. Due date extended. Explained to the complainant	21.10.07
547	24.10.07	Satyamurthy&Preeti Iyer	dombivilli	Mumbai	ATM maintenance charges	reversed the charges and redressed the complaint	26.10.07

548	21.12.07	AK Sinha	Con.Circus	New Delhi	payment of FDR interest	branch has paid the interest	28.12.07
549	16.11.07	RM Gonela	jaladanki	Tirupati	non sanction of sufficient amount under SHG	loans are being sanctioned as per HO guide lines and no application is pending DRDA has expressed satisfaction	25.11.07
550	30.11.07	V Murali Mohan	Rajampeta	Tirupati	non payment of pension arrears	arrears credited on 28.11.07	02.12.07
551	01.12.07	YV Subramanyam	Balajinagar	Tirupati	ATM pin not received	Pin number received	12.12.07
552	01.10.07	Krishna chetty & Sons	kuppam	Tirupati	difficulties by the customer at remitting cash for taking DDs	Branch was instructed to follow the RBI guidelines for issuance of drafts	10.10.07
553	21.11.07	andhra Pragati grameena bank , cheemakurthi	SPMVV ec	Tirupati	non-receipt of OBC proceeds	DD was lost in transit, new DD sent to chimakurthi branch and the same is received by the branch	30.11.07
554	27.10.07	Smt R Radhika Lakshmi	SVOC	Tirupati	non-receipt of Debit Card	debit card issued to the complainant	10.11.07
555	03.11.07	Colony development committee secretary	RTPP	Tirupati	discrepancy in current account statement	discrepancies sorted out by the branch	15.11.07
556	06.11.07	VK Rao	founders branch	Vijay Wada	discourteous behavior of ATM guards	guards are advised to behave courteously and politely	10.11.07
557	29.11.07	Y prabhakara rao	tiruvuru	Vijay Wada	non sanctioning of educational loan	educational loan sanctioned and released.	03.12.07
558	05.10.07	saraswathi devi	Pattabhi Road	Vijayawada	cheque for Rs.25000/- not realised or returned	branch redressed the grievance	23.10.07
559	21.11.07	G.Ramu	Vijay Wada	Vijayawada	Non settlement of ABJ claim	submitted the claim papers to the insurance company	31.12.07
560	10.11.07	Shanti Ashram	Waltair	Visakhapatnam	delay in payment of cash on bearer cheque	delay is due to proper verification only as cautioned by the complainant.	06.09.07
561	17.11.07	Several villagers	bobbili	Visakhapatnam	loans sanctioned on benami names	allegations are false & baseless and complainants have also informed that they never signed on the complaint	20.12.07
562	11.12.07	y Rajya laxmi	Srikakulam	Visakhapatnam	delay in transfer of KTD	due to delay in receiving application/account transferred	12.12.07
563	13.12.07	T Prameela	akkupally	Visakhapatnam	not paying revised DA	revised DA paid	04.01.07
564	20.12.07	A Kavitha	MVP Colony	Visakhapatnam	Allegations against the Manager	complainants loan became NPA , branch served recall notice	04.01.07

565	01.10.07	complaints from customers	Kallur	warangal	quality of cash disbursed through ATM	branch has been informed to keep ATM fit and sorted cash and extend good customer service to the customers	26.10.07
566	17.10.07	canara bank anand	manugur	warangal	proceeds of the cheque not received Rs 342511/- telegram sent	branch pursued with SBH manugur and proceeds were sent to canara bank vide DD dated 22.10.07	22.10.07
567	05.12.07	Nmithun M Bhaskar	hanumkonda	warangal	non receipt of ATM card	branch handed over ATM card and cheque book on 06.12.07	06.12.07
568	06.12.07	T. Sriramamurthy	Paloncha	warangal	loan account is in order but notice received for non-payment of instalment	due to similarity in the names of the borrowers the mistake has crept in , same was informed to the complainant	08.12.07
569	13.12.07	K Narayana Rao	Fathimanagar	warangal	cheque was rejected for payment when presented across the counter/advised to draw through ATM	The complaint was redressed by the Manager and the complainant withdrew the complaint.	18.12.07
570	19.12.07	Brarath Petroleum Corporatio	SC Warangal	warangal	delay in realisation of DD Rs.399155/-at Service Centre	informed the position to BPCL. There was no delay at SC warangal.	19.12.07
571	03.01.08	KSS Bhat/Asha Bhat	Indira Nagar	Bangalore	Refusal of signature attestation by Manager	Branch has taken steps to settle the matter amicably and the complaint is withdrawn	11.01.08
572	01.03.08	Rukmini Forgings	N R Road	Bangalore	Delay in sending DD to ESI	As there was no instructions from the party, the amount was kept in sundries	04.03.08
573	14.03.08	M S A Khuraishi	N S Road (Mysore)	Bangalore	Discourteous service at the branch	Steps were taken to redress the grievance of the customer. Branch was advised to be more courteous to the customers	31.03.08
574	18.03.08	Ankit Mittal	Koramangala	Bangalore	Negligance of service by Manager	The Manager by mistake thought that the customer was asking for EL and denied the same since the student is in New Delhi. Manager tendered apology	18.03.08
575	22.02.08	Satyanarayana Tarini	Bhanjanagar	Bhubaneshwar	Behaviour of the Manager	Zonal Office informed that the Manager has not misbehaved as alleged by the customer. This must be a prompted complaint	01.03.08

576	05.03.08	Madhab Das	Puri	Bhubaneswar	Mis appropriation of funds	Party lodged a complaint with the Police, Puri. Not in a position to settle the issue since other govt legal authorities also involved	31.03.08
577	05.03.08	A.Rama Prakasa Rao	Jeypore	Bhubaneswar	Misplacement of title deeds by branch	Branch delivered the title deeds to the party against acknowledgement	30.04.08
578	07.01.08	Dr Antony Selvodoss	Coimbatore	Chennai	Levying of pre closure charges without prior information	Branch refunded the prepayment charges	31.01.08
579	06.02.08	S.Balasubrahmanyam	Vellore	Chennai	Not providing interest accrued statement on Term deposits	Branch provided the statement	05.04.08
580	14.02.08	S Surya Sudhakar	Ernakulam	Chennai	Renewal of KTDs	The FDs were pledged as security to BGs and the same was invoked. A case is pending in the court. Hence branch could not take action on renewal of FDs	15.02.08
581	01.03.08	Rukma Elechem	Annanagar	Chennai	Loss of cheque dropped in cheque collection box	The cheque was not submitted at the branch and will issue a certificate to that effect to enable the customer to obtain duplicate cheque	05.03.08
582	06.02.08	K Hanumantha Rao	Tadepalligudem	Eluru	Interest for delay in cheques realisation	The delay was due to name not tallying. After getting full particulars the amount was credited to the account	08.02.08
583	10.03.08	Corporation Bank	Penumantra	Eluru	Delay in realisation of cheque	Out of two cheques presented, one cheque was passed and the other was returned due to insufficient funds	31.03.08
584	02.01.08	P Yma Maheshweara Rao BLD Agent	Hindu College Campus	Guntur	Deducting BLD Commission	Branch explained details of the transaction and the customer has withdrawn the complaint	06.02.08
585	05.01.08	D P Govinder	Arundelpet	Guntur	Grounding of loan under ST action plan	Term loan sanctioned and 1st instalment released. Borrower not maintaining stocks. Requested RBI to close the complaint	01.02.08
586	19.02.08	Dr Rama Krishna	Koretipadu	Guntur	Non release of documents	The party paid only Term loan. Party closed the other loans on 14.02.08 and documents were released	23.02.08

587	10.02.08	M/s Vaishnavi Granites	SSI R C Puram	Guntur	Behaviour of the staff	The customers accounts were NPA and branch proceeded under SARFAESI Act. Staff have not misbehaved as alleged by the customer	25.02.08
588	10.02.08	J.Baladitya	Old Guntur	Guntur	Request for pension certificate	Branch issued the certificate	05.04.08
589	23.02.08	Narinder Singh	CCD	Head Office	wrong transactions for Rs.17610.99	CCD provided the customer copies of charge slips	14.03.08
590	10.01.08	A P Rao	Vidyanagar	Hyderabad	Delay in opening KTD, Request made through E mail	Branch opened the KTD for Rs.20000 on 01.01.08 for 36 months and dispatched the receipt to Tirupati	11.01.08
591	06.02.08	Dr.Kurshid Ara Begum	Hyderguda	Hyderabad	Payment of KTDs which were due in 1985	Branch taken steps to make the payment to Customer	15.05.08
592	06.02.08	Andhra Chamber of Commerce	Head Office	Hyderabad	3rd Party securities- Clarification	Informed RBI bank's policy on third party guarantees	16.05.08
593	22.02.08	B Srinivas Reddy	Siddipet	Hyderabad	Non sanction of EL	The customer has not submitted any application for EL but just enquired about the loan. Branch advised the customer to submit necessary papers	25.02.08
594	20.02.08	A Sreenivasulu	CCD	Hyderabad	Non credit of remittance	Card liability was Rs.30416 against limit of Rs30000. Hence further debits were not allowed	22.02.08
595	25.02.08	Bruhat Bangalore Mahanagara Palike	Somajiguda	Hyderabad	Non revalidation of BGs	Branch has taken up the matter with the applicant and BGs are renewed before the due date	08.03.08
596	25.02.08	The International Centre for Alternate dispute resolution	MJ Road	Hyderabad	Not allowing ABB payment when cheques presented by 3rd parties	Branch informed the customer that ABB can not be allowed to third parties	12.05.08
597	01.03.08	M Subrahmanya Sarma	Saroonnagar	Hyderabad	Wrong debit of Rs.2000	Branch by mistake debited the amount in SB 42 instead of SBPEN 42. The amount was credited back	14.03.08
598	04.03.08	Harish Mulay	Dilsukhnagar	Hyderabad	Affixing of photo in pass book	The account was transferred from Nalgonda. Branch advised party to submit ID proof	08.03.08
599	06.03.08	S Venkat Reddy	Balanagar	Hyderabad	Notice to guarantor	The allegation of the party are baseless. Notice was issued to the guarantor as the party failed to regularise the account	06.03.08

600	12.03.08	A Kameshwara Rao	Ramnagar	Hyderabad	Cheque return	Cheques were issued with the erstwhile branch code and were returned by base branch. There was delay in resubmission of cheques. DD was issued at par	14.03.08
601	12.03.08	Bharathi Gopinath	Khiaratabad	Hyderabad	Return of Housing Loan documents	The Customer owes some money to the bank. Bank will return the documents after receiving the payment.	03.04.08
602	14.03.08	Manoj Tiwari IPS	CCD	Hyderabad	Wrong debit of Rs.1623	Copy of the charge clip was called from the acquirer and complaint redressed	18.03.08
603	28.03.08	Bruhat Bangalore Mahanagara Palike	Somajiguda	Hyderabad	Renewal of BGs	Branch renewed the BGS	01.04.08
604	02.01.08	B Satyanarayana	Katarinagar	Kakinada	Pension DA paid separately	Problem requires software modification. Branch has taken up with ZCC for modification	08.01.08
605	06.02.08	D Lakshmi pathi Raju	Mumidivaram	Kakinada	Non payment of disability pension	As per the letter of Controller of Defence Accounts (Pension) disability pension was paid to the customer	28.02.08
606	11.01.08	Abdul Khader	St Johns HS	Karimnagar	Delay in opening of transferred account	The delay was due to submission of proof by the customer	05.02.08
607	15.02.08	T V Rao	Adilabad	Karimnagar	Soiled notes	Branch is issuing clean notes to the public. The customer was not traceable	21.02.08
608	23.02.08	K Lakshamma	Jagampally	Karimnagar	Non payment of DA arrears	DA arrears were credited to the party's account after obtaining clarification from SCR, Secunderabad	28.02.08
609	26.03.08	P.c.Parekh	Bellampally	Karimnagar	ATM not functioning	Informed the customer that steps are taken to ensure proper functioning of ATM.	15.04.08
610	22.02.08	V Naga Ratna Bai	Pamidi	Kurnool	Non release of documents	The documents were released to the customer on acknowledgement	28.02.08
611	12.03.08	Jayalakshamma Prop Shri Silks	Hindupur	Kurnool	OTS proposal	OTS was sanctioned for 50000 but party was willing to pay only 30000 Branch filed suit and is pursuing for reasonable compromise offer	13.03.08

612	12.03.08	P.Satyanarayana	South Campus	New Delhi	Joint operation of account not allowed	Branch allowed the joint operation as per the customer letter. Copy sent to customer for reference	01.04.08
613	09.01.08	R C Bhaktavatsalam	Balajinagar	Tirupati	Request for waiver of interest charges on loan ag NSCs	The matter was settled to the satisfaction of the customer and the complaint was withdrawn	31.01.08
614	07.01.08	Y Ravi	RTPP Kalamala	Tirupati	Wrong debit of Rs.2300 on ATM withdrawal	Branch has recredited the amount on 09.01.08.	23.01.08
615	15.02.08	P Harinadha Reddy	Parkala	Tirupati	Non payment of pension arrears	Necessary entries were passed in connection with fitment of basic and customer is satisfied	21.02.08
616	19.02.08	S Munitratnam	Srinivasapuram	Tirupati	Abnormal statement charges	Statement charges reversed after obtaining permission from Zonal Office as the customer is a pensioner	23.02.08
617	12.03.08	State Govt Pensioners Association	Dargamitta	Tirupati	Wrong debit of Rs.10000 through ATM	The amount was recredited on 11.03.08 based on BA 1 received from DIT	14.03.08
618	18.03.08	Syed Faisuddin	Mulapet (Nellore)	Tirupati	Waival of charges on CL	All the charges debited to the account are as per guidelines	31.03.08
619	01.01.08	MOF New Delhi	Palakonda	Visakhapatnam	Non availability of ABB faicility	The customer approached the branch for one line transaction after business hours hence was requested to come the next day	03.01.08
620	06.02.08	I Krishnaiah	Port	Visakhapatnam	Account freezed and cheques returned	Branch was cautioned to be careful while handling such matters and avoid recurrence of such complaints	03.03.08
621	01.03.08	K Surya Prakash Rao	Pendurthi	Visakhapatnam	Non sanctioning of Clean loan against pension	The pensioner submitted all documents and Rs.10000/- was disbursed	08.03.08
622	01.03.08	AL Murthy	Dwarakanagar	Visakhapatnam	Transfer of SB a/c	Branch verified the records and confirmed no such account at their end	05.03.08
623	28.03.08	Venkata Chari	Visalakshi Nagar	Visakhapatnam	wrong ATM debit in SB account	As per DIT records the transaction is a valid transaction. Informed the same to the customer	05.05.08
624	14.02.08	Murali Krishna Iron Stores	Huzurabad	Warangal	Waiver of statement charges BCTT and legal opinion charges	Branch informed the customer that due to technical problem there was excess debit and the same was credited to the a/c	22.02.08

625	18.01.08	P Amarnath	Gandhinagar	Bangalore	Wrong debit of ATM transactions	Amount credited to the customers account	21.01.08
626	04.01.08	Axis Bank	Barracks	Bhubaneshwar	Delay in collection of cheque	The said cheque was returned and instrument was also sent back and reply was sent to Axis Bank informing the same	10.01.08
627	06.02.08	Godrej Consumer Products	Bhanjanagar	Bhubaneshwar	Clearance of cheques through Citi Bank	The cheques were returned to Citi Bank through VPL and Citi Bank refused to accept the same. After receiving the complaint the cheques were sent through registered post	12.02.08
628	12.02.08	Krishna Chandra Behra	Rambha	Bhubaneshwar	Non sanction of PMRY loan	The complainant has already availed loan under OSFC with subsidy and is not eligible for another subsidy loan. The complainant was informed accordingly	26.02.08
629	25.02.08	Dhanpatrai Dulichand Jatni	Berhampur	Bhubaneshwar	Return of multicity cheque though balance was there in the account	Branch informed the position to the complainant and the complaint was withdrawn	25.03.08
630	13.02.08	RBI	Salem	Chennai	Non sanctioning of educational loan K Jadadeesham	Branch has not received any such proposal. The same was informed to RBI	13.02.08
631	01.03.08	N Shankar	Pondichery	Chennai	Discourteous service	Senior Manager was deputed to the branch to enquire into the matter and the complaint proved to be false and baseless	05.03.08
632	13.03.08	M Nandkumar	Adayar	Chennai	reversal of administrative charges in HL	The customer closed the housing loan on 06.03.08 and the charges debited are as per the guidelines. A letter was written to the customer	29.03.08
633	18.03.08	S Palanivel	Karaikal	Chennai	Complaint that his name is included as guarantor to the loan to Arumainathan	Mr S Palanivel has stood as co-obligant to the loan sanctioned to Arumainathan.	24.04.08
634	18.03.08	A Naina Mohd	Manavalan Nagar	Chennai	Complaint - no cash in ATM	Head Office has directly contacted the branch and has obtained account statement.	18.03.08
635	09.01.08	Ch Subba Rao	Bhimadole	Eluru	Non sanction of loan to Rice mill	Branch Manager has contacted the customer and convinced him	12.02.08

636	24.01.08	A Satyanarayana & Others	Gouripatnam	Eluru	Problem for withdrawal of amounts	On enquiry into the matter the allegations proved to be false and baseless. The Complainants are not customer of the bank	31.01.08
637	08.03.08	Mrs.M Lalitha Kumari	Dwaraka Tirumala	Eluru	Wrong debit of ATM transactions	On verification it was the observed that the debits are correct and the customer was satisfied with the explanation given by the branch	12.03.08
638	08.03.08	Shaikh Nagoor	Penugonda	Eluru	Interest charged on margin money	Interest was reccredited to the customers account and the customer withdrew the complaint	17.03.08
639	15.03.08	PVBP Sybrahmanyam	Mukkamala	Eluru	Revision of basic pension	Branch calculated the basic pension and arrears were paid to the customer	18.03.08
640	15.03.08	Durga Rao	Penugonda	Eluru	Closure of account not entertained by the branch	Since the customer approached the bank after office hours it was not entertained. The account was closed on 17.03.08	19.03.08
641	18.03.08	SBH Tadimalla	Kovvur	Eluru	Delay in collection of cheque	The cheque was collected and the proceeds sent on 28.03.08	28.03.08
642	22.03.08	K Kusumeswara Rao	Akiveedu	Eluru	Delay in closure of account.	Account already closed on 18.03.08	18.03.08
643	18.01.08	Shriram Chits	Mangalagiri	Guntur	Service charges debited on cheques returned unpaid	Branch informed the party that the service charges debited are as per the guidelines	13.02.08
644	28.01.08	Subbalaxmi	Singarayakonda	Guntur	Non sanction of gold loan.	Branch denied the allegations and the complainant was informed accordingly	06.03.08
645	05.02.08	AB Rep Office Dubai	Addanki	Guntur	Non receipt of user ID, Password and PIN	Branch informed that the same was processed and sent to DIT on 05.02.08. Complaint redressed.	05.02.08
646	14.02.08	S Satyabvathamma	Pamur	Guntur	Delay in settlement of death claim	Branch settled the claim on 10.03.08	10.03.08
647	16.02.08	Shriram Chits	Addanki	Guntur	Delay in collection of cheques	Branch collected the cheques presented by shriram chits and informed the same to the customer	31.03.08
648	19.02.08	Eenadu Newspaper	Uppugunduru	Guntur	Selling of LIC policies by force to SHG	Branch denied having sold the policies forcibly. Members of the SHG have voluntarily purchased LIC policies	23.02.08

649	20.02.08	Gupta Narayana	Medapi	Guntur	Opening of ABJ accounts in the names of persons affected with AIDS	Branch denied the allegations of having opened ABJ accounts in the names of persons affected with AIDS	06.02.08
650	21.02.08	Ch Venkanna Rao	Punuru	Guntur	Irregular sanction of loan to the customer's mother Ch Ramanujamma of Gannavaram	Ch Ramanujamma is eligible for loan. The complainant was informed accordingly	27.02.08
651	22.02.08	M Appa Rao	Chilakaluripet	Guntur	Non issuance of duplicate draft	Branch confirmed having issued duplicate DD on 03.03.08	03.03.08
652	27.02.08	Vartha Newspaper	Kandukur	Guntur	ATM - less cash dispensed	Branch reccredited the amount to the party's account on 27.02.08	27.02.08
653	27.02.08	Ch Nagasulochana	Pattabhipuram	Guntur	Insisting for surities double the worth of property documents held with the bank	Branch informed that they are in order and the same was informed to the customer	28.02.08
654	06.03.08	Karur Vysya Bank	Addanki	Guntur	Delay in collection of cheque sent on 20.04.07	The cheque was presented through SBI and not directly. Branch sent the proceeds to SBI on 25.04.07	31.03.08
655	06.03.08	M Vijayasekhar	Giddalur	Guntur	Refusal to open Government Account	The complainant did not furnish the required documents. Party was advised to bring all necessary documents	15.03.08
656	06.03.08	Viswa prakash Chinta	Srinagar Col	Guntur	Non receipt of cash from Pattabhipuram ATM on 23.02.08	The amount was credited to the party's account on 08.03.08	08.03.08
657	11.03.08	Smt G Jhansi Rani	Naguluppalapadu	Guntur	Irregularities in operations of Nagulupalapadu Rual Livelihoods Women's mutually aided co- operative Society a/c	Reply was sent through our Advocate Sri V Veerendra Rao stating that the branch has followed the bylaws of the society without any deviation	16.03.08
658	13.03.08	N Mangamma & Others	Macherla	Guntur	Discrepancy in interest charged on HL	Branch calculated the interest and refunded the excess interest charged on 24.03.08	24.03.08
659	17.03.08	Ch Sambasiva Rao	Sangam Jagarlamudi	Guntur	Debit of insurance charges for citrus crops	Loan sanctioned and insurance debited for Banana Crop. Party was informed accordingly	19.03.08
660	19.03.08	Radha krishna rice mill	Chilakaluripet	Guntur	Delay in releasing of documents	Suit filed account. Documents are with DRT, Hyderabad.	31.03.08

661	22.03.08	Sri Sainath Slate Works	Markapur	Guntur	Levying of processing charges for SOD against deposits	Technical problem. Branch refunded the amount on 31.03.08	31.03.08
662	02.01.08	P V L N Prasad	Saifabad	Hyderabad	Cheque return inspite of balance in the account	Account was in operative. Passed the cheque on presenting again	22.02.08
663	03.01.08	K N Rao	Peerjajiguda	Hyderabad	Non sanction of Educational Loan	Party informed that he has availed loan from other bank	15.03.08
664	12.01.08	D Yellaiah	Chaitanya Vidyaniketan EC	Hyderabad	Request for furnishing the particulars of a/c Mansani Constructions for bouncing of cheque for Rs.83000	Branch was permitted to submit its reply	04.02.08
665	22.01.08	L Obulesu	Saifabad	Hyderabad	Dishonour of cheque of Rs.6046 against balance of 8694 in the account. Cheque return charges debited	Branch has reversed cheque return charges	03.03.08
666	24.01.08	P Venkateshwarlu	Siddipet	Hyderabad	Non sanction of loan for Gas godown construction	Branch called the party and gave application and advised him to submit the same duly fill in and that loan will be sanctioned as per guidelines	03.02.08
667	24.01.08	Ms B Raj Kumari	Himayatnagar	Hyderabad	Excess recovery of personal loan instalments	Branch sanctioned CL repayable in 30 EMI taking into consideration his retirement in June 2008. The above terms was also accepted by the party	26.02.08
668	28.01.08	M Rajagopalan	S R Nagar	Hyderabad	Levy of service charges/ statement charges	The party closed the account	17.01.08
669	03.02.08	The Elevations	Prakashamnagar	Hyderabad	ABB transaction charges	Since the cheque is drawn on the same branch it could neither be treated as shared clearing or domestic clearing. Since it is transfer under ABB charges were debited	08.03.08
670	09.02.08	Ch Venkata Ramana	Great Miyapur	Hyderabad	Delay in credit of ABB transaction	Delay occurred because of not mentioning the type of account. ZO Tirupati was requested to advise Gudur branch to convince the party	03.03.08

671	16.02.08	Representative Office, Dubai	Srinagar Col	Hyderabad	Delay in issue of cheque book, debit card and internet banking application	The branch complied with all requirements pointed by the complainant and informed the same to the representative office, Dubai	19.02.08
672	22.02.08	E Prasad	Rajeevnagar	Hyderabad	Non issuance of cheque book	The branch issued cheque book to the Director and authorized signatory	19.03.08
673	24.02.08	G Surela	Saroomnagar	Hyderabad	Delay in realisation of SB cheque for Rs.2.50 lakhs	The reasons were explained to the party and the complaint was withdrawn	07.03.08
674	05.03.08	K V Rama Krishna	Vikasnagar	Hyderabad	Non acceptance of cash	Branch informed that they have not denied acceptance of cash but informed the person who came to withdraw the cash to meet the Manager and furnish latest address proof for complying with KYC norms	06.03.08
675	11.03.08	Khaja Hussain	Charminar	Hyderabad	Request for reversal of statement charges	Branch redressed the complaint by reducing 50 % charges	26.03.08
676	26.03.08	A L N Reddy	R C Puram	Hyderabad	Delay in crediting of cheque of the same branch	The position was explained to the party and the complaint was withdrawn	31.03.08
677	07.01.08	LIC Association Agents	Pitapuram	Kakinada	Opening of SB accounts and sanctioning of loans	The agents are not producing proof of local address or identify and the commission they are getting is not uniform and not sufficient to recover EMI	02.02.08
678	30.01.08	Ch V L S Kumari	Pitapuram	Kakinada	Non sanction of Housing loan after submission of papers	The loan was rejected on want of municipal plan in her name. After getting the same, the loan was sanctioned on 20.02.08	20.02.08
679	30.01.08	B Nageswara Rao	Tuni	Kakinada	Missing of SB pass book and withdrawal of Rs.2000/-	The complainant after completion of SB transaction could not find the pass book. The same was handed over to him after four days. The matter is settled	20.02.08
680	11.02.08	AB, Dist Collectorate Br	Tallarevu	Kakinada	Delay in collection of OBCs	The instruments sent for collection are NSCs drawn on Yanam Post Office. The delay took place in paying post office. The proceeds were sent to the complainant on 18.02.08	18.02.08

681	26.02.08	G V S D V Prasad	Tuni	Kakinada	Fraudulent withdrawal of Rs.45000/- from his account on 02.06.07	Branch was advised to verify and submit a reply to the complainant.	30.04.08
682	26.02.08	D A Babu	Kothapet and Katrenikona	Kakinada	Non sanction of Housing Loan.	The complainant is a teacher in Katrenikona and proposed to purchase house at Kothapet. He is a native of pithapuram. Kothapet branch did not consider the proposal as the complainant is working in Katrenikona. Subsequently Katrenikona branch informed that they will sanction the loan if all the documents are submitted.	25.03.08
683	06.03.08	V Venkatacharyu	Ramaraopet	Kakinada	Non crediting of the cheque given on 09.08.06	Branch informed that the cheque mentioned by the complainant pertains to 2005 and the proceeds was credited on 11.08.05. Reply was sent to the complainant	12.03.08
684	12.03.08	Corporation Bank, Hyd	Kathipudi	Kakinada	Delay in sending proceeds of Bills	Branch informed that one instrument mentioned in the list sent by Corporation Bank was not received and the proceeds of other instruments were sent. The Same was communicated to Corporation Bank, Hyderabad	15.03.08
685	01.01.08	D Laxmi Narayana	Karimnagar Main	Karimnagar	Levying of statement charges	The customer was explained about the guidelines for levying statement charges	10.03.08
686	03.01.08	Uma Devi	Hyderabad Road	Karimnagar	Deduction of TDS on Fixed rate of interest on HL	The customer was explained about the IT rules	10.03.08
687	04.01.08	G S Murthy	Jagtiyal	Karimnagar	Grant of DA to freedom fighters and their dependents	Branch calculated the arrears and credited to the concerned accounts	13.03.08
688	01.02.08	M Shobha	Juntapally	Karimnagar	Return of correct amount of KTD certificates (not giving details of old FDs)	Branch has no details of the old FDRs. Explained to the complainant.	25.03.08
689	02.02.08	APSFC	Collectorate Road	Karimnagar	Dishonour of cheque of APSFC funds transferred from Andhra Bank Abids Branch	Branch pursued for transfer of funds and credited to the account	26.02.08

690	25.02.08	Nizam Mfr & Marketers	Nirmal	Karimnagar	standing instructions not being followed for debiting loan instalments	Branch has debited the instalments and credited to the loan accounts	19.03.08
691	18.03.08	P Trishal	Peddapally	Karimnagar	Non sanction of EL	EL was sanctioned on completion of all formalities	26.03.08
692	25.03.08	A Satyanarayana	Peddapally	Karimnagar	Delay in cash transactions in SB a/c	The amount was credited and the customer has withdrawn the complaint	16.04.08
693	17.01.08	Rajib Kundu	Howrah	Kolkata	Delay and refusal to open SB account	KYC norms were not complied with. Manager informed the customer to come for opening of account with all relevant proof.	24.01.08
694	22.02.08	S Chatterjee	Howrah	Kolkata	Non sanction of Educational Loan	The complainant availed loan from SBI	28.02.08
695	04.03.08	Ms Parbati Purkait	New Alipore	Kolkata	Harrassment by PBC officer for sanction of educational loan	Branch denied the allegations. The officer was advised to be careful in future in delaing with loans especially educational loans	11.03.08
696	14.03.08	J Monga	Chowringhee	Kolkata	Return of multicity chqueue though balance was there in the account	The complaint was redressed and the matter settled	18.03.08
697	07.01.08	P Sunkanna	Narsingaraopet	Kurnool	Less payment of pension	Branch has credited the difference	12.01.08
698	16.01.08	M G Brothers	New Town	Kurnool	Delay in accepting of cash at counters	Branch has made alternate arrangement for the party as their remittance is high	01.03.08
699	13.02.08	B Vijay Bhasker Reddy	Kondurg	Kurnool	Higher rate of interest being charged on EL	Rate of interest charged is as per guidelines and the same was informed to the complainant	20.02.08
700	15.02.08	Parvathi c/o Bajaj Allianz	Jadcherla	Kurnool	Delay in crediting of cheque proceeds	Amount credited to the party's account on 22.02.08	22.02.08
701	25.02.08	R Suryachandrasekhar	Dhone	Kurnool	Delay/reluctance in opening ABJ accounts	The complaint was redressed and party has withdrawn the complaint on 27.02.08	27.02.08
702	05.03.08	Kamalkanth	Jadcherla	Kurnool	Delay in crediting of amount sent through VISA transfer	Amount credited on 05.03.08	05.03.08
703	31.03.08	APFDC	Nandyal	Kurnool	Refusal to encash cheque issued in favour of Plantation manager inspite of attestation of signature	Suggested difference alternative methods for ensuring safety of funds while carrying out instructions of the account holder	31.03.08

704	08.01.08	Susheel Kumar	Kanpur	New Delhi	The complainant alleged that he submitted locker keys to Mr.Bajaj on 05.02.2000.	Mr Bajaj was transferred before 1994. The FD taken as caution deposit was adjusted towards unpaid rent. . The same was informed to the complainant	14.01.08
705	11.02.08	H K Sabharwal	Panchakula	New Delhi	Non sanction of additional housing loan	Branch declined the request basing on the merits of the case, as the party is not in a position to meet the EMI. The same was informed to the complainant	15.02.08
706	02.01.08	Pawan Daga	Jodhpur	New Delhi	Non availability of stationery and staff	The branch denied the allegations and reported that all types of stationery was available and no shortage of staff	04.01.08
707	11.02.08	Class IV employees	Agra	New Delhi	Recovery of loans instalments from the salary- sanction of loans	The concerned authorities have issued undertaking letter and branch agreed to extend loans to all eligible employees	20.02.08
708	25.02.08	Deepak	Moradabad	New Delhi	Non sanction of PMRY Loan	Matter settled and the complainant has withdrawn his complaint	28.02.08
709	28.01.08	P Vishvanatham	Podalkur Road	Tirupati	Denial of opening of account	Branch advised the customer to submit proff as per KYC norms	28.01.08
710	31.01.08	Mallikarjuna Rao	Madanapalli	Tirupati	Non acceptance of cash	Server was not working on that day	31.01.08
711	05.02.08	Subba Rao	Gudur	Tirupati	Non receipt of debit card	Debit card received and delivered	08.02.08
712	21.02.08	K.Kotamma	Bitragunta	Tirupati	Payment of hospital charges	Branch has not received any directions for payment of hospital charges	21.02.08
713	25.02.08	C.Doyle	Bitragunta	Tirupati	Arrears of pension	Arrears Paid	25.02.08
714	11.03.08	G Gangadhar	RJC	Tirupati	Internet banking facility	Internet banking facility provided	11.03.08
715	12.03.08	Venkat Ramanaiah	Badvel	Tirupati	Arrears of pension	Arrears Paid	15.03.08
716	24.03.08	A Venkata Ramananaiah	Kalakada	Tirupati	Denial of crop loan	Branch explained the guidelines for crop loans. Complainant not eligible	24.03.08
717	24.03.08	Y Udhaya Bharathi	Proddatur	Tirupati	Non crediting of cheque	Amount creddited on 03.04.08	03.04.08
718	31.03.08	Sree Kumari	Yellayapalem	Tirupati	Disputed transaction in the account	Transaction pertains to 1997	25.04.08
719	31.03.08	D Kuppuswamy	Mulapet	Tirupati	Refusal for FDR encashment	Branch allowed encashment	31.03.08

720	16.01.08	Ch Sridhar Rao	Satyanarayapuram	Vijayawada	Loss of locker key in the branch premises and breaking open the locker free of cost	The keys was lost by the customer outside the premises of the branch and the matter was settled by breaking open the locker by paying fees	28.01.08
721	28.01.08	Allahabad Bank, Noida	LIC Building	Vijayawada	Non receipt of proceeds of cheque sent for collection for Rs.1955	Matter settled and complainant was satisfied	24.03.08
722	01.02.08	Abdul Khadeer	Labbipet	Vijayawada	Cheque deposited was returned unrealised. Cheque was sent to the party after eight months. Customer claimed interest	Ther Manager held discussions with the customers and the matter is settled and the customer withdrew the complaint	10.04.08
723	15.02.08	MTM Construction (p) Ltd	All branches	Vijayawada	Dealy in collection of cheques	All the branches were advised to follow the guidelines circulated by HO and ensure that the cheques are presented in clearing and credited to the party's account as per guidelines	24.02.08
724	03.03.08	T Krishna Murthy	Ajit Singh Nagar	Vijayawada	Customer lost his ATM card and complained that the staff had withdrawn the amount with his ATM card and also that his pension is being credited to his ASB a/c instead of SB a/c	Branch furnished all the details and the matter is resolved.	26.04.08
725	19.03.08	Vasudev R Joshi	Gannavaram	Vijayawada	Cheque with date as 2008.03.14 instead of 14.03.2008 not honoured	Branch was advised to accept the cheque as long as the date written on it is not ambigious	31.03.08
726	07.01.08	S Anji Babu	Malkapuram	Visakhapatnam	Denial of withdrawal from the account in the name of mentally retarded	Party was requested to produce guardianship certificate	10.01.08
727	18.01.08	P T Vargheese	Maharanipeta	Visakhapatnam	Delay in payment of KTD maturity value and closure of SB a/c	Branch has resolved the matter and the complainant is satisfied	01.02.08
728	14.02.08	Railway Pensioners Ass.	Seethanagaram/ Vizag	SC Visakhapatnam	Non payment of commutation of pension	The matter is pending with railway authority as the papers returned to them. Suitable reply given to the party	29.03.08

729	01.02.08	A Supriya	Seethammadhara	Visakhapatnam	TOD for ATM withdrawal	ATM withdrawal is lately debited to account and on verification the transaction is found to be correct	16.02.08
730	08.03.08	N Hema Kumari	KGH	Visakhapatnam	Denial of withdrawal with withdrawal slip in cheque book SB account	Branch clarified the rule position	08.03.08
731	08.03.08	Mr Abaddam	Vishalakshinagar EC	Visakhapatnam	Suspected ATM transaction	Matter taken up with State Bank of India and settled	25.04.08
732	24.03.08	Parameshwar Panda	Kasibugga	Visakhapatnam	Payment of lesser amount on KTD maturity	Difference amount paid	18.03.08
733	24.03.08	Simhagiri Paper Mill	Bobbili	Visakhapatnam	Request for reduction of cheque collection charges	Charges collected are as per guidelines. Branch replied that concession may be considered in future basing on party's transaction.	29.03.08
734	24.03.08	All India Bank Customer	Narsipatnam	Visakhapatnam	Non release of EL	The branch has no pending Educational Loans	26.03.08
735	12.01.08	Dasari James Paul	Dornakal	Warangal	Discrepancy in crediting pension for December 07	The discrepancy was due to non claiming of DA increase. The reasons were explained to the customer	05.02.08
736	22.01.08	G Venkateshwarlu	Yellandu	Warangal	Delay in passing of cheque	The dispute was amicably settled. The instrument with wrong spelling was passed after obtaining indemnity bond from the customer	28.01.08
737	01.02.08	Singareni Collieries	Nakkalagutta	Warangal	Delay in realisation of Cheque	Branch informed that the cheque got mixed up with the vouchers and they have sent the credit to kalyankhani branch after getting the cheque revalidated from LIC	14.02.08
738	01.02.08	M Krupal Rao & Prabhavati	Nakkalagutta	Warangal	Delay in transfer of account from Kazipet branch to Nakkalagutta branch	Branch have obtained duplicate Pay Order from Kazipet Branch and opened the account.	15.02.08
739	06.02.08	D Sravan	Gudur	Warangal	Double debit of ATM transaction	On verification from ATM Cell, it was informed that the cash was dispensed both the times and a letter was also addressed to the customer	08.02.08

740	14.02.08	Islavath Manjula	Palavancha	Warangal	Complainant informed that she has opened an account in 1992 and deposited amounts and that branch is giving NIL balance statemen]	Branch requested the complainant to visit the branch to have the required information but till date she has not turned up.	25.03.08
741	23.02.08	R Syedamma	Miryalguda	Warangal	Delay in crediting of proceeds of LIC cheques deposited	Branch informed that the cheques have been credited to the customers account	23.02.08
742	28.02.08	Mukhtar Ahmed	Nakkalagutta	Warangal	Monthly loan instalment of Rs.1050 was increased to Rs.2500. Party requested for refund	Branch explained to the customer the calculations of the loan and the customer was satisfied	07.03.08
743	04.03.08	K Hanumantha Rao	Kaviraj Nagar	Warangal	ATM withdrawal cash not dispensed	After verification and confirmation from ATM cell, the amount was credited on 20.03.08	20.03.08
744	17.03.08	D Hanumantha Rao	Bhadrachalam	Warangal	Difference in DA on pension	Branch with the guidance of Link Branch calculated the difference In DA and credited to the customer's account on 31.03.08	31.03.08
745	05.03.08	Margadarsi Chit Funds	Kothagudem	Warangal	Cheques deposited by the company are pending realisation	Branch was advised to contact SBH branches and arrange for crediting the amount to customer's account	30.04.08
746	03.03.08	T Krishna Murthy	KMC Campus	Warangal	ATM withdrawal cash not dispensed	After verification and confirmation from ATM cell, the amount was credited on 04.03.08	04.03.08
747	15.03.08	Mothugudem Gram Panchayat	Mothugudem	Warangal	Operations in SB account are under freeze based on the newspaper report on utilisation of funds	The amounts withdrawn have been repaid into the account consequent to allegations of misutilisation of the funds. Powers given to the Sarpanch for operating the account have been withdrawn. Hence cheque deposited was not honoured	21.04.08
748	26.03.08	R V Rajasekhar Rao	Manuguru	Warangal	Account not opened and cheque book not issued.	The complaint was redressed. Account was opened and cheque book was issued.	18.04.08