

# Karnataka Bank Ltd.

Your Family Bank, Across India

Regd. & Head Office  
P. B. No.599, Mahaveera Circle  
Kankanady  
Mangaluru – 575 002

Phone : 0824-22282390/412  
E-Mail : [casamktg@ktkbank.com](mailto:casamktg@ktkbank.com)  
Website : [www.karnatakabank.com](http://www.karnatakabank.com)  
CIN : L85110KA1924PLC001128

## **BRANCH BANKING & DIGITAL CHANNELS DEPARTMENT**

### **Performance Criteria ( Marketing Criteria) position as on 31.03.2021:**

<b>Sl No</b>	<b>Description</b>	<b>Criteria</b>
1	Branches in Districts	Branches in No of Districts : 182 25.35%
2	Bank's own ATM Network	In 166 Districts - 23.11%
3	Number of BC Service	120
4	Capacity of Banks IT infrastructure to handle large volume of digital transactions per month in the last financial year	6,70,18,103
5	No of live Debit Cards issued by the Bank till last Financial year	51,56,237
6	Number of complaints in major categories received at Banking Ombudsman office during last Financial year	<b>445</b>

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## BRANCH BANKING & DIGITAL CHANNELS DEPARTMENT

### ANNEXURE

#### 1. List of districts with No of Branches as on 31-03-2021. : 182

SL No	District	State/UT	No. of Branches
1	Anantapur	Andhra Pradesh	8
2	Chittoor	Andhra Pradesh	3
3	East Godavari	Andhra Pradesh	2
4	Guntur	Andhra Pradesh	4
5	Krishna	Andhra Pradesh	4
6	Kurnool	Andhra Pradesh	5
7	Nellore	Andhra Pradesh	1
8	Prakasam	Andhra Pradesh	1
9	Srikakulam	Andhra Pradesh	1
10	Visakhapatnam	Andhra Pradesh	4
11	Vizianagaram	Andhra Pradesh	1
12	West Godavari	Andhra Pradesh	5
13	Y.S.R. (Cuddapah)	Andhra Pradesh	2
14	Kamrup	Assam	1
15	Kamrup Metropolitan	Assam	1
16	Patna	Bihar	1
17	Chandigarh	Chandigarh	2
18	Bilaspur	Chhattisgarh	1
19	Durg	Chhattisgarh	1
20	Raigarh	Chhattisgarh	1
21	Raipur	Chhattisgarh	2
22	Delhi	Delhi	1
23	Delhi - Central	Delhi	6
24	Delhi - East	Delhi	2
25	Delhi - North West	Delhi	3
26	Delhi - South	Delhi	2
27	Delhi - South East	Delhi	1
28	Delhi - South West	Delhi	2

SL No	District	State/UT	No. of Branches
29	Delhi - West	Delhi	3
30	South Delhi	Delhi	1
31	North Goa	Goa	4
32	South Goa	Goa	3
33	Ahmedabad	Gujarat	4
34	Anand	Gujarat	1
35	Bharuch	Gujarat	1
36	Bhavnagar	Gujarat	1
37	Jamnagar	Gujarat	1
38	Kachch	Gujarat	1
39	Morbi	Gujarat	1
40	Rajkot	Gujarat	1
41	Surat	Gujarat	2
42	Vadodara	Gujarat	2
43	Valsad	Gujarat	1
44	Faridabad	Haryana	1
45	Gurugram	Haryana	2
46	Panchkula	Haryana	1
47	Panipat	Haryana	1
48	Rohtak	Haryana	1
49	Sonipat	Haryana	2
50	Dhanbad	Jharkhand	1
51	Purbi Singhbhum	Jharkhand	1
52	Ranchi	Jharkhand	1
53	Bagalkot	Karnataka	12
54	Ballari	Karnataka	5
55	Belagavi	Karnataka	13
56	Bengaluru Rural	Karnataka	13
57	Bengaluru Urban	Karnataka	110
58	Bidar	Karnataka	5
59	Chamarajanagar	Karnataka	3
60	Chikkaballapura	Karnataka	6
61	Chikkamagaluru	Karnataka	27
62	Chitradurga	Karnataka	7
63	Dakshin Kannad	Karnataka	59
64	Davangere	Karnataka	20
65	Dharwad	Karnataka	18
66	Gadag	Karnataka	4
67	Hassan	Karnataka	30

SL No	District	State/UT	No. of Branches
68	Haveri	Karnataka	6
69	Kalaburagi	Karnataka	6
70	Kodagu	Karnataka	10
71	Kolar	Karnataka	3
72	Koppal	Karnataka	3
73	Mandya	Karnataka	7
74	Mysuru	Karnataka	31
75	Raichur	Karnataka	7
76	Ramanagara	Karnataka	8
77	Shivamogga	Karnataka	26
78	Tumakuru	Karnataka	21
79	Udupi	Karnataka	42
80	Uttar Kannad	Karnataka	14
81	Vijayanagara	Karnataka	6
82	Vijayapura	Karnataka	9
83	Yadgir	Karnataka	7
84	Alapuzha	Kerala	1
85	Ernakulam	Kerala	3
86	Kannur	Kerala	3
87	Kasaragod	Kerala	5
88	Kollam	Kerala	1
89	Kottayam	Kerala	1
90	Kozhikode	Kerala	1
91	Palakkad	Kerala	1
92	Pathanamthitta	Kerala	1
93	Thiruvananthapuram	Kerala	3
94	Thrissur	Kerala	1
95	Bhopal	Madhya Pradesh	2
96	Gwalior	Madhya Pradesh	1
97	Indore	Madhya Pradesh	2
98	Jabalpur	Madhya Pradesh	1
99	Ujjain	Madhya Pradesh	1
100	Aurangabad	Maharashtra	1
101	Kolhapur	Maharashtra	2
102	Mumbai	Maharashtra	4
103	Mumbai Suburban	Maharashtra	12
104	Nagpur	Maharashtra	3
105	Nanded	Maharashtra	1
106	Nasik	Maharashtra	1

SL No	District	State/UT	No. of Branches
107	Palghar	Maharashtra	1
108	Pune	Maharashtra	7
109	Raigad	Maharashtra	3
110	Sangli	Maharashtra	1
111	Satara	Maharashtra	1
112	Solapur	Maharashtra	1
113	Thane	Maharashtra	13
114	Angul	Odisha	1
115	Cuttack	Odisha	1
116	Ganjam	Odisha	1
117	Jajpur	Odisha	1
118	Khurda	Odisha	2
119	Sambalpur	Odisha	1
120	Sundargarh	Odisha	1
121	Puducherry	Puduchery	1
122	Amritsar	Punjab	1
123	Jalandhar	Punjab	1
124	Ludhiana	Punjab	2
125	Patiala	Punjab	1
126	Sahibzada Ajit Singh (SAS) Nagar	Punjab	2
127	Alwar	Rajasthan	1
128	Bhilwara	Rajasthan	1
129	Jaipur	Rajasthan	3
130	Jodhpur	Rajasthan	1
131	Kota	Rajasthan	1
132	Udaipur	Rajasthan	2
133	East Sikkim	Sikkim	1
134	Chennai	Tamilnadu	18
135	Coimbatore	Tamilnadu	3
136	Erode	Tamilnadu	2
137	Kancheepuram	Tamilnadu	3
138	Kanyakumari	Tamilnadu	2
139	Karur	Tamilnadu	1
140	Krishnagiri	Tamilnadu	1
141	Madurai	Tamilnadu	1
142	Namakkal	Tamilnadu	1
143	Nilgiris	Tamilnadu	1
144	Salem	Tamilnadu	2
145	Thanjavur	Tamilnadu	2

SL No	District	State/UT	No. of Branches
146	Thiruvallur	Tamilnadu	3
147	Thoothukudi	Tamilnadu	1
148	Tiruchirapalli	Tamilnadu	2
149	Tirunelveli	Tamilnadu	1
150	Tiruppur	Tamilnadu	5
151	Vellore	Tamilnadu	1
152	Hyderabad	Telangana	9
153	Karimnagar	Telangana	1
154	Khammam	Telangana	1
155	Mahbubnagar	Telangana	1
156	Medchal-Malkajgiri	Telangana	6
157	Nalgonda	Telangana	1
158	Nizamabad	Telangana	1
159	Ranga Reddy	Telangana	3
160	Siddipet	Telangana	1
161	Warangal Urban	Telangana	1
162	Agra	Uttar Pradesh	1
163	Bareilly	Uttar Pradesh	1
164	Gautham Buddha Nagar	Uttar Pradesh	1
165	Ghaziabad	Uttar Pradesh	1
166	Kanpur Nagar	Uttar Pradesh	1
167	Lucknow	Uttar Pradesh	2
168	Moradabad	Uttar Pradesh	1
169	Prayagraj	Uttar Pradesh	1
170	Varanasi	Uttar Pradesh	1
171	Dehra Dun	Uttarakhand	1
172	Haridwar	Uttarakhand	2
173	Udham Singh Nagar	Uttarakhand	1
174	Darjiling	West Bengal	1
175	Haora	West Bengal	1
176	Jalpaiguri	West Bengal	1
177	Kolkata	West Bengal	7
178	North 24 Parganas	West Bengal	3
179	Paschim Barddhaman	West Bengal	2
180	Purba Barddhaman	West Bengal	1
181	South 24 Parganas	West Bengal	3
182	West Medinipur	West Bengal	1
	<b>Grand Total - 182 Districts</b>	<b>Branches</b>	<b>858</b>

2. List of districts having Bank's own ATM Network as on 31-03-2021. : 166

State	District	Total No of ATMs	No of Cash Recyclers
Andrapradesh	Ananthapur	13	5
	Chittoor	2	3
	East Godavari	1	1
	Guntur	4	
	Kurnool	5	2
	Nellore	2	1
	Prakasam	1	
	Srikakulam	2	
	Visakhapatnam	3	1
	West Godavari	2	1
	Krishna		3
	Rangareddy		1
	Y S R Cuddapah	1	1
Assam	Kamrup Metropolitan	1	1
	Kamrup		
Chandigarh	Chandigarh	1	1
Chhattisgarh	Bilaspur	1	
	Durg	1	
	Raigarh	1	1
	Raipur	1	1
Bihar	Patna	1	1
Delhi	Delhi	10	1
	Delhi - East		1
	Delhi - South		1
	Delhi - West		2
	Delhi - Central		4
	Delhi-North West	1	
Goa	North Goa		3
	South Goa		2

<b>State</b>	<b>District</b>	<b>Total No of ATMs</b>	<b>No of Cash Recyclers</b>
Gujarat	Kutch	1	
	Surat	2	
	Valsad	1	
	Ahmedabad		4
	Anand		1
	Bharuch		1
	Jamnagar		1
	Rajkot		2
	Vadodara		2
Haryana	Gurgaon	3	1
	Faridabad		1
	Rohtak		1
	Sonipat		1
	Panchakula		1
	Panipat	1	
Jharkhand	Dhanbad	1	
	Purbi Singhbhum		1
	Ranchi	1	
Karnataka	Bagalkote	15	9
	Bellari	24	7
	Belagavi	9	5
	Bengaluru Rural	16	6
	Bengaluru Urban	187	106
	Bidar	6	1
	Chamarajanagar	6	3
	Chikkaballapura	12	3
	Chikkamagaluru	24	10
	Chitradurga	18	4
	Dakshina Kannada	52	21
	Davanagere	21	12
	Dharwad	24	11
	Gadag	3	2
	Hassan	35	11
Haveri	9	4	



State	District	Total No of ATMs	No of Cash Recyclers
	Kalaburagi	10	3
	Kodagu	9	4
	Kolar	10	5
	Koppal	5	1
	Mandya	15	7
	Mysuru	85	22
	Raichur	5	5
	Ramanagara	18	7
	Shivamogga	35	14
	Tumakuru	43	15
	Udupi	26	15
	Uttara Kannada	11	4
	Vijayapura	20	10
	Yadgir	7	5
Kerala	Ernakulam	1	2
	Kannur	1	1
	Kasaragod	4	2
	Kollam	1	
	Kottayam	1	
	Alapuzhaa		1
	Thiruvananthapuram		1
	Mahe	1	
	Palakkad	1	
Madhya Pradesh	Bhopal	1	
	Gwalior		1
	Jabalpur		1
	Indore	2	
	Ujjain	1	
Maharastra	Aurangabad	1	
	Greater Mumbai	1	
	Kolhapur	1	
	Mumbai Suburban	6	9
	Nagpur	1	1
	Pune	2	4
	Nanded-Waghala		1
	Nasik		1
	Sangli		1
	Raigad	4	1
	Satara	1	
	Solapur	2	
	Thane	9	7

State	District	Total No of ATMs	No of Cash Recyclers
Odisha	Angul	1	
	Cuttack	1	
	Ganjam		1
	Jajpur		1
	Khudra		1
	Sambalpur		1
	Sundargarh		1
Puduchery	Puduchery	2	
Punjab	Ludhiana	2	
	Patiala	1	
	Sahibzada Ajit Singh (SAS) Nagar	2	
Rajasthan	Jaipur	2	1
	Jodhpur	1	
	Alwar		1
	Bhilwara		1
	Kota		1
	Udaipur		1
Sikkim	East Sikkim	1	
Tamilnadu	Chennai	11	12
	Coimbatore	2	2
	Kancheepuram	2	2
	Kanyakumari	2	
	Erode		1
	Madhurai		1
	Karur	1	
	Krishnagiri	1	
	Namakkal	1	1
	Salem	2	2
	Thanjavur	2	
	Thiruvallur	2	1
	Tiruchirapalli	1	1
	Tirunelveli	1	
Tiruppur	11	2	
	Vellore	1	
Telangana	Hyderabad	4	3
	Khammam	2	1
	Medchal-Malkajgiri		1
	Siddipet		1
	Mahabubnagar	1	
	Medchal	1	

State	District	Total No of ATMs	No of Cash Recyclers
Telangana	Rangareddi	5	2
	Warangal	1	1
Uttar Pradesh	Agra	1	
	Allahabad		1
	Bareilly		1
	Ghaziabad		1
	Gautam Buddha Nagar	1	
	Kanpur Nagar	1	
	Lucknow	1	1
	Moradabad	1	
	Varanasi	1	
Uttarakhand	Dehra Dun	1	1
	Haridwar	1	1
	Udham Singh Nagar	1	
West Bengal	Bardhaman	1	
	Darjeeling	1	
	Howrah	1	
	Jalpaiguri	1	
	Kolkata	5	2
	South 24 Parganas		1
	West Midnapur		1
	North 24 Parganas	3	
<b>Grand Total</b>		<b>954</b>	<b>475</b>
<b>Total No of Districts</b>			<b>166</b>

**3. Capacity of Banks IT infrastructure to handle large volume of digital transactions per month in the last financial year - (Average Digital Transactions per month).**

ATM Transactions	5487693
POS transactions	3462136
IB transactions	759001
Mobile transactions	1112399
BNA transactions	1073788
IMPS transactions	4851477
UPI Transactions	42488188
Cash Transactions	1692201
Clearing Transactions	859680
Transfer Transactions	1508701
RTGS Transactions	100181
NEFT Transactions	2123596
DD transactions	76984
Bill Transactions	4899
ECS transactions	1201792
Standing Instructions	215387
<b>TOTAL</b>	<b>67018103</b>

**4. Details of Number of BC Service. : 120**

Sl No		District	Block	Name of GP/Village
1	Andhra Pradesh	Anantapur	Agali	Madhudi
2	Andhra Pradesh	Anantapur	Bommanahal	Kuruvalli
3	Andhra Pradesh	Anantapur	Bommanahal	Siddarampuram
4	Andhra Pradesh	Anantapur	Agali	Ravudi
5	Andhra Pradesh	Anantapur	Madakasira	Chatram
6	Andhra Pradesh	Anantapur	Agali	P. Byadigera
7	Andhra Pradesh	Anantapur	Bommanahal	Haresamudram
8	Andhra Pradesh	Anantapur	Tadpatri	Bodipalle
9	Andhra Pradesh	Anantapur	Tadpatri	Alur
10	Andhra Pradesh	Anantapur	Tadpatri	Velamkur
11	Andhra Pradesh	Anantapur	Madakasira	R Anantapuram

SI No	State	District	Block	Name of GP/Village
12	Chhattisgarh	Bilaspur	Bilha	Son
13	Chhattisgarh	Bilaspur	Bilha	Basantpur
14	Chhattisgarh	Bilaspur	Bilha	Kukurdi Kalan
15	Chhattisgarh	Bilaspur	Bilha	Amaldeeha
16	Chhattisgarh	Bilaspur	Bilha	Parsodi
17	Chhattisgarh	Bilaspur	Bilha	Sonsari
18	Chhattisgarh	Durg	Durg	Medesara
19	Chhattisgarh	Durg	Durg	Kodiya
20	Chhattisgarh	Raigarh	Raigarh	Jorapali
21	Chhattisgarh	Raigarh	Raigarh	Koliabahal
22	Chhattisgarh	Raigarh	Raigarh	Kasdol
23	Chhattisgarh	Raigarh	Raigarh	Kachkoba
24	Chhattisgarh	Raigarh	Raigarh	Sangitarai
25	Chhattisgarh	Raigarh	Raigarh	Chitwai
26	Chhattisgarh	Raigarh	Raigarh	Dolesara
27	Chhattisgarh	Raigarh	Raigarh	Jarkela
28	Chhattisgarh	Raigarh	Raigarh	Salihabanta
29	Chhattisgarh	Raigarh	Raigarh	Kodkel
30	Chhattisgarh	Raigarh	Raigarh	Rodopali
31	Chhattisgarh	Raigarh	Raigarh	Dhanagar
32	Chhattisgarh	Raigarh	Raigarh	Kunjemura
33	Chhattisgarh	Raigarh	Raigarh	Sarasmaal
34	Chhattisgarh	Raigarh	Raigarh	Pata
35	Chhattisgarh	Raigarh	Raigarh	Koylanga
36	Chhattisgarh	Raigarh	Raigarh	Barpali
37	Karnataka	Bangalore Rural	Hoskote	Doddanallala
38	Karnataka	Davanagere	Honnali	Yaraganal
39	Karnataka	Davanagere	Honnali	Rampur
40	Karnataka	Davanagere	Honnali	Kulagatta
41	Karnataka	Davanagere	Davanagere	Hemmanabettur
42	Karnataka	Davanagere	Davanagere	Hulikatte
43	Karnataka	Davanagere	Honnali	Hunsaghatta
44	Karnataka	Davanagere	Honnali	Hosahalli
45	Karnataka	Davanagere	Honnali	Masadi

<b>Sl No</b>	<b>State</b>	<b>District</b>	<b>Block</b>	<b>Name of GP/Village</b>
46	Karnataka	Davanagere	Honnali	Thimmalapur
47	Karnataka	Davanagere	Honnali	Lingapur
48	Karnataka	Davanagere	Honnali	Ganganakote
49	Karnataka	Davanagere	Honnali	Guddehalli
50	Karnataka	Kolar	Srinivaspur	Hodali
51	Karnataka	Kolar	Kolar	Sulur
52	Karnataka	Shimoga	Shivamogga	Mandagatta
53	Karnataka	Shimoga	Tirthahalli	Heddur
54	Karnataka	Shimoga	Hosanagara	Jeni
55	Karnataka	Shimoga	Sorab	Hurali
56	Karnataka	Shimoga	Tirthahalli	Shedgaru
57	Karnataka	Shimoga	Sorab	Samanavalli
58	Karnataka	Shimoga	Hosanagara	M Guddekoppa
59	Karnataka	Shimoga	Tirthahalli	Arehalli
60	Karnataka	Shimoga	Sagar	Bhimanakone
61	Karnataka	Shimoga	Bhadravati	Kudli
62	Karnataka	Shimoga	Sorab	Kubatur
63	Karnataka	Belgaum	Athni	Parthanahalli
64	Karnataka	Bijapur	Vijayapura	Jalgeri
65	Karnataka	Bijapur	Muddebihal	Mukihal
66	Karnataka	Dharwad	Navalgund	Gudisagar
67	Karnataka	Dharwad	Navalgund	Belavatagi
68	Karnataka	Haveri	Hirekerur	Sannagubbi
69	Karnataka	Uttara Kannada	Honavar	Kadle
70	Karnataka	Uttara Kannada	Bhatkal	Muttali
71	Karnataka	Bidar	Humnabad	Sindhankera
72	Karnataka	Bidar	Bidar	Gadagi
73	Karnataka	Bidar	Basavakalyan	Gundur
74	Karnataka	Bidar	Humnabad	Itaga
75	Karnataka	Chamarajanagar	Gundlupet	Shivapura
76	Karnataka	Chikmanglur	Kadur	Kalkere
77	Karnataka	Chikmanglur	Koppa	Marithotlu
78	Karnataka	Chikmanglur	Chikkamagaluru	Kuduvalli
79	Karnataka	Chikmanglur	Koppa	Asagodu
80	Karnataka	Chikmanglur	Chikkamagaluru	Kadavanthi

<b>Sl No</b>	<b>State</b>	<b>District</b>	<b>Block</b>	<b>Name of GP/Village</b>
81	Karnataka	Chikmanglur	Koppa	Kanuru
82	Karnataka	Chikmanglur	Mudigere	Coove
83	Karnataka	Chikmanglur	Koppa	Seethuru
84	Karnataka	Chikmanglur	Tarikere	Sollapura
85	Karnataka	Chikmanglur	Tarikere	Hadikere
86	Karnataka	Hassan	Belur	Kesagodu
87	Karnataka	Hassan	Belur	Madaghatta
88	Karnataka	Hassan	Belur	Thumbadevanahalli
89	Karnataka	Kodagu	Somvarpet	Haraguru
90	Karnataka	Davanagere	Honnali	Hiregonigere
91	Karnataka	Tumkur	Madhugiri	Bijavara
92	Karnataka	Tumkur	Pavagada	Virupasamudra
93	Karnataka	Tumkur	Pavagada	Byadanoor
94	Karnataka	Tumkur	Pavagada	Rajavanthi
95	Karnataka	Tumkur	Madhugiri	Bedattur
96	Karnataka	Chitradurga	Hiriyur	Uduvalli
97	Karnataka	Chitradurga	Hosdurga	Atthimogge
98	Karnataka	Mysuru	Krishnarajanagara	Thandre
99	Karnataka	Mysuru	Krishnarajanagara	Karpuravalli
100	Karnataka	Mysuru	Hunsur	Kohegala
101	Karnataka	Tumkur	Madhugiri	Doddaveeragondanaha
102	Karnataka	Tumkur	Madhugiri	Siddapura
103	Karnataka	Tumkur	Madhugiri	Redihalli
104	Karnataka	Chitradurga	Hiriyur	Babbur
105	Karnataka	Yadgir	Shorapur	Agni
106	Karnataka	Tumkur	Tiptur	Nallikere
107	Karnataka	Tumkur	Tiptur	Gyaraghatta
108	Karnataka	Yadgir	Shahapur	Madarki
109	Karnataka	Bijapur	Muddebihal	Sasnur
110	Karnataka	Yadgir	Shorapur	Yalagi

SI No	State	District	Block	Name of GP/Village
111	Karnataka	Shimoga	Hosanagara	Neelakantanathota
112	Karnataka	Shimoga	Shivamogga	Kudagalamane
113	Karnataka	Udupi	Kundapura	Machattu
114	Karnataka	Udupi	Kundapura	Ullor
115	Karnataka	Shimoga	Sagar	Henagere
116	Karnataka	Mysuru	Heggadadevankote	Metikuppe
117	Karnataka	Bellary	Hagaribommanahalli	Ankasamudra
118	Karnataka	Mysuru	Heggadadevankote	Siddapura
119	Karnataka	Mysuru	Heggadadevankote	Gowdimachanayakanahalli
120	Karnataka	Davanagere	Honnali	Yakkanahalli

**5. Number of complaints in major categories received at Banking Ombudsman Office during last Financial year : 445**

SI No	Head	No of complaints received
I	Deposit Account	05
II	Loans and Advances	86
III	ATM/Debit Card/Credit Card	103
IV	Mobile/Electronic Banking	90
V	Levy Charges without prior notice	32
VI	Pension	NIL
VII	Non- Observance of Fair Practices	NIL
VIII	Failure on commitments and Failure of commitment to BSBCI Code	NIL
IX	Others	129
	<b>TOTAL</b>	<b>445</b>

**6. Total number of live Debit Cards till last financial Year : 51,56,237**

We hereby declare that the above information is true and provided/updated after verification of records.