

The Banking Ombudsman Scheme 2006  
(Incorporated changes upto July 2017)

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## **The Banking Ombudsman Scheme**

The Scheme is introduced with the object of enabling resolution of complaints relating to certain services rendered by banks and to facilitate the satisfaction or settlement of such complaints.

### **1. Definitions**

- (1) 'award' means an award passed by the Banking Ombudsman in accordance with the Scheme.
- (2) 'Appellate Authority' means the Deputy Governor in charge of the Department of the Reserve Bank implementing the Scheme.
- (3) 'authorised representative' means a person duly appointed and authorised by a complainant to act on his behalf and represent him in the proceedings under the Scheme before a Banking Ombudsman for consideration of his complaint.
- (4) 'Banking Ombudsman' means any person appointed under Clause 4 of the Scheme
- (5) 'bank' means a 'banking company', a 'corresponding new bank', a 'Regional Rural Bank', 'State Bank of India' a 'Subsidiary Bank' as defined in Section 5 of the Banking Regulation Act, 1949 (Act 10 of 1949), or a 'Primary Co-operative Bank' as defined in clause (c) of Section 56 of that Act and included in the Second Schedule of the Reserve Bank of India Act, 1934 (Act 2 of 1934), having a place of business in India, whether such bank is incorporated in India or outside India.
- (6) 'complaint' means a representation in writing or through electronic means containing a grievance alleging deficiency in banking service as mentioned in clause 8 of the Scheme.
- (7) 'Reserve Bank' means the Reserve Bank of India constituted by Section 3 of the Reserve Bank of India Act, 1934 (Act 2 of 1934).
- (8) 'the scheme' means the Banking Ombudsman Scheme, 2006.
- (9) 'secretariat' means the office constituted as per Sub-Clause (1) of Clause 6 of the Scheme.
- (10) 'settlement' means an agreement reached by the parties either by conciliation or mediation under Clause 11 of the Scheme.

### **2. Procedure for redressal of Complaint – Grounds for complaint**

- (1) Any person may file a complaint with the Banking Ombudsman having jurisdiction on any one of the following grounds alleging deficiency in banking including internet banking or other services.
  - (a). non-payment or inordinate delay in the payment or collection of cheques, drafts, bills etc.;
  - (b). non-acceptance, without sufficient cause, of small denomination notes tendered for any purpose, and for charging of commission in respect thereof;
  - (c). non-acceptance, without sufficient cause, of coins tendered and for charging of commission in respect thereof;
  - (d). non-payment or delay in payment of inward remittances;
  - (e). failure to issue or delay in issue of drafts, pay orders or bankers' cheques
  - (f). non-adherence to prescribed working hours;
  - (g). failure to provide or delay in providing a banking facility (other than loans and advances) promised in writing by a bank or its direct selling agents;

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(h). delays, non-credit of proceeds to parties' accounts, non-payment of deposit or non-observance of the Reserve Bank directives, if any, applicable to rate of interest on deposits in any savings, current or other account maintained with a bank;

(i). complaints from Non-Resident Indians having accounts in India in relation to their remittances from abroad, deposits and other bank- related matters;

(j). refusal to open deposit accounts without any valid reason for refusal;

(k). levying of charges without adequate prior notice to the customer;

(l). non-adherence to the instructions of Reserve Bank on ATM/Debit Card and Prepaid Card operations in India by the bank or its subsidiaries on any of the following: i. Account debited but cash not dispensed by ATMs ii. Account debited more than once for one withdrawal in ATMs or for POS transaction iii. Less/Excess amount of cash dispensed by ATMs iv. Debit in account without use of the card or details of the card v. Use of stolen/cloned cards vi. Others

(m). non-adherence by the bank or its subsidiaries to the instructions of Reserve Bank on credit card operations on any of the following: i. Unsolicited calls for Add-on Cards, insurance for cards etc. ii. Charging of Annual Fees on Cards issued free for life iii. Wrong Billing/Wrong Debits iv. Threatening calls/ inappropriate approach of recovery by recovery agents including non-observance of Reserve Bank guidelines on engagement of recovery agents v. Wrong reporting of credit information to Credit Information Bureau vi. Delay or failure to review and correct the credit status on account of wrongly reported credit information to Credit Information Bureau. vii. Others

(n). non-adherence to the instructions of Reserve Bank with regard to Mobile Banking / Electronic Banking service in India by the bank on any of the following: i. delay or failure to effect online payment / Fund Transfer, ii. unauthorized electronic payment / Fund Transfer;

(o). non-disbursement or delay in disbursement of pension (to the extent the grievance can be attributed to the action on the part of the bank concerned, but not with regard to its employees);

(p). refusal to accept or delay in accepting payment towards taxes, as required by Reserve Bank/Government;

(q). refusal to issue or delay in issuing, or failure to service or delay in servicing or redemption of Government securities;

(r). forced closure of deposit accounts without due notice or without sufficient reason;

(s). refusal to close or delay in closing the accounts;

(t). non-adherence to the fair practices code as adopted by the bank;

(u). non-adherence to the provisions of the Code of Bank's Commitments to Customers issued by Banking Codes and Standards Board of India and as adopted by the bank ;

(v). non-observance of Reserve Bank guidelines on engagement of recovery agents by banks;

(w). non-adherence to Reserve Bank guidelines on para-banking activities like sale of insurance /mutual fund /other third party investment products by banks with regard to following: i. improper, unsuitable sale of third party financial products ii. non-transparency /lack of adequate transparency in sale iii. non-disclosure of grievance redressal mechanism available iv. delay or refusal to facilitate after sales service by banks

(x). any other matter relating to the violation of the directives issued by the Reserve Bank in relation to banking or other services.

(2) A complaint on any one of the following grounds alleging deficiency in banking service in respect of loans and advances may be filed with the Banking Ombudsman having jurisdiction:

(a) non-observance of Reserve Bank Directives on interest rates;

- (b) delays in sanction, disbursement or non-observance of prescribed time schedule for disposal of loan applications;
  - (c) non-acceptance of application for loans without furnishing valid reasons to the applicant; and
  - (d) non-adherence to the provisions of the fair practices code for lenders as adopted by the bank or Code of Bank's Commitment to Customers, as the case may be;
  - (e) non-observance of Reserve Bank guidelines on engagement of recovery agents by banks; and
  - (f) non-observance of any other direction or instruction of the Reserve Bank as may be specified by the Reserve Bank for this purpose from time to time.
- (3) The Banking Ombudsman may also deal with such other matter as may be specified by the Reserve Bank from time to time in this behalf.

### **3. Procedure for filing Complaint**

(1) Any person who has a grievance against a bank on any one or more of the grounds mentioned above may, himself or through his authorised representative (other than an advocate), make a complaint to the Banking Ombudsman within whose jurisdiction the branch or office of the bank complained against is located. Provided that a complaint arising out of the operations of credit cards and other types of services with centralized operations, shall be filed before the Banking Ombudsman within whose territorial jurisdiction the billing address of the customer is located.

(2)

(a) The complaint in writing shall be duly signed by the complainant or his authorized representative and shall be, as far as possible, in the form specified in Annexure 'A' or as near as thereto as circumstances admit, stating clearly: i. the name and the address of the complainant, ii. the name and address of the branch or office of the bank against which the complaint is made, iii. the facts giving rise to the complaint, iv. the nature and extent of the loss caused to the complainant, and v. the relief sought for.

(b) The complainant shall file along with the complaint, copies of the documents, if any, which he proposes to rely upon and a declaration that the complaint is maintainable under Sub-Clause (3) of this Clause.

(c) A complaint made through electronic means shall also be accepted by the Banking Ombudsman and a print out of such complaint shall be taken on the record of the Banking Ombudsman.

(d) The Banking Ombudsman shall also entertain complaints covered by this Scheme received by Central Government or Reserve Bank and forwarded to the Banking Ombudsman for disposal.

(3) No complaint to the Banking Ombudsman shall lie unless:-

(a) the complainant had, before making a complaint to the Banking Ombudsman, made a written representation to the bank and the bank had rejected the complaint or the complainant had not received any reply within a period of one month after the bank received his representation or the complainant is not satisfied with the reply given to him by the bank;

(b) the complaint is made not later than one year after the complainant has received the reply of the bank to his representation or, where no reply is received, not later than one year and one month after the date of the representation to the bank;

(c) the complaint is not in respect of the same cause of action which was settled or dealt with on merits by the Banking Ombudsman in any previous proceedings whether or not received from the same complainant or along with one or more complainants or one or more of the parties concerned with the cause of action;

(d) the complaint does not pertain to the same cause of action, for which any proceedings before any court, tribunal or arbitrator or any other forum is pending or a decree or Award or order has been passed by any such court, tribunal, arbitrator or forum;

(e) the complaint is not frivolous or vexatious in nature; and

(f) the complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.

#### **4. Power to call for information**

(1) For the purpose of carrying out his duties under this Scheme, a Banking Ombudsman may require the bank against whom the complaint is made or any other bank concerned with the complaint to provide any information or furnish certified copies of any document relating to the complaint which is or is alleged to be in its possession. Provided that in the event of the failure of a bank to comply with the requisition without sufficient cause, the Banking Ombudsman may, if he deems fit, draw the inference that the information if provided or copies if furnished would be unfavourable to the bank.

(2) The Banking Ombudsman shall maintain confidentiality of any information or document that may come into his knowledge or possession in the course of discharging his duties and shall not disclose such information or document to any person except with the consent of the person furnishing such information or document. Provided that nothing in this Clause shall prevent the Banking Ombudsman from disclosing information or document furnished by a party in a complaint to the other party or parties to the extent considered by him to be reasonably required to comply with any legal requirement or the principles of natural justice and fair play in the proceedings.

#### **5. Settlement of Complaint by Agreement**

(1) As soon as it may be practicable to do, the Banking Ombudsman shall send a copy of the complaint to the branch or office of the bank named in the complaint, under advice to the nodal officer and endeavour to promote a settlement of the complaint by agreement between the complainant and the bank through conciliation or mediation.

(2) For the purpose of promoting a settlement of the complaint, the Banking Ombudsman shall not be bound by any rules of evidence and may follow such procedure as he may consider just and proper, which shall, however, at the least, require the Banking Ombudsman to provide an opportunity to the complainant to furnish his/her submissions in writing along with documentary evidence within a time limit on the written submissions made by the bank. Provided, where the Banking Ombudsman is of the opinion that the documentary evidence furnished and written submissions by both the parties are not conclusive enough to arrive at a decision, he may call for a meeting of bank or the concerned subsidiary and the complainant together to promote an amicable resolution. Provided further that where such meeting is held and it results in a mutually acceptable resolution of the grievance, the proceedings of the meeting shall be documented and signed by the parties specifically stating that they are agreeable to the resolution and thereafter the Banking Ombudsman shall pass an order recording the fact of settlement annexing thereto the terms of the settlement.

(3) The Banking Ombudsman may deem the complaint as resolved, in any of the following circumstances:

a. Where the grievance raised by the complainant has been resolved by the bank or the concerned subsidiary of a bank with the intervention of the Banking Ombudsman; or

b. The complainant agrees, whether in writing or otherwise, to the manner and extent of resolution of the grievance provided by the Banking Ombudsman based on the conciliation and mediation efforts; or

c. In the opinion of the Banking Ombudsman, the bank has adhered to the banking norms and practices in vogue and the complainant has been informed to this effect through appropriate means and

complainant's objections if any to the same are not received by Banking Ombudsman within the time frame provided.

(4) The proceedings before the Banking Ombudsman shall be summary in nature.

## **6. Award by the Banking Ombudsman**

(1) If a complaint is not settled by agreement within a period of one month from the date of receipt of the complaint or such further period as the Banking Ombudsman may allow the parties, he may, after affording the parties a reasonable opportunity to present their case, pass an Award or reject the complaint.

(2) The Banking Ombudsman shall take into account the evidence placed before him by the parties, the principles of banking law and practice, directions, instructions and guidelines issued by the Reserve Bank from time to time and such other factors which in his opinion are relevant to the complaint.

(3) The award shall state briefly the reasons for passing the award.

(4) The Award passed under Sub-Clause (1) shall contain the direction/s, if any, to the bank for specific performance of its obligations and in addition to or otherwise, the amount, if any, to be paid by the bank to the complainant by way of compensation for any loss suffered by the complainant, arising directly out of the act or omission of the bank.

(5) Notwithstanding anything contained in Sub-Clause (4), the Banking Ombudsman shall not have the power to pass an Award directing payment of an amount towards compensation which is more than the actual loss suffered by the complainant as a direct consequence of the act of omission or commission of the bank, or two million rupees whichever is lower. The compensation that can be awarded by the Banking Ombudsman shall be exclusive of the amount involved in the dispute.

(6) The Banking Ombudsman may also award compensation in addition to the above but not exceeding rupees 0.1 million to the complainant, taking into account the loss of the complainant's time, expenses incurred by the complainant, harassment and mental agony suffered by the complainant.

(7) A copy of the Award shall be sent to the complainant and the bank.

(8) An award shall lapse and be of no effect unless the complainant furnishes to the bank concerned within a period of 30 days from the date of receipt of copy of the Award, a letter of acceptance of the Award in full and final settlement of his claim. Provided that no such acceptance may be furnished by the complainant if he has filed an Appeal

(9) The bank shall, unless it has preferred an appeal, within one month from the date of receipt by it of the acceptance in writing of the Award by the complainant, comply with the Award and intimate compliance to the Banking Ombudsman.

## **7. Rejection of the Complaint**

The Banking Ombudsman may reject a complaint at any stage if it appears to him that the complaint made is;

- a. not on the grounds of complaint or
- b. otherwise not in accordance; or
- c. beyond the pecuniary jurisdiction of Banking Ombudsman prescribed or
- d. requiring consideration of elaborate documentary and oral evidence and the proceedings before the Banking Ombudsman are not appropriate for adjudication of such complaint; or
- e. without any sufficient cause; or
- f. that it is not pursued by the complainant with reasonable diligence; or

- g. in the opinion of the Banking Ombudsman there is no loss or damage or inconvenience caused to the complainant.

The Banking Ombudsman, shall, if it appears at any stage of the proceedings that the complaint pertains to the same cause of action, for which any proceedings before any court, tribunal or arbitrator or any other forum is pending or a decree or Award or order has been passed by any such court, tribunal, arbitrator or forum, pass an order rejecting the complaint giving reasons thereof.

### **8. Appeal before the Appellate Authority**

1) Party to the complaint aggrieved by an Award above, may within 30 days of the date of receipt of communication of Award or rejection of complaint, prefer an appeal before the Appellate Authority; Provided that in case of appeal by a bank, the period of thirty days for filing an appeal shall commence from the date on which the bank receives letter of acceptance of Award by complainant;

Provided that the Appellate Authority may, if he is satisfied that the applicant had sufficient cause for not making the appeal within time, allow a further period not exceeding 30 days; Provided further that appeal may be filed by a bank only with the previous sanction of the Chairman or, in his absence, the Managing Director or the Executive Director or the Chief Executive Officer or any other officer of equal rank.”

2) The Appellate Authority shall, after giving the parties a reasonable opportunity of being heard (a) dismiss the appeal; or (b) allow the appeal and set aside the Award; or (c) remand the matter to the Banking Ombudsman for fresh disposal in accordance with such directions as the Appellate Authority may consider necessary or proper; or (d) modify the Award and pass such directions as may be necessary to give effect to the Award so modified; or (e) pass any other order as it may deem fit.

3) The order of the Appellate Authority shall have the same effect as the Award passed by Banking Ombudsman or the order rejecting the complaint as the case may be.

### **9. Shinhan Bank branches (the system participants) to display salient features of the scheme for common knowledge of public**

(1) Shinhan Bank branches shall ensure to display prominently in all its branches the internal customer grievance redressal framework, including contact details of the designated nodal officer to handle the customer complaints / grievances along with the escalation matrix.

(2) Shinhan Bank branches shall also ensure that the purpose of the Scheme and the contact details of the Ombudsman for Digital Transactions to whom the complaints are to be made by the aggrieved party are displayed prominently in all the offices and branches in such manner that a person visiting the office or branch has adequate information of the Scheme.

(3) Shinhan Bank branches shall ensure that a copy of the Scheme is available with the designated officer in the office premises and notice about the availability of the Scheme with such designated officer shall be displayed. The bank shall place a copy of the Scheme on its websites / mobile applications and update the same as and when required.

(4) Shinhan Bank shall appoint Nodal Officers for its branches.

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### 10. Name and address of the office of Banking Ombudsman applicable to Shinhan Bank

Sl. No.	Centre	Name & Address of the Office of Banking Ombudsman	Area of Operation
1	Ahmedabad	<b>Smt. N Sara Rajendra Kumar</b> C/o Reserve Bank of India 5 <sup>th</sup> Floor, Nr. Income Tax, Ashram Road Ahmedabad-380 014 STD Code: 079 Tel. No. 26582357 Email: crpc@rbi.org.in	Gujarat
2	Chennai	<b>Dr. (Smt) Tuli Roy</b> C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Tel No. 25395964 Fax No. 25395488 Email: <a href="mailto:crpc@rbi.org.in">crpc@rbi.org.in</a>	Tamil Nadu
3	Hyderabad	<b>Shri Chinmoy Kumar</b> C/o Reserve Bank of India 6-1-56, Secretariat Road Saifabad, Hyderabad-500 004 STD Code: 040 Tel. No. 23210013 Email: crpc@rbi.org.in	Telangana
4	Mumbai (I)	<b>Dr. Neena Rohit Jain</b> C/o Reserve Bank of India 4 <sup>th</sup> Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Email: crpc@rbi.org.in	Districts of Mumbai, Mumbai Suburban and Thane
	Mumbai (II)	<b>Dr. Sushanta Kumar Kar</b> C/o Reserve Bank of India, 4 <sup>th</sup> Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Telephone: 23001483 Email: crpc@rbi.org.in	Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)
5	New Delhi (I)	<b>Shri R. K. Mulchandani</b> C/o Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011	North, North-West, West, South-West, New Delhi and South districts of Delhi



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		Tel. No. 23725445	
		Email: crpc@rbi.org.in	
	New Delhi (II)	<b>Shri R. K. Mulchandani</b>	Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh
		C/o Reserve Bank of India,	
		Sansad Marg, New Delhi	
		STD Code: 011	
		Tel. No. 23724856	
		Email: crpc@rbi.org.in	
	New Delhi (III)	<b>Smt. Suchitra Maurya</b>	North-East, Central, Shahdara, East and South-East districts of Delhi
		C/o Reserve Bank of India	
		Sansad Marg, New Delhi	
		STD Code: 011	
		Tel. No. 23715393	
		Email: crpc@rbi.org.in	

For updated list please check on following link

<https://rbi.org.in/Scripts/AboutusDisplay.aspx?pg=BankingOmbudsmen.htm>

### 11. Shinhan Bank Nodal Officers / Principal Nodal Officer

Location	Nodal Officer Name and Contact Details
Gujarat – Ahmedabad	<p>Mr. Sanjay Srivastava</p> <p>Address :Shapath V, First Floor, Unit 2 and 3 Beside Crowne Plaza Hotel, Opp. Karnavati Club, S G Road, Ahmedabad - 380015</p> <p>Tel :079-71170400 Email : sanjaysri@shinhan.com</p>
Maharashtra – Mumbai	<p>Ms. Gita Khemani</p> <p>Address: Unit No.001, Peninsula Corporate Park G Kadam Marg, Lower Parel, Mumbai – 400 013</p> <p>Tel: 022-61992000 Email : gita@shinhan.com</p>
Maharashtra – Pune	<p>Mr. Amit Kumar</p> <p>Address: Ground Floor, Red Building, Plot No. 2, Galaxy Society, Boat Club, Pune 411 001</p> <p>Tel: 020-67044811 Email : amitkumar@shinhan.com</p>
New Delhi	<p>Mr. Rajmohan Sharma</p> <p>Address: 2<sup>nd</sup> and 3<sup>rd</sup> Floor, D-5 South Extension – Part II Ring Road, New Delhi – 110 049</p>

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	Tel: 011-45004800 Email: rajmohan@shinhan.com
Tamil Nadu – Poonamallee	Ms. Shakila K  Address: No. 84/1C2B1, Bangalore Highway Road, Madavilakam Village, Nazarathpettai, Poonamallee Taluk, Tamil Nadu – 600123  Tel: 044-67144400 Email: shakila.k@shinhan.com
Telangana – Ranga Reddy	Ms. Madhavi Dasika  Address: SLN Terminus, 1 <sup>st</sup> Floor, Survey No. 133, Gachibowli Serilingampally Mandal, Ranga Reddy Dist, Telangana - 500032  Tel: 040-66352000 Email: madhavi@shinhan.com

### 12. Form of Complaint

FORM OF COMPLAINT (TO BE LODGED) WITH THE BANKING OMBUDSMAN

(TO BE FILLED UP BY THE COMPLAINANT)

To: The Banking Ombudsman Place of BO's office

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Dear Sir,

Sub: Complaint against .....Name of the bank's branch) of  
.....Name of the Bank)

Details of the complaint are as under:

1. Name of the Complainant .....
2. Full Address of the Complainant ..... Pin Code  
..... Phone No/ Fax No..... Email .....
3. Complaint against (Name and full address of the branch/bank) .....  
..... Pin Code ..... Phone No. / Fax No. ....
4. Particulars of Bank or Credit card Account (If any)  
..... (Please state the number and the  
nature of account viz. Saving bank/ current/ cash credit/ term deposit/ loan account etc. related to the  
subject matter of the complaint being made.)
5. (a) Date of representation already made by the complainant to the bank (Please enclose a copy of  
the representation) .....
- (b) Whether any reminder was sent by the complainant? YES/NO (Please enclose a copy of the  
reminder) .....

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6. Subject matter of the complaint (Please refer to Clause of the Scheme)  
.....

7. Details of the complaint: (If space is not sufficient, please enclose separate sheet)  
.....  
.....

8. Whether any reply (Within a period of one month after the bank concerned received the representation) has been received from the bank? Yes/ No (if yes, please enclose a copy of the reply)

9. Nature of Relief sought from the Banking Ombudsman  
.....

(Please enclose a copy of documentary proof, if any, in support of your claim)

10. Nature and extent of monetary loss, if any, claimed by the complainant by way of compensation Rs.....

11. List of documents enclosed: (Please enclose a copy of all the documents)

12. Declaration: (i) I/ We, the complainant/s herein declare that: a) the information furnished herein above is true and correct; and b) I/We have not concealed or misrepresented any fact stated in the above columns and in the documents submitted herewith. (ii) The complaint is filed before expiry of period of one year reckoned in accordance with the provisions of Clause 9(3)(a) and (b) of the Scheme. (iii) The subject matter of the present complaint has never been brought before the Office of the Banking Ombudsman by me/ us or by any of the parties concerned with the subject matter to the best of my/ our knowledge. (iv) The subject matter of the present complaint has not been decided by/pending with any forum/court/arbitrator. (v) I/We authorise the bank to disclose any such information/ documents furnished by us to the Banking Ombudsman and disclosure whereof in the opinion of the Banking Ombudsman is necessary and is required for redressal of our complaint. (vi) I/We have noted the contents of the Banking Ombudsman Scheme, 2006

Yours faithfully,

(Signature of Complainant)

NOMINATION – (If the complainant wants to nominate his representative to appear and make submissions on his behalf before the Banking Ombudsman or to the Office of the Banking Ombudsman, the following declaration should be submitted.)

I/We the above named complainant/s hereby nominate Shri/Smt..... who is not an Advocate and whose address is ..... as my/our REPRESENTATIVE in all proceedings of this complaint and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED (Signature of Representative)

(Signature of Complainant)

Note: If submitted online, the complaint need not be signed.

### **13. Monitoring the implementation of awards under the Banking Ombudsman Scheme / Nodal Department / Nodal Officer.**

The Customer Service Committee of the branch should play a more pro-active role with regard to complaints / grievances resolved by Banking Ombudsmen of the various States.

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The Scheme of Banking Ombudsman was introduced with the object of enabling resolution of complaints relating to provision of banking services and resolving disputes between a bank and its constituent through the process of conciliation, mediation and arbitration in respect of deficiencies in customer service. After detailed examination of the complaints / grievances of customers of banks and after perusal of the comments of banks, the Banking Ombudsmen issue their awards in respect of individual complaints to redress the grievances. Banks should ensure that the Awards of the Banking Ombudsmen are implemented expeditiously and with active involvement of Top Management.

Further, with a view to enhancing the effectiveness of the Customer Service Committee, the bank should also:

a) place all the awards given by the Banking Ombudsman before the Customer Service Committee to enable them to address issues of systemic deficiencies existing in banks, if any, brought out by the awards; and

b) place all the awards remaining unimplemented for more than three months with the reasons therefor before the Customer Service Committee to enable the Customer Service Committee to report to the Standing Committee on customer Service / Management Committee such delays in implementation without valid reasons and for initiating necessary remedial action.

The Standing Committee on Customer Service at Head Office should monitor all complaints which has been raised to the Ombudsman and should report to the Management Committee.

Further the Nodal Department for customer service in Head Office will be the Business Support Department (BSD) and the Nodal Officer will be the Head of BSD. The customers may also approach in the first instance to the Head of BSD and he will be the coordinator for Banking Ombudsman and RBI.

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