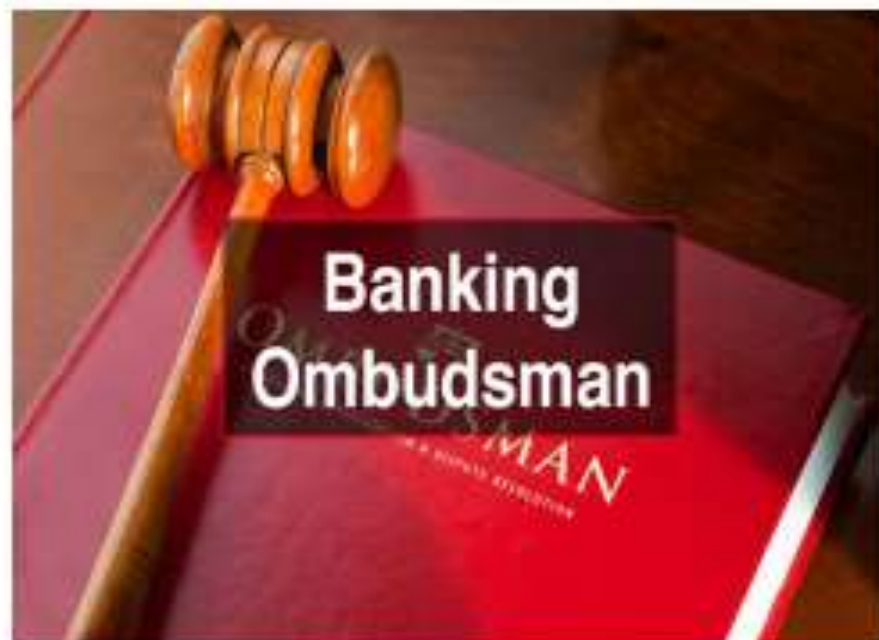


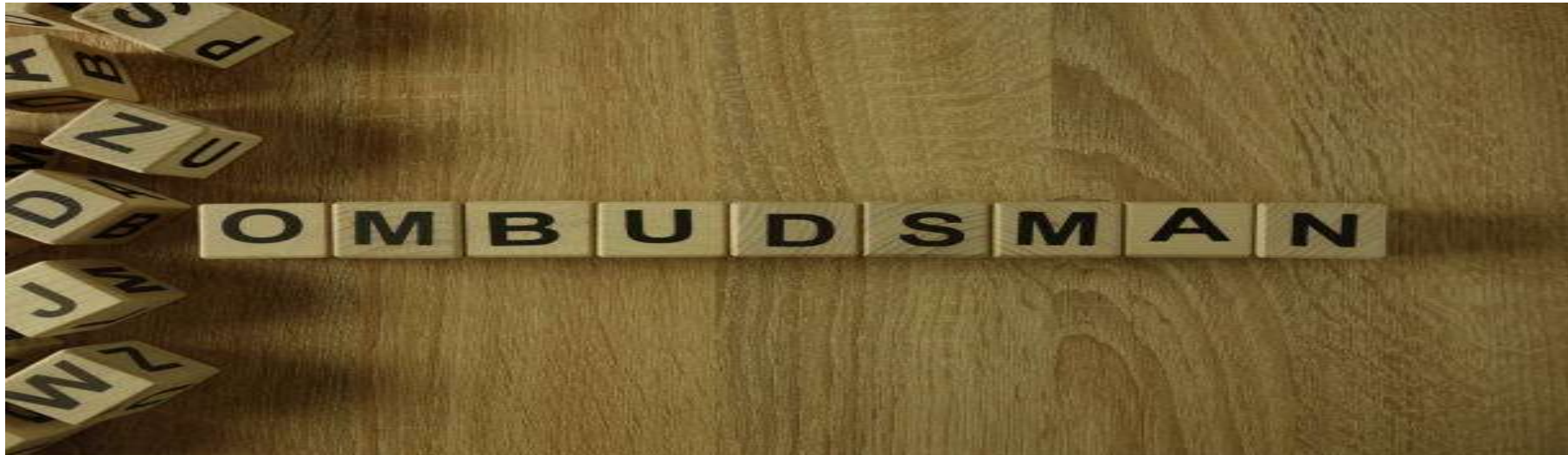
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Responsibilities of Banking Ombudsman



What is a Banking Ombudsman?

The Banking Ombudsman is a position created by the Government of India to address the issues and complaints of the customers. A senior, experienced official appointed by the Central Bank of India, that is, the Reserve Bank of India, to offer redress and offer amends, if possible, to the consumer complaints regarding the shortcomings in the banking sector.



The formation of a Banking Ombudsman

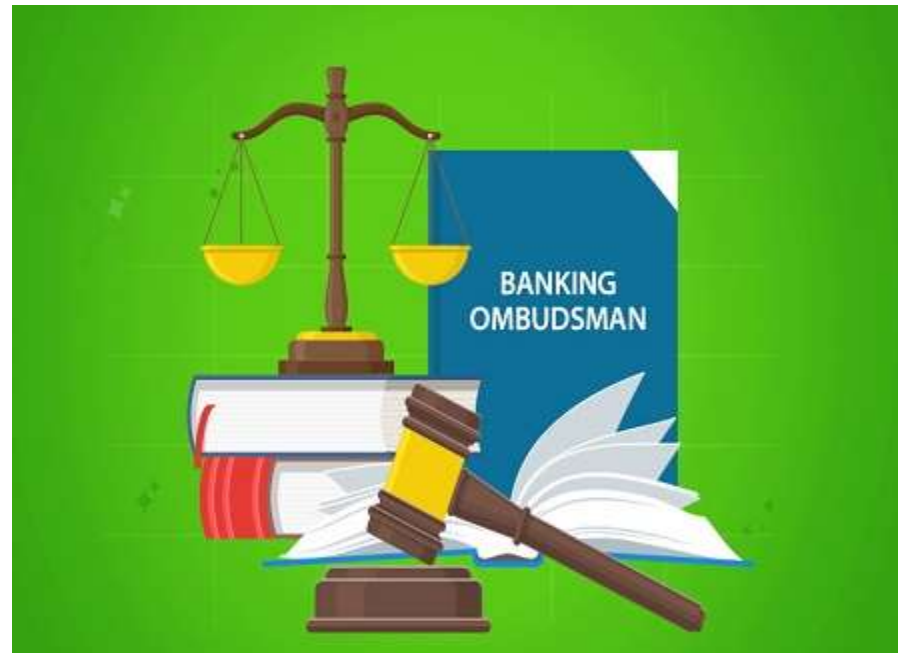
The RBI Ombudsman was created in the year 2006 by the Government of India. However, the Banking Ombudsman scheme was introduced in India way back in the year 1995. The scheme that is now in power was enacted in 2006, replacing the Banking Ombudsman scheme that came into being in the year 2002.

- The 2006 RBI Ombudsman scheme has been amended till July 2017.



Who can act as a Banking Ombudsman?

- The person should be of high standing in the Legal, Banking, Financial Services, and/or Public Administration to be appointed to this post.
- A Banking Ombudsman is appointed for three years. In case an extension of tenure is granted, the extension cannot exceed more than two years.



The roles and responsibilities of the Banking Ombudsman

- A Banking Ombudsman is responsible for matters relating to non-payment or delay in collection of cheques, bills, drafts, etc.
- He/she is also responsible for matters concerning the non-acceptance of small denomination notes or coins without sufficient cause or justified reason.
- Failure to issue or delay in issues of banker's cheques, non-adherence to working hours; failure of banks in providing a banking facility promised by giving in writing; failing to honour guarantee or letter of credit commitments all fall under the ambit of the responsibilities of a Banking Ombudsman.
- Matters relating to non-acceptance of payments towards taxes as prescribed by the RBI or the Government of India or forced closure of deposit accounts without prior notice and without sufficient justified reasons fall under the responsibilities of a Banking Ombudsman.
- A Banking Ombudsman receives complaints regarding non-adherence to any of the banking guidelines laid down by the RBI. It also looks after matters concerning maintenance of banking records and transactions, as well as maintenance of their accounts by OCI cardholders and NRIs.

