

New Banking Ombudsman for Calcutta

December 16, 2000

Shri Dipak Rudra has been appointed as Banking Ombudsman at Calcutta with effect from December 15, 2000. The Ombudsman will be functioning from the RBI Building (9th floor), 15, Netaji Subhas Road, Calcutta-700 001 and his jurisdiction and authority shall extend to complaints against branches/offices of banks located within the territorial limits of the state of West Bengal and Sikkim.

The Reserve Bank of India had, in 1995 announced the Banking Ombudsman Scheme to provide a system of redressal of grievances to bank customers. The scheme envisages expeditious and inexpensive resolution of customer complaints against deficiency in banking services, concerning loans and advances and other specified matters.

P.V. Sadanandan
Asstt. Manager

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