

RBI appoints Banking Ombudsman at New Delhi

January 16, 2003

The Reserve Bank of India has appointed Shri M.P. Bezbaruah as the Banking Ombudsman for the states of Delhi, Haryana, Jammu and Kashmir and Ghaziabad district of Uttar Pradesh with effect from January 15, 2003. As Banking Ombudsman, Shri Bezbaruah will have his office at Jeevan Bharati Building, Cannaught Circus, New Delhi -110 011.

The Banking Ombudsman Scheme was introduced in June 1995 with a view to providing to the bank customers quick and low-cost redressal of grievances relating to banking services. Its scope of authority and functions include redressal of grievances against deficiency in banking services, concerning loans and advances and other specified matters and arbitration for specified disputes. All commercial banks, regional rural banks and scheduled primary co-operative banks are covered under the Banking Ombudsman Scheme.

**P. V. Sadanandan
Manager**

Press Release : 2002-2003/753