

RBI appoints Banking Ombudsman at Bhopal

February 3, 2003

The Reserve Bank of India has appointed Shri N. Gopalan as the Banking Ombudsman for the states of Madhya Pradesh and Chattisgarh with effect from February 1, 2003. As Banking Ombudsman, Shri Gopalan will have his office at the Reserve Bank of India Building, Hoshangabad Road, Bhopal-462 001.

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**

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