

January 9, 2004

### **RBI appoints Banking Ombudsman at Gujarat**

The Reserve Bank of India has appointed Shri P. K. Brahma as the Banking Ombudsman for the state of Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu with effect from January 7, 2004. As Banking Ombudsman, Shri Brahma will have his office at La Gajjar Chambers, Ashram Road, Ahmedabad-380 009.

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.

**Ajith Prasad**  
Manager

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