

PRESS RELATIONS DIVISION, Central Office, Post Box 406,
Mumbai 400001
Phone: 2266 0502 Fax: 2266 0358, 2270 3279



**RESERVE BANK OF
INDIA**

RBI On Internet:
<http://www.rbi.org.in>
Email: helpprd@rbi.org.in

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RBI appoints Banking Ombudsman at Kolkata

The Reserve Bank of India has appointed Shri P. K. Sarkar as the Banking Ombudsman for the states of West Bengal and Sikkim with effect from January 16, 2004. As Banking Ombudsman, Shri Sarkar will have his office at Reserve Bank of India Building, 15 Netaji Subhas Road, Kolkata-700 001

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.

**Ajit Prasad
Manager**

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