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**RESERVE BANK OF
INDIA**

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March 29, 2004

RBI appoints Banking Ombudsman at Chennai

The Reserve Bank of India has appointed Shri S. Gopalakrishnan as the Banking Ombudsman for the state of Tamil Nadu and the Union Territories of Pondicherry and Andaman and Nicobar Islands with effect from March 22, 2004. As Banking Ombudsman, Shri Gopalakrishnan will have his office at Kuralagam Building, (3rd Floor), Esplanade, N. S. C. Bose Road, Chennai-600 108

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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