

Report on functioning of the Internal Ombudsman

Report for quarter ended:

Name of the Regulated Entity:

Part I: Information pertaining to the complaints referred to IO / Dy. IO

S.No	Particulars	Number	
1	Number of Internal Ombudsman (IO)		
2	Number of Deputy Internal Ombudsman (Dy.IO)		
3	Number of independent staff assigned to the office of the IO (excluding Dy.IO)		
4	Number of complaints received during the period		
5	Of (4) number of complaints partly resolved		
6	Of (4) number of complaints wholly rejected		
7	Number of complaints partly resolved or wholly rejected by the RE	(5)+(6)	
		IO	Dy.IO
8	Of (7) number of complaints referred to the IO / Dy.IO		
9	Of (7), number of complaints not referred to IO / Dy.IO	(7)-(8)	(7)-(8)
10	Number of complaints referred to the IO / Dy.IO after 20 days (25 days in case of CIC) of receipt		
11	Of (8) number of complaints where decision has been provided by IO / Dy.IO		
12	Of (11) number of complaints where IO / Dy.IO has upheld the decision of the RE		
13	Of (11) number of complaints where IO / Dy.IO has not upheld the decision of the RE		
14	Of (13) number of complaints where the decision of the IO / Dy.IO implemented by the RE		
15	Of (13) number of complaints where the decision of the IO / Dy.IO is pending for implementation		
16	Of (13) number of complaints where the RE has disagreed with the decision of IO / Dy.IO, with the approval of the Competent Authority		
17	Number of complaints which were resolved by the RBI Ombudsman and not referred to the IO/ Dy.IO earlier		
18	Number of complaints where the decisions of the IO / Dy.IO were not upheld by the RBIO		

19	Number of cases in which the IO / Dy. IO accessed the complainant directly for resolution of complaints		
20	Number of cases in which the IO / Dy. IO provided compensation		

Part II: Information pertaining to RCA by the IO

1. Major findings from the RCA
2. Details of the suggestions made by the IO and accepted by the Board or the Customer Service Committee or Customer Protection Committee of the Board