



# हरियाणा ग्रामीण बैंक

प्र.का. 63, सैक्टर-1, रोहतक-124001 (हरियाणा)

TO ALL OFFICES

Date: 10.02.06

Inspection Deptt. Circular No. 05/06

## Banking Ombudsman Scheme, 2006

We have received a letter No. RRB dated 17.01.06 from our sponsor bank on the captioned subject which we are reproducing as under for your necessary action at your end.

The **Banking Ombudsman Scheme 2006** has been notified by the Reserve Bank of India on 26.12.05 and is also applicable to the RRBs. As desired by the Reserve Bank of India vide its letter No. RPCD.BOS.No. 453/13.01.01/2005-06 dated 28.12.05 (copy enclosed), You are advised to give vide publicity to the scheme and also make the scheme available to the public at large.

All the incumbents are advised to follow the above guidelines and be guided accordingly.

  
General Manager

Encl: as above.

## THE BANKING OMBUDSMAN SCHEME, 2006

The Scheme is introduced with the object of enabling resolution of complaints relating to certain services rendered by banks and to facilitate the satisfaction or settlement of such complaints.

### CHAPTER I PRELIMINARY

#### 1. SHORT TITLE, COMMENCEMENT, EXTENT AND APPLICATION

- (1) This Scheme may be called the Banking Ombudsman Scheme, 2006.
- (2) It shall come into force on such date as the Reserve Bank may specify.
- (3) It shall extend to the whole of India.
- (4) The Scheme shall apply to the business in India of a bank as defined under the Scheme.

#### 2. SUSPENSION OF THE SCHEME

- (1) The Reserve Bank, if it is satisfied that it is expedient so to do, may by order suspend for such period as may be specified in the order, the operation of all or any of the provisions of the Scheme, either generally or in relation to any specified bank.
- (2) The Reserve Bank may, by order, extend from time to time, the period of any suspension ordered as aforesaid by such period, as it thinks fit.

#### 3. DEFINITIONS

- (1) 'award' means an award passed by the Banking Ombudsman in accordance with the Scheme.
- (2) 'Appellate Authority' means the Deputy Governor in charge of the Department of the Reserve Bank implementing the Scheme.
- (3) 'authorised representative' means a person duly appointed and authorised by a complainant to act on his behalf and represent him in the proceedings under the Scheme before a Banking Ombudsman for consideration of his complaint.



- (4) 'Banking Ombudsman' means any person appointed under Clause 4 of the Scheme.
- (5) 'bank' means a 'banking company', a 'corresponding new bank', a 'Regional Rural Bank', 'State Bank of India' a 'Subsidiary Bank' as defined in Section 5 of the Banking Regulation Act, 1949 (Act 10 of 1949), or a 'Primary Co-operative Bank' as defined in clause (c) of Section 56 of that Act and included in the Second Schedule of the Reserve Bank of India Act, 1934 (Act 2 of 1934), having a place of business in India, whether such bank is incorporated in India or outside India.
- (6) 'complaint' means a representation in writing or through electronic means containing a grievance alleging deficiency in banking service as mentioned in clause 8 of the Scheme.
- (7) 'Reserve Bank' means the Reserve Bank of India constituted by Section 3 of the Reserve Bank of India Act, 1934 (2 of 1934).
- (8) 'the scheme' means the Banking Ombudsman Scheme, 2006.
- (9) 'secretariat' means the office constituted as per sub-clause (1) of clause 6 of the Scheme.
- (10) 'settlement' means an agreement reached by the parties either by conciliation or mediation under clause 11 of the Scheme.

## CHAPTER II

### **ESTABLISHMENT OF OFFICE OF BANKING OMBUDSMAN**

#### **4. APPOINTMENT & TENURE**

(1) The Reserve Bank may appoint one or more of its officers in the rank of Chief General Manager or General Manager to be known as Banking Ombudsmen to carry out the functions entrusted to them by or under the Scheme.

(2) The appointment of Banking Ombudsman under the above Clause may be made for a period not exceeding three years at a time.

#### **5. LOCATION OF OFFICE AND TEMPORARY HEADQUARTERS**

(1) The office of the Banking Ombudsman shall be located at such places as may be specified by the Reserve Bank.

(2) In order to expedite disposal of complaints, the Banking Ombudsman may hold sittings at such places within his area of jurisdiction as may be considered necessary and proper by him in respect of a complaint or reference before him.

#### **6. SECRETARIAT**

(1) The Reserve Bank shall depute such number of its officers or other staff to the office of the Banking Ombudsman as is considered necessary to function as the secretariat of the Banking Ombudsman.

(2) The cost of the Secretariat shall be borne by the Reserve Bank.

### **CHAPTER III**

#### **JURISDICTION, POWERS AND DUTIES OF BANKING OMBUDSMAN**

##### **7. POWERS AND JURISDICTION**

(1) The Reserve Bank shall specify the territorial limits to which the authority of each Banking Ombudsman appointed under Clause 4 of the Scheme shall extend.

(2) The Banking Ombudsman shall receive and consider complaints relating to the deficiencies in banking or other services filed on the grounds mentioned in

