

# Business Standard

## RBI seeks media partnership for Banking Ombudsman Scheme

For creating awareness towards their scheme, to resolve customer grievances against deficiency in banking services

Virendra Singh Rawat | Lucknow August 24, 2016 Last Updated at 17:10 IST



Reserve Bank of India (RBI) has sought an active partnership with the media for creating awareness towards the Banking Ombudsman (BO) Scheme aimed at resolving customer grievances against deficiency in banking services. The Scheme, introduced under Section 35 A of the Banking Regulation Act, 1949 by RBI with effect from 1995, provides an expeditious forum to bank customers. BO is a senior official appointed by the RBI to redress customer complaints. At a conference call in Kanpur, BO Supriya Pattanaik stressed for greater awareness relating to consumer rights and helping bank ...