

ICICI BANK CUSTOMER EDUCATION SERIES

A TIMES BUSINESS ASSOCIATE COMMUNICATION



The Banking Ombudsman Scheme, 2006

All banks have a process for redressal of their customers' complaints, including escalation levels. For example, ICICI Bank has the following levels:



If you are not satisfied with the resolution at any of these levels, you may contact the Banking Ombudsman.

The Banking Ombudsman Scheme, 2006 enables resolution of complaints raised on the grounds* specified in the scheme.



Q When can I, as a bank customer, contact the Banking Ombudsman (BO)?

- A**
- Your bank has rejected your complaint.
 - You are not satisfied with your bank's response.
 - A month has passed since your bank's receipt of your complaint; yet you have not received a reply from them.
 - You have not approached any other forum or judicial authority.

Your communication to the BO should be within one year of the event you are complaining about.

* For a list of these grounds, please visit www.rbi.org.in → For Common Person → Complaints → Against Bank → Banking Ombudsman Scheme → Scheme → Page 9.



The addresses of the BO offices and the details of the BO scheme are available on Reserve Bank of India's website, bank websites and bank branches.

Watch this space next Monday for more information on how the Banking Ombudsman Scheme can help in redressal of customer complaints.

BE AN INFORMED CONSUMER. Watch this space every Monday.