



Asian Journal of Research in Banking and Finance

Asian Research
Consortium

www.ajsh.com

ISSN: 2249-7323

Vol. 11, Issue 8, August 2021

SJIF –Impact Fact = 8.174 (2021)

DOI: 10.5958/2249-7323.2021.00013.4

A CRITICAL REVIEW OF PERFORMANCE OF BANKING OMBUDSMAN SCHEME IN INDIA

Harinakshi Suvarna*; Dr. Narayan Kayarkatte**

*Lecturer,

Faculty, College of Management & Commerce,
Srinivas University, Mangaluru, Karnataka, INDIA

Email id: harinakshisuvarna02@gmail.com

**Professor,

Research Guidance, Srinivas University, Mangaluru, Karnataka, INDIA

ABSTRACT

In an age of increasing competition to provide quality service to its customers, the Banking sector in India emphasizes on gratification of service and customer satisfaction. Where the customer is not happy with the services rendered by the bank, the customer shall be entitled to lodge a complaint with the grievance cell of the bank. Every year, banks get in to many lawsuits, several of which go beyond the years. This shows the incompetence of the banks' grievance resolution system in solving all customer complaints. When customers feel that Grievance Cell of the Bank is ineffective in solving the customers' problem, they have the option to knock the doors of Banking Ombudsman. In 1995, India launched the Banking Ombudsman Scheme to resolve customer complaints effectively, quickly and impartially and to prevent deficiencies and delay in existing legal protection mechanisms. Although the number of complaints received over this platform has recently amplified, a major concern has been the lack of awareness among customers. With some constructive steps of RBI and the Banking Ombudsman's popularity drives, the situation now appears far better. This study is an attempt to explore the role of Banking Ombudsman in addressing grievances filed by customers of various banks. Data was obtained from RBI bulletins for the purpose of the research. The study may help to understand the Banking Ombudsman Scheme with regard to the reception and dissemination of grievances, the type and mode of grievances received the area-wise coverage of complaints and the trend of decline of complaints.

KEYWORDS: Banking Ombudsman, Customer, Complaint, Grievances, RBI, Redressal Measures.

REFERENCES

1. <https://www.csb.co.in/pdf/Grievance>. Retrieved on 25th August 2020
2. Sirisha, S., Malyadri, P. (2017). 'The Impact of Banking Ombudsman Scheme on Indian Banking Industry'. Journal of Modern Developments in General Management &

Asian Research Consortium
www.ajsh.com

- Administration, 1(1), 29-38.
3. Bharati (2018). 'Role of Banking Ombudsman in Banking - An Overview'. *Remarking an Analisation*, 3(9) 30-33. ISSN: 2394-0344.
 4. <https://www.financialexpress.com/industry/banking-finance/rbi-opens-third-office-of-ombudsman-in-new-delhi/1622539/> Retrieved on 30th September 2020
 5. <https://www.papertyari.com/jaiib/legal-regulatory-aspects-banking/banking-ombudsman-scheme/> Retrieved on 30th September 2020
 6. Kolekar, Yogesh (2016). 'Role of Banking Ombudsman in Banking Reforms'. MPRA Munich Personal RePEc Archive, https://mpra.ub.uni-muenchen.de/75660/1/MPRA_paper_75660
 7. <https://www.ukessays.com/essays/commerce/a-study-on-banking-ombudsman-scheme-commerce-essay.php> Retrieved on 30th September 2020
 8. <https://www.zeebiz.com/personal-finance/news-filed-complaint-against-your-bank-not-satisfied-with-response-here-is-what-you-can-do-121694> Retrieved on 25th August 2020
 9. Chavan, Sachin, D.P., Kamble, Prajka (2019). 'Study of Banking Ombudsman Scheme'.
 10. *International Journal of 360 Management Review*, 7(1), 358-366. ISSN: 2320-7132
 11. Pacha, Malyadri, Sirisha (2012). 'Success of banking ombudsmen scheme: Myth or reality'. *International Journal of Research Studies in Management*, 1(1), 17-24. ISSN(P): 2243-7770, ISSN(O): 2243-7789 <http://journal.iujharkhand.edu.in/May2017/A-Study-On-The-Role-Of-Banking.html#>
 12. <http://www.bizfinance.co.in/page.php?page-id=38#sthash.scrvkv4G.dpbs> Retrieved on 25th August 2020
 13. *Banking Ombudsman Scheme*, 2006
 14. <https://rbidocs.rbi.org.in/rdocs/> Retrieved on 30th September 2020
 15. https://www.rbi.org.in/SCRIPTs/bs_viewcontent.aspx?Id=164 Retrieved on 30th September 2020
 16. <https://www.rbi.org.in/scripts/PublicationsView.aspx?id=11113> Retrieved on 30th September 2020
 17. <https://m.rbi.org.in/scripts/PublicationsView.aspx?Id=19356> Retrieved on 25th August 2020
 18. <https://economictimes.indiatimes.com/wealth/personal-finance-news/rbi-to-strengthen-banks-internal-ombudsman-can-you-hope-for-faster-grievance-> Retrieved on 30th September 2020
 19. Trilochan, Joshi, D. C. S. (2019). 'A Study of Awareness Level of Banking Ombudsman Scheme with Special Reference to Mini Cities like Haldwani'. *International Journal for Research in Engineering Application and Management (IJREAM)*, 5(3), 149-153. ISSN: 2454-9150, DOI : 10.35291/2454-9150.2019.0188
 20. HemaDivya, K., Reddy, K., Kota, S., (2018). 'A Study on Effectiveness of Indian Banking Ombudsman'. *International Journal of Mechanical Engineering and Technology (IJMET)*, 9(5), 267-274, ISSN (P): 0976-6340, ISSN (O): 0976-6359
 21. <https://economictimes.indiatimes.com/wealth/personal-finance-news/rbi-plans-separate->

ombudsman-for-resolving-digital-payment Retrieved on 30th September 2020

22. <https://economictimes.indiatimes.com/industry/banking/finance/banking/28-of-consumer-complaints-to-rbi-are-about-digital-and-card-Retrieved on 30th September 2020>
23. <https://inc42.com/buzz/rbi-launches-ombudsman-scheme-to-address-user-complaints/>
Retrieved on 25th August 2020
24. Saxena, D. C., Kaur, D. V., Kumar, P. (2016). 'A Study on Measuring Grievance Redressal Service Quality in Banks in India: A Banker's Perspective'. International Journal of Innovative Research in Engineering & Multidisciplinary Physical Sciences (IJRMPS), 4(2), 13-18. ISSN: 2349-7300.
25. Velu, K., Amarjothi, D.P., (2014). 'A study on Analysis Banking Ombudsman Scheme'.
26. Shanlax International Journal of Commerce, 2(3), 25-31. ISSN: 2320-4168