



## ARYAVART BANK

HEAD OFFICE,  
A-2/46, VIJAY KHAND, GOMTI NAGAR, LUCKNOW

### 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) 'authorized representative' means a person duly appointed and authorized 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



