

New Banking Ombudsman for Guwahati

December 4, 2000

Shri G. P. Barua has been appointed as Banking Ombudsman at Guwahati with effect from December 1, 2000. The Ombudsman will be functioning from the Reserve Bank of India building, Station Road, Guwahati-781 001 and his jurisdiction and authority shall extend to complaints against branches/offices of banks located within the territorial limits of the states of Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura.

The Reserve Bank of India had, in 1995 announced the Banking Ombudsman Scheme to provide a system of redressal of grievances to bank customers. The scheme envisages expeditious and inexpensive resolution of customer complaints against deficiency in banking services, concerning loans and advances and other specified matters.

P.V. Sadanandan
Asstt. Manager

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