

## **A Study of Ombudsman Scheme in India – Achievements and Challenges**

\* Sanjay Kaptan, \*\*Lukman Patel

### *Abstract*

*The present study deals with the concept of ombudsman and its implementation in Indian Banking industry. Today, ombudsman plays a key role in improving the quality of banking system. Banking today is a complex financial institution. It deals with a variety of customers and offers a large number of banking and financial services. The expectation and aspirations of customers are on rise and so the numbers of complaints are also on rise.*

*In the present study the researcher has made an attempt to understand the prevailing system implemented by banking ombudsman and how the customer grievances are redressed and what are the issues associated with grievance redressal and their implications on banking services. This is a desk research for which the data is collected from RBI archives.*

**Keywords:** Ombudsman Scheme, Banking

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\*Professor and Head, Dept. of Commerce, Savitribai Phule University, Pune

\*\* Director, A.I's Allana Institute of Management Studies, Mumbai. Emailid patel\_lukman@rediffmail.com