20 One-Liners to Remember

Quick-fire facts for last-minute revision.

1. **The Banking Ombudsman Scheme is a free, RBI-created grievance-redressal forum for bank customers.**
   It gives bank customers a quasi-judicial, no-cost alternative to going to court for unresolved service complaints.

2. **The scheme was introduced by the RBI under Section 35A of the Banking Regulation Act, 1949.**
   This section empowers the RBI to issue directions to banks, forming the legal basis of the scheme.

3. **The Banking Ombudsman Scheme first came into effect in 1995.**
   The scheme has since been revised multiple times, most notably in 2006 and again via RB-IOS in 2021.

4. **The widely studied version for JAIIB is the Banking Ombudsman Scheme 2006, amended up to 1 July 2017.**
   JAIIB PPB candidates are expected to know this as the classic reference version of the scheme.

5. **Since 12 November 2021, the scheme has been merged into the Reserve Bank - Integrated Ombudsman Scheme, RB-IOS 2021.**
   RB-IOS unified three earlier ombudsman schemes into a single centralised grievance-redress framework.

6 **RB-IOS 2021 is built on the theme One Nation, One Ombudsman.**
The phrase captures the shift to a single, jurisdiction-neutral complaint-handling system across India.

7 **Filing a complaint with the Banking Ombudsman is completely free of charge.**
The RBI has not prescribed any fee for lodging or resolving a complaint through the scheme.

8 **The Banking Ombudsman is a senior RBI-appointed officer of Chief General Manager or General Manager rank.**
This officer is responsible for resolving customer complaints about deficiencies in banking services.

9 **The Banking Ombudsman's appointment term must not exceed 3 years at a time.**
The tenure limit ensures periodic review and rotation of officers holding this redressal role.

10 **Grounds of complaint under the 2006 scheme are listed in clause 8 of the Banking Ombudsman Scheme.**
Clause 8 enumerates the specific service deficiencies a customer may complain about to the Ombudsman.

11 **Under the older framework, around 20 Banking Ombudsman offices operated mainly from state capitals.**
This figure is a commonly tested fact from the pre-RB-IOS structure of the scheme.

12 **Under the 2006 scheme, covered entities include Scheduled Commercial Banks, Regional Rural Banks and Scheduled Primary Co-operative Banks.**
These three categories of banks were originally brought under the Banking Ombudsman's jurisdiction.

13 **RB-IOS 2021 widened coverage to include NBFCs and many eligible non-bank PPI issuers.**
This expansion reflects the scheme's move to cover more types of financial service providers.

14 **Complaint grounds include non-payment or delayed payment of cheques, drafts and bills.**
Such payment-related deficiencies form one of the most frequently tested grounds of complaint.

15 **Complaint grounds include refusal to accept small coins or notes without sufficient cause.**
Banks charging a commission to accept coins or small notes is also treated as a valid complaint ground.

16 **Complaint grounds include non-adherence to RBI instructions on ATM, debit, credit or prepaid cards.**
Card-related service failures by banks or their subsidiaries fall squarely within the scheme's scope.

17 **Complaint grounds include delay or non-disbursement of pension payments.**
Pension-related deficiencies are grouped under the government business category of complaint grounds.

18 **Complaint grounds include deficiency in service relating to loans and advances.**
This covers issues like delayed sanction, wrongful refusal, and non-adherence to the Fair Practices Code.

19 **A customer can approach the Banking Ombudsman only if the bank fails to reply in a month, rejects, or dissatisfies.**
This bank-first rule requires customers to exhaust the bank's internal grievance process before escalating.

20 **A complaint can be filed with the Banking Ombudsman in writing, online, or by email.**
RB-IOS 2021 also added a centralised Complaint Management System portal and toll-free contact centre.