

# THE DARUSSALAM CO-OPERATIVE URBAN BANK LTD HYDERABAD

## **MOST IMPORTANT FEATURES OF THE OMBUDSMAN SCHEME**

The Integrated Ombudsman Scheme, 2021 is effective from November 12, 2021. With the publication of the said scheme, the erstwhile schemes viz. (i) the Banking Ombudsman Scheme, 2006; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019 into the Reserve Bank Integrated Ombudsman Scheme, 2021, have been repealed.

### **Procedure for Grievance Redressal under the Scheme**

#### **I. Grounds of Complaint and Timeframe for filing Complaint**

The Customer can lodge complaint with the Ombudsman in the following circumstances:

- i. The Customer is aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service.
- ii. The complaint was rejected by the Regulated Entity.
- iii. The complaint was partially redressed by the Regulated Entity.
- iv. The Regulated Entity did not give any reply on the complaint within 30 days after making the complaint.

#### **II. Procedure for Filing a Complaint and website for filing Complaint**

The complaint may be lodged online through <https://cms.rbi.org.in> or electronic or physical mode as notified by the Reserve Bank.

#### **III. Resolution of Complaints**

The Ombudsman shall promote settlement of a complaint by agreement between the complaint and the Regulated Entity through facilitation or conciliation or mediation.

The Regulated Entity shall file its written version in reply to the averments in the complaint enclosing copies of the documents relied upon within 15 days before the Ombudsman for resolution. If the Regulated Entity fails to respond in the given time the Ombudsman may pass appropriate Order or issue an Award and the Regulated Entity will not get a right to appeal against such Order or Award.

#### **IV. Award by the Ombudsman**

The Ombudsman shall take into account, the principles of banking law and practice, directions, instructions and guidelines issued by the Reserve Bank from time to time and other relevant factors before passing an Award.

#### **V. Rejection of a Complaint / Appeal before the Appellate Authority**

If the Regulated Entity / Customer is not satisfied by the Order / Award passed by the Ombudsman, they may prefer an appeal before the Appellate Authority within 30 days of receipt of communication of Award or rejection of complaint as the case may be.

## **DETAILS OF PRINCIPAL NODAL OFFICER**

The aggrieved customer may escalate their issue/s to the Principal Nodal Officer of the Bank, whose details are as under, if the issue/s is/are not resolved at the branch level.

The Darussalam Co-Operative Urban Bank Ltd.  
#5-6-995, Darussalam Road, Aghapura Hyderabad — 500001

Contact No:040-23786786

Email: [pno@darussalam.bank.in](mailto:pno@darussalam.bank.in)

Complaint lodging portal of RBI <https://cms.rbi.org.in>