



## Annexure

### Report on functioning of the Internal Ombudsman

**Report for quarter ended :**

**Name of the CIC :**

**Part I : Information pertaining to the complaints referred to IO / Dy. IO**

S.No	Particulars	Number	
		IO	Dy. IO
1	Number of Internal Ombudsman (IO)		
2	Number of Deputy Internal Ombudsman (Dy.IO)		
3	Number of staff assigned to the office of the IO (excluding Dy.IO)		
4	Number of complaints pending at the end of previous quarter		
5	Number of complaints received during the quarter		
6	Of (4 & 5), number of complaints fully resolved		
7	Of (4 & 5), number of complaints partially resolved		
8	Of (4 & 5), number of complaints wholly rejected		
9	Number of complaints partially resolved or wholly rejected	(7)+(8)	
10	Number of complaints pending at the end of the quarter		
11	Of (9), number of complaints referred to the IO / Dy.IO within 25 days of receipt		
12	Of (9) number of complaints referred to the IO / Dy.IO after 25 days of receipt		
13	Of (11 & 12), number of complaints where decision has been provided by IO / Dy.IO		
14	Of (13), number of complaints where IO / Dy.IO has upheld the decision of the CIC		
15	Of (13), number of complaints where IO / Dy.IO has not upheld the decision of the CIC		
16	Of (15), number of complaints where the decision of the IO / Dy.IO implemented by the CIC		
17	Of (15), number of complaints where the decision of the IO / Dy.IO is pending for implementation		
18	Of(15), number of complaints where the CIC has disagreed with the decision of IO / Dy.IO, with the approval of the Competent Authority		



S.No	Particulars	Number
19	Number of complaints which were resolved by the RBI Ombudsman and not referred to the IO/ Dy.IO earlier	
20	Number of complaints where the decisions of the IO / Dy.IO were not upheld by the RBI Ombudsman	
21	Number of complaints in which the IO / Dy. IO sought inputs from the complainants directly for resolution of complaints	
22	Number of complaints in which the IO / Dy. IO provided compensation	

## **Part II : Information pertaining to Root Cause Analysis by the IO**

1. Major findings from the Root Cause Analysis
2. Details of the suggestions made by the IO and accepted by the Consumer Protection Committee of the Board.