

Comparative Study on the Complaints received in Karnataka state and complaints handled and disposed by the Ombudsman scheme in India

BY

Dr (Smt) A.N. Tamragundi
Professor and Chairperson
P G Department of Studies in Commerce
Karnatak University,
Dharwad – 580003

AND

Seema Badiger
Research Scholar
P G Department of Studies in Commerce
Karnatak University,
Dharwad – 580003

ABSTRACT:

The Banking Ombudsman Scheme had handled number of complaints from the year the scheme was introduced. The Karnataka state also received many complaints and when we compare the receipt of all the complaints over India, the Karnataka state occupies around 4% to 6% in different years. The study was done to see the number of complaints handled and the disposal of complaints for over 10 years. The percentage of disposal has varied from 92% to 96% over the years. From the analysis of the study it was found that the complaints handled were more than the complaints disposed over the years.

Keywords: Banking, Ombudsman, Complaints, Handled, Disposed, Karnataka.

INTRODUCTION:

The Banking ombudsman scheme was introduced by the RBI due to the increase in the number of complaints in the banks all over India and it's state wise distribution of complaints were collected. The Karnataka region had also received number of complaints which was in the increasing trend. It is found that number of complaints handled have been more than the complaints disposed each year and few of the complaints which were not handled in the year were carried forward to the next year, and the carried forward complaints were between 3% to 9% of complaints all over the year. Some of the complaints carried forward to next year were not handled due to number of reasons like not according to the grounds of the complaints and varied reasons of the bank's customers who had lodged their complaints.

OBJECTIVES OF THE STUDY:

1. To study the number of complaints handled during the 10 years
2. To study the number of complaints disposed over 10 years
3. To study the received complaints in the Karnataka state

NEED FOR THE STUDY:

1. To study the need for variations in the complaints handled over 10 years
2. To study the need for variations in the complaints disposed over 10 years
3. To study the increasing or the decreasing trend of the complaints received in all over Karnataka.

STATEMENT OF THE PROBLEM

The number of complaints handled and disposed have been varying over the past 10 years. It was necessary to know when there is an increasing or the decreasing trend over the complaints handled and disposed over the 10 year's span and also to see the level of variations in the percentage of complaints in the Karnataka state over the past 10 years.

METHODOLOGY OF THE STUDY:

The present study focusses on the complaints handled and disposed by the Banking Ombudsman Scheme over the number of years so the secondary data was used and compiled from the Annual reports of the Banking Ombudsman Scheme from the year 2009-10 to 2018-19. The percentage of complaints were calculated for the analysis purpose.

LITERATURE REVIEW:-

The literature review was done to study the view of different authors about the banking ombudsman scheme and also to check the different aspects covered in various papers.

Myladri, sirisha et al (April 2012) their study reveals that the role of bank has changed from the 'class bank to the mass bank' as a result, it becomes part of their organisation to receive complaints and when they are unable to redress grievances of customers, ombudsman would prove to be the major backbone for customers. They also reveal in their study that in certain cases, ombudsman can ignore the technicalities and legal rules of evidence while resolving any disputes.

Lalat K Pani and Sukhamaya Swain (July 2013) have pointed out in their study that earlier days banking was under criticism by press, public and estimate committee and the introduction of the Banking Ombudsman Scheme has led to financial sector reform. He finally concludes that the modified BOS by RBI in 2007 allows the customers to appeal against the rejection of complaints and opined that the complaints have increased but the offices of the Banking ombudsman have not increased, so RBI should think of expanding it.

Darling V Selvi (June 2013) in her study reveals that almost all banks offer the same type of services and with the increased demand of customers, it would force the banks to adopt new strategies to meet their expectation. She concludes her research by saying that the redressal mechanism is working well but the technology still needs to be improved to reach it to the rural poor.

Itika Sharma (Feb 2012) addresses that the present Banking Ombudsman is beyond the reach of traditional redressal systems. Her paper aimed to explore different types of complaints that were in increasing trend and finally concluded by saying that the scheme needs to provide more power to the banking ombudsman, so that they can be easily approachable by the dissatisfied bank customers.

Mahesh Baburao Patil (May 2011) in his study addresses that , as banking operations are large and wide, customers grievances would be common and without proper solution, dissatisfaction among them would give a feeling of "Bankers are exploiting the customers". He concludes his topic by suggesting that the UCB should have their own ombudsman for speedy redressal of complaints.

R K Uppal (Oct 2010) in his article opined that complain arises to attitudinal aspects of customers and review mechanism would help in identifying their short-coming about their products to their service deliveries. He further asserts that it is manager's responsibility to solve grievances and he should refer regional office if he is unable to redress the grievances which in turn should refer the nodal office if he is not able to solve. He further suggests that interaction with customers and taking suggestions from them would provide input to meet their expectations.

ANALYSIS OF THE STUDY:

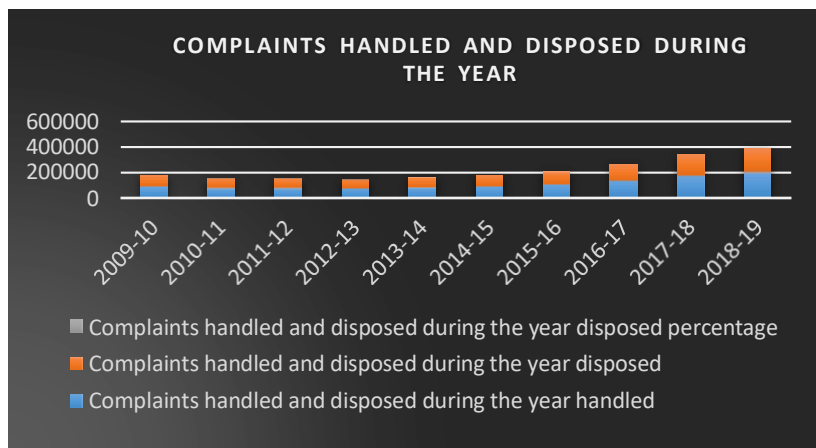
The secondary data have been studied and analyzed by taking percentage variations into consideration. The complaints received handled and disposed all over the India and the complaints carried forward to next year have been studied for the purpose.

Table 1: Complaints handled and disposed during the year

Complaints handled and disposed during the year			
Year	handled	disposed	disposed percentage
2009-10	88699	83335	94%
2010-11	76638	72021	94%
2011-12	77506	72864	94%
2012-13	75183	69704	93%
2013-14	82052	78745	96%
2014-15	88438	84660	96%
2015-16	106672	101148	95%
2016-17	136511	125319	92%
2017-18	174805	168623	96%
2018-19	202083	190014	94%

Source: Compiled from the annual reports of Banking Ombudsman scheme from the year 2009-2019

Chart 1: Complaints handled and disposed during the year



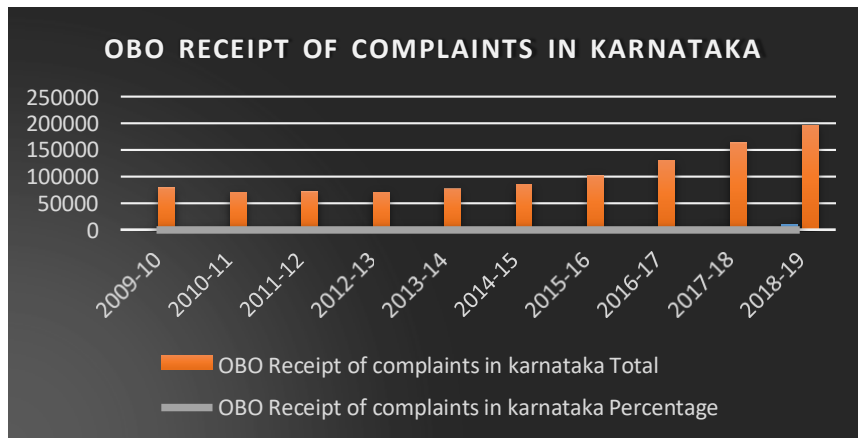
From the above analysis it can be found that the percentage of disposed complaints are in between 92% and 96%, its variation is in between this. The number of complaints handled have been on the rising trend, the majority of the complaints handled have been found in the year 2018-19 which is 2,02,083. The number of complaints disposed also have varied but its maximum on the rising trend. The highest complaints disposed among 10 years is on 2018-19. The complaints disposed on the same year has a percentage of 94%.

Table 2: OBO receipt of complaints in Karnataka

OBO Receipt of complaints in Karnataka			
Year	Karnataka	Total	Percentage
2009-10	3854	79266	4.86
2010-11	3470	71274	4.86
2011-12	3486	72889	4.78
2012-13	3318	70541	4.70
2013-14	4101	76573	5.35
2014-15	4610	85131	5.41
2015-16	5119	102894	4.97
2016-17	7042	130987	5.37
2017-18	8906	163590	5.44
2018-19	11044	195901	5.63

Source: Compiled from the annual reports of Banking Ombudsman scheme from the year 2009-2019

Chart 2: OBO Receipt of Complaints in Karnataka

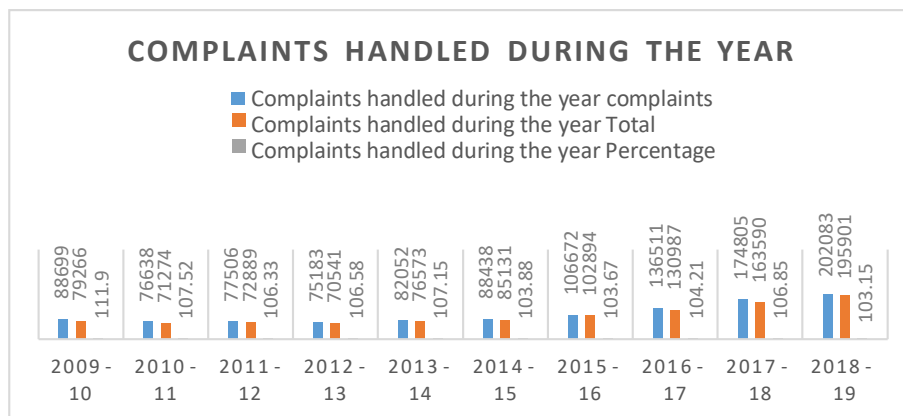


From the above analysis it can be found that around 4 to 5 percentage of the total complaints received all over India belongs to Karnataka. The number of complaints received have been in the rising trend. It was 3,894 complaints in the year 2009-10 and has increased over to 11,044 complaints in the year 2018-19, which is the maximum complaints received in the state over the 10 years.

Table 3: Complaints handled during the year

Complaints handled during the year			
Year	complaints	Total	Percentage
2009-10	88699	79266	111.90
2010-11	76638	71274	107.52
2011-12	77506	72889	106.33
2012-13	75183	70541	106.58
2013-14	82052	76573	107.15
2014-15	88438	85131	103.88
2015-16	106672	102894	103.67
2016-17	136511	130987	104.21
2017-18	174805	163590	106.85
2018-19	202083	195901	103.15

Source: Compiled from the annual reports of Banking Ombudsman scheme from the year 2009-2019

Chart 3: Complaints Handled during the year

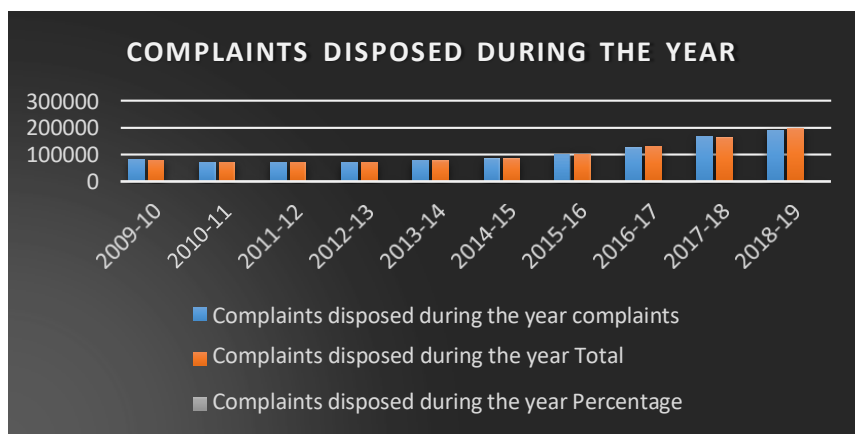
The above analysis depicts that the complaints handled have been more than the complaints received, it means the pending complaints and the received complaints are handled together at a time. Percentage of complaints handled during the years have been varied from 103% to 111%. It depicts that the percentage of complaints handled are above the complaints received. So the scheme shows that the ombudsman is working effective in handling the number of complaints.

Table 4: Complaints disposed during the year

Complaints disposed during the year			
Year	complaints	Total	Percentage
2009-10	83335	79266	105.13
2010-11	72021	71274	101.04
2011-12	72864	72889	99.96
2012-13	69704	70541	98.81
2013-14	78745	76573	102.83
2014-15	84660	85131	99.44
2015-16	101148	102894	98.30
2016-17	125319	130987	95.67
2017-18	168623	163590	103.07
2018-19	190014	195901	96.99

Source: Compiled from the annual reports of Banking Ombudsman scheme from the year 2009-2019

Chart 4: Complaints disposed during the year



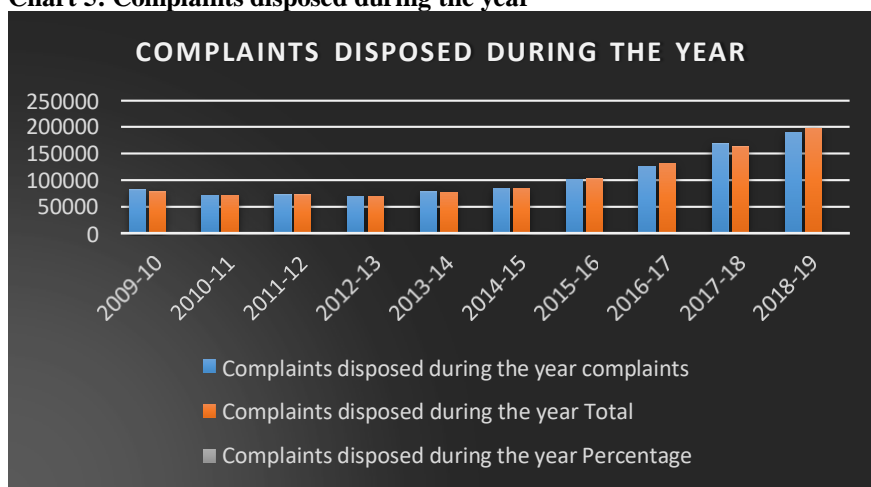
From the analysis of the above table it depicts that the number of complaints disposed during the year have been varied during the year from 95% to 105%. Over the 10 years of the complaints received, the total complaints were least in the year 2012-13 and highest in the year 2018-19. While that of the complaints disposed during the year have been least also in the year 2012-13 and highest in the year 2018-19

Table 5: Complaints carried forward to next year

Complaints carried forward to next year			
Year	complaints	Total	Percentage
2009-10	5364	79266	6.76
2010-11	4618	71274	6.47
2011-12	4642	72889	6.36
2012-13	5479	70541	7.76
2013-14	3307	76573	4.31
2014-15	3778	85131	4.43
2015-16	5524	102894	5.36
2016-17	11192	130987	8.54
2017-18	6182	163590	3.77
2018-19	12069	195901	6.16

Source: Compiled from the annual reports of Banking Ombudsman scheme from the year 2009-2019

Chart 5: Complaints disposed during the year



From the analysis of the table it is found that the complaints carried forward to next year have been varied from 3% to 8%. Most of the complaints are handled on that year itself except few complaints which are not according to the grounds of the complaints received or which have incomplete data have been carried forward to next year.

Findings of the Study:

1. The study found that the disposed complaints are in the range of 92% to 96%, the number of complaints handled have been on the rising trend, the complaints which are disposed are also on the rising trend, the highest for all these were in the year 2018-19.
2. The Karnataka state has received 4% to 5% of the overall complaints in India. The maximum complaints have been received in the year 2018-19.
3. The study found that the complaints handled are more than the percentage of complaints received, it shows the ombudsman is working in an effective way in handling complaints.
4. The study found that the complaints carried forward to next year have been varied from 3% to 8%. These are the complaints which are not according to the grounds of complaints.

Conclusion:

The study can be concluded saying that the number of complaints handled during the past 10 years have been very vast when compared to the number of complaints disposed during the past 10 years. It can be said that the number of complaints though are on the increasing trend continuously the scheme has been working very well to handle such complaints. The disposed complaints are also on the increasing trend. The study found that scheme should work towards the efficiency of the banks which helps the banks to decrease the complaints to the maximum.

REFERENCES:-

- Malyadri, pacha et al.,(April 2012): Success of banking ombudsman scheme: Myth or reality, international journal of research studies in management, Vol-1, pg 17-24.
- Lalat K Pani and Sukhamaya Swain (July 2013): Banking and Bank-Ombudsman; Requirement, Changes complaint analysis and the way forward. The IJM vol 2, pg 19-27
- Ms. Itika Sharma (Feb 2012): Banking ombudsman: A New way to face banking redressal challenges, Academica IJMRJ, vol-2, pg 188-199.
- Dr. Tejinderpal Singh (June 2011): Redressal of customers grievances in banks: a study of bank ombudsman's performance in India, ijrcm, vol 2, pg 84-90.
- Mahesh Baburao Patil(May 2011): S study of awareness of ombudsman in banking among the members of urban co-operative banks in Thane City, Maharashtra State, IRRJ, vol 2, pg 4-5.
- Dr. V. Darling Selvi (july 2011): Adherence of customer needs through the redressal mechanism of banks, IJRCM, vol 1, pg 140-145.
- Dr. V. Darling Selvi (june 2013): Performance evaluation of Banking ombudsman scheme in the Indian Banking System, GRA, vol 2, pg 13-14.
- R.K. Uppal (Oct 2010): customer complaints in banks: nature, extent and strategies to mitigation, Academic Journal, vol 2, pg 212-220.
- Annual reports of banking ombudsman scheme various issues from 2009-2019

ANALYTICS ON PENDING COMPLAINTS AT BANKING OMBUDSMAN OFFICES:

Dr (Smt) A.N. Tamragundi
Professor
P G Department of Studies in Commerce
Karnatak University,
Dharwad – 580003

Seema Badiger
Assistant Professor
Department of Commerce
Govt Women's First Grade College
K R Nagara, Mysore

ABSTRACT:-

Banking Ombudsman Offices receive complaints from the bank customers of which some complaints remain pending at the end of the year, the reason being delay in the submission of the detailed information through supportive evidence either by the Bankers or the Customers to the Banking Ombudsman Office. The Banking Ombudsman has given the grounds of the complaints and if it's beyond the grounds filed by the customers then their complaints get rejected. The complaints get rejected even if the customers approach the RBI directly without approaching the respective banks. In this paper the analysis of complaints pending and the percentage increase/decrease in the complaints pending are done and found that the received complaints are high and it's on increasing trend while the pending complaints are low and it is on the decreasing trend.

KEYWORDS: BANKING, OMBUDSMAN, COMPLAINTS, RECEIVED, PENDING.

Introduction:-

Banking institutions being the largest financial institution of the country has huge customers providing core financial services. Sometimes they have huge issues of the customers. When the bankers were not providing the solution to the customers issues and the time when the grievances started rising, RBI was in dire need to establish a separate cell for the customers to solve their issues, through the recommendation of Narasimham committee, Banking Ombudsman Scheme was introduced by the RBI to redress the grievances of bank customers in India.

Most of the complaints which are provided by the customers are handled by the Ombudsman Cell, but there are few complaints which are pending annually. The complaints can be solved by the Banking Ombudsman only if it is based on the grounds of the complaints provided by the RBI. Banking Ombudsman would not accept the complaints if it is not as per the grounds given by the RBI. The Ombudsman will also not accept the complaint if it is provided by the customers directly to the RBI without giving prior notice to the respective banks in advance.

As per the rules given by the RBI, the Customers are first suppose to approach the respective banks regarding the issue and if the customers are not satisfied with the services provided by the banks, the customers can approach the Banking Ombudsman only after one month and within one year from the date of the complaints.

The pending complaints may be due to the different reasons, most of the complaints would be dealt within one month and the remaining complaints will be dealt within three months. As per the analysis of the period of pending complaints, it is noticed that the complaints which are pending within one month are highest among all the complaints and as the days go by the pending complaints are decreased, by the end of the third month it is either nil or the complaints become very few.

OBJECTIVES OF THE STUDY:-

- To analyse the number of complaints pending at the end of each year.
- To study the percentage increase/decrease of pending complaints at the Banking Ombudsman Offices.

HYPOTHESIS FOR THE STUDY:

- **H1:** There is no significant difference between Numbers of cases pending in Banking Ombudsman scheme.
- **H2:** There is significant difference between Numbers of cases pending in Banking ombudsman scheme.

LITERATURE REVIEW:-

S. Gousia (Dec 2013): has studied about the banking ombudsman scheme as a part of customer protection in banking services in India and addresses that there has been absence of legislation in the field of consumer protection in banking services. His article aimed to study on mode wise complaints, disposal and rejection of complaints, he tells that in order to make banking ombudsman effective, it is now being made fully staffed and funded by the RBI. He finally concludes his article by saying that the banking ombudsman scheme has been achieving a greater heights and also suggests that many more can be achieved through better corporate governance in banking sector and by providing education to the customers and further tells that with the help of education the biggest stakeholders i.e., the customers interest of the banks can be safeguarded.

Priya Nair (Jan 2013): in her article tells that during 2011-12 most of the complaints were related with the failure to meet commitments or not following the banking code or fair practices code which was followed by the credit/debit card and deposit accounts. She further tells that the impending review of the scheme might seek to introduce the time frame for the scheme to resolve the customer's complaints. In her article she has noted that the Damodaran committee on customer service has asked to strengthen internal ombudsman scheme during further revision so that RBI can act as an appellate authority. She finally suggests that if the banks want to resolve the complaints without approaching the ombudsman, then they should do it proactively and not wait for customers to lodge a complaint. Thus the time frame would help the customers.

Vijay C Roy (Aug 2013): in his article depicts that the complaints relating to the ATM and debit card failed transactions tops the list and that the complaint has increased compared to the previous year. He also tells that majority of the complaints about 50% were approached directly to the ombudsman without lodging prior to banks, so, these were send back for resolution advising the customers to approach the bank and then if they don't get reply within a month or if they are not satisfied with the reply of bank, they could approach ombudsman again. He finally addresses about the complaints and says that SBI and its associate's tops the list followed by nationalised banks, new private sector banks and then foreign banks and also tells that

Punjab tops the list of complaints received followed by Himachal Pradesh and Chandigarh, which shows no change in the pattern of region.

Debashis Basu (Jan 2014): in his articles opined that the scope of banking ombudsman scheme is moving very slow and tells that for electronic fraud cases the banks should be responsible for unauthorised transactions even if their suspicion is on their own employees. She also addresses that till now the banks are showing strange rule that, though it is the custodian of money, it is not responsible for loss. He advises in his article that if there is a violation of BCSBI code then it would be a cause to complain to the ombudsman but tells that even the ombudsman has suffered from many limitation it even cannot decide on the complaints involving more than 10 lakhs. He finally concludes his article saying that the rejection of complaints by the banking ombudsman is on rising trend, this would be with two reasons. One is customers have not been informed about the narrow scope of ombudsman or it might also be that RBI is insensitive in expanding the nature of banking complaints.

Abhay Rao (Aug 2011): in his article points that most of the complainants approach the banking ombudsman first without informing the banks and this is considered as 'first resort' which is not entertained by the banking ombudsman office and also tells that the banks may also be blamed for it, since they display the contact details of both banks nodal office and banking ombudsman for customers benefits without mentioning whom to contact first and how. He finally tells that the decision given by the banking ombudsman is not law as it has no judicial. And if it is with cheque bounce issues the options would be a consumer court, civil court or even the criminal court, and the banking ombudsman cannot be approached if these forums have been already approached. He also says that if the amount is less than 10 lakhs only the banking ombudsman can be approached otherwise it cannot be approached.

Manish Chauhan (April 2011) in his article had studied about the banking ombudsman and felt that it would be beneficial for the customers if they are frustrated with the quality of services rendered by the banks. He also addresses that banking ombudsman today covers almost all kinds of complaints and it was last revised in Feb. 2009 to cover even the deficiencies arising out of internet banking. He says that the best part of it is if a common man faces mental agony then he/she can claim compensation up to 1 lakh and thus many readers had felt it to be useful for them to approach the banking ombudsman. He finally concludes his article stating that just because the banks are bigger in size, they cannot go beyond the guidelines and the customers have to be treated sociable.

ANALYSIS OF THE STUDY:-

The Banking Ombudsman Office receives complaints given by the customers, the complaints received by the Ombudsman have kept rising yearly, out of the complaints received most of the complaints were pending mainly because of the insufficient information given from the customers and delay in providing proper and detailed evidence either by the bankers or the customers, thus the analysis was done to see the how many complaints are still pending and to check is there an increasing or decreasing trend in the percentage of pending complaints.

TABLE 1

COMPLAINTS RECEIVED AND COMPLAINTS PENDING:

YEAR	RECEIVED	PENDING	PERCENTAGE PENDING
2006-07	38,638	7,105	18.39
2007-08	47,887	5,872	12.26
2008-09	69,117	9,433	13.64
2009-10	79,266	5,364	6.76

2010-11	71,274	4,617	6.48
2011-12	72,884	4,642	6.37
2012-13	70,541	5,479	7.77
2013-14	76,573	3,307	4.32
2014-15	85,131	3,778	4.44
2015-16	1,02,894	5,524	5.37
2016-17	1,30,987	11,192	8.54
2017-18	1,63,590	6,182	3.77

Source: Compiled from the annual reports of Banking Ombudsman Scheme from 2006-07 till 2017- 18.

From the above table it can be analysed that the number of complaints received have kept increasing, in the year 2006-2007 it was 38,638 it kept on rising as the year goes with a little fluctuations in the middle and had kept continuously increasing till the year 2014-2015 which is 85,131. When we see the complaints pending the percentage is highest in the beginning itself, it is 18.39 in the year 2006-07 and the pending complaints have kept decreasing except in the year 2008-09 and 2012-13. It is 4.44% in the year 2014-15. It has stood 5.37% in the year 2015-16 and 8.54% in the year 2016-17, the pending complaints have come down to 3.77% in the year 2017-18.

TABLE 2: DETAILS OF THE NUMBER OF CASES PENDING IN THE BANKING OMBUDSMAN OFFICES AT THE END OF THE YEAR

Year/Period of Pending	Upto 1 month	1-2 months	2-3 months	More than 3 months
2006-07	2262	1936	943	1964
2007-08	2712	1394	861	925
2008-09	5041	2751	956	685
2009-10	2788	1526	808	242
2010-11	2888	1397	297	35
2011-12	2701	1655	277	9
2012-13	3281	1675	492	31
2013-14	2432	838	36	1
2014-15	2375	1207	105	91
2015-16	3136	1675	481	232
2016-17	4517	3185	1363	2150
2017-18	2584	2140	871	587

Source: Compiled from the annual reports of Banking Ombudsman Scheme

From the above table it is found that the number of cases pending in the Banking Ombudsman Scheme at the offices of banking ombudsman scheme at the end of the year shows that upto 1 month there are maximum number of cases pending but gradually it is in decreasing trend, the complaints pending are solved maximum by the end of 3rd months, the pending complaints remaining for more than 3 months remains least in almost all the years except in the year 2006-07 and 2016-17.

Descriptive Statistics:-

PENDING

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Upto 1 month	11	3102.4545	889.86059	268.30306	2504.6381	3700.2710	2262.00	5041.00
1-2 month	11	1748.6364	673.25527	202.99410	1296.3373	2200.9354	838.00	3181.00
2-3 month	11	601.5455	414.72265	125.04358	322.9310	880.1599	36.00	1361.00
More than 3 month	11	577.6364	788.04204	237.60361	48.2225	1107.0502	1.00	2139.00
Total	44	1507.5682	1253.30253	188.94247	1126.5294	1888.6070	1.00	5041.00

From the Descriptive Statistics it is found that the average (i.e., mean) is highest in the first month, upto 1-2 month it has almost reduced to half, from 2-3 month and more than 3 months the pending complaints have kept decreasing. The deviation is greater for upto 1 month and it is least for 2-3 months. The STD error is also greater for the complaints pending upto 1 month and it is least for the complaints pending for 2-3 months.

ANOVA

PENDING

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	47161694.250	3	15720564.750	30.853	.000
Within Groups	20381296.545	40	509532.414		
Total	67542990.795	43			

The ANOVA test for Pending complaints received during the period of study found that calculated F statistics value of 30.853 is greater than the table value of 3.24 at 5 % level of significance. Results of our ANOVA analysis supports the alternative hypothesis that there is significant difference in Number of cases pending in banking ombudsman scheme.

TABLE 3: PERCENTAGE TO TOTAL COMPLAINTS PENDING IN THE BANKING OMBUDSMAN OFFICES AT THE END OF THE YEAR

Period of	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18

Pending												
Upto 1 month	32%	46%	54%	52%	63%	58%	60%	74%	63%	57%	40%	42%
1-2 month	27%	24%	29%	28%	30%	36%	31%	25%	32%	30%	29%	34%
2-3 month	13%	15%	10%	15%	6%	6%	8%	1%	3%	9%	12%	15%
More than 3 month	28%	15%	7%	5%	1%	0%	1%	0%	2%	4%	19%	9%

Source: Calculated from the previous table (Table-2)

From the above table it is found that the percentage of complaints pending upto one month is considerably higher than that of 1-2 months and above. Out of the total pending complaints upto 1 month the percentage is higher in the year 2013-14 which is 74%. The total complaints pending from 1-2 months is highest in the year 2011-12 which is 36%. And in the pending complaints which are ranging between 2-3 months has highest percent of 15% while more than 3 months pending complaints are very less the highest in 2006-07 i.e, 28% and the least being nil in the year 2001-12 and 2013-14.

FINDINGS OF THE STUDY:-

1. The study found that the pending complaints keep fluctuating from one year to another and the RBI is trying to reduce the pending complaints at the most possible.
2. The study found that the pending complaints are highest in the year 2016-17 and the lowest in the year 2013-14.
3. The study under the descriptive statistics found that the mean is highest for upto One months of pending complaints, it stands at 3102.4545 and it is lowest for 2-3 months being 601.5455.
4. This study also found that the deviation is highest for the pending complaints upto one months i.e, 889.86 and it stands lowest for 2-3 months.
5. From the Analysis of the variance of the study, the calculated F value is found to be 30.853 which is greater than the table value of 3.24 at 5% level of significance, thus the alternative hypothesis gets accepted.
6. From the study it was found that the percentage of total pending complaints stood maximum for upto 1 month and later it has started declining gradually.

CONCLUSION:-

The study was mainly done to analyse the pending complaints at the banking ombudsman scheme. It can be concluded from the study that the pending complaints are at the maximum for upto one months and later it has kept decreasing, the RBI has taken steps to solve the pending complaints by the sooner possible so that it does not exceed for more than 3 months. The averages and the deviations have also stood higher in the first months later it started declining. The ANOVA table supports the alternative hypothesis, thus it can be said that there is a significance difference in the number of complaints pending at the banking ombudsman offices. From the overall study it can be concluded that the RBI has taken measures to reduce the number of

complaints pending, and it is trying to solve the grievances as earlier as possible so as to help the customers maintain faith in the RBI redressal procedure.

REFERENCES:

Annual reports of the banking ombudsman scheme from 2006-07 till 2017-18.

Priya Nair (Jan 2013). Banking ombudsman Scheme may be widened, http://www.business-standard.com/article/pf/banking-ombudsman-scheme-may-be-widened-113011100030_1.html accessed on (22-4-2014)

Vijay C Roy (Aug 2013) ATM, debit card-related complaints top Chandigarh banking ombudsman's list, http://www.business-standard.com/article/pf/atm-debit-card-related-complaints-top-chandigarh-banking-ombudsman-s-list-113082900833_1.html accessed on (23-4-2014)

Debashis Basu (Jan 2014): RBI - Too slow to help consumers, http://www.business-standard.com/article/opinion/debashis-basu-rbi-too-slow-to-help-consumers-114010500773_1.html accessed on (23-4-2014)

Abhay Rao (Aug 2011): How to use bank ombudsman, http://www.business-standard.com/article/pf/how-to-use-bank-ombudsman-111081100036_1.html accessed on (23-4-2014)

Manish Chauhan, What is Banking Ombudsman? <http://www.jagoinvestor.com/2011/04/banking-ombudsman.html> accessed on 13-05-2014

S. Gousia (Dec 2013), Banking Ombudsman- Protection to consumers, SIT Journal of Management, vol-3,pg 110-120

http://shodhganga.inflibnet.ac.in/bitstream/10603/11314/5/05_chapter1.pdf accessed on 23-6-2014

<http://www.rbi.org.in/scripts/FAQView.aspx?Id=24> accessed on 23-6-2014