

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

STARRED QUESTION NO:342

ANSWERED ON:26.08.2011

OMBUDSMAN

Meghwal Shri Arjun Ram ;Sinh Dr. Sanjay

**Will the Minister of FINANCE be pleased to state:**

- (a) whether the Government has appointed ombudsman for the financial sector, including banking, insurance and income tax sectors;
- (b) if so, the details thereof alongwith the responsibilities and functions of the said ombudsman;
- (c) the number of complaints received and settled by the ombudsman of each of the said sectors during the last three years and the current financial year, bank-wise and sector-wise; and
- (d) the steps taken/being taken to dispose of all the complaints expeditiously?

**Answer**

FINANCE MINISTER (SHRI PRANAB MUKHERJEE)

(a) to (d) : A Statement is laid on the Table of the House.