



# DON BOSCO ARTS AND SCIENCE COLLEGE

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## **Webinar Report - Awareness on Banking Ombudsman Scheme by RBI, Thiruvananthapuram**

The Department of Commerce organized a webinar on 02-02-2021, for students in the department on the topic “**Awareness on Banking Ombudsman Scheme**”. The session was handled by Mr. Sreenath L., Assistant Manager, Office of the Banking Ombudsman, Thiruvanthapuram. The webinar started at 11:00 AM with a welcome speech by Ms. Aiswarya Jithesh from II<sup>nd</sup> Year B.Com Finance and ended at 01:00 PM with a vote of thanks by Ms. Sandra Maria Mathew from II<sup>nd</sup> Year B.Com Co-operation.

The resource person started the webinar with a brief introduction about himself and the banking sector. He pointed out different services available in the banks and common issues that a person would face associated with them.

Topics Covered;

- 1) About Banking Ombudsman.
- 2) List of complaints one can lodge with the Banking Ombudsman.
- 3) Situations in which the complaint can be rejected by the Banking Ombudsman.
- 4) The procedure for filing a complaint with Banking Ombudsman.

He explained all these points precisely with examples and PPT to make everyone understand. He also shared the importance of keeping banking details in secure to prevent fraudulent activities. During the last 10 minutes Q&A session, he clarified the doubts of students as well as teachers. He assured that any doubts in the future would be cleared if contacted the Banking Ombudsman office during working hours.

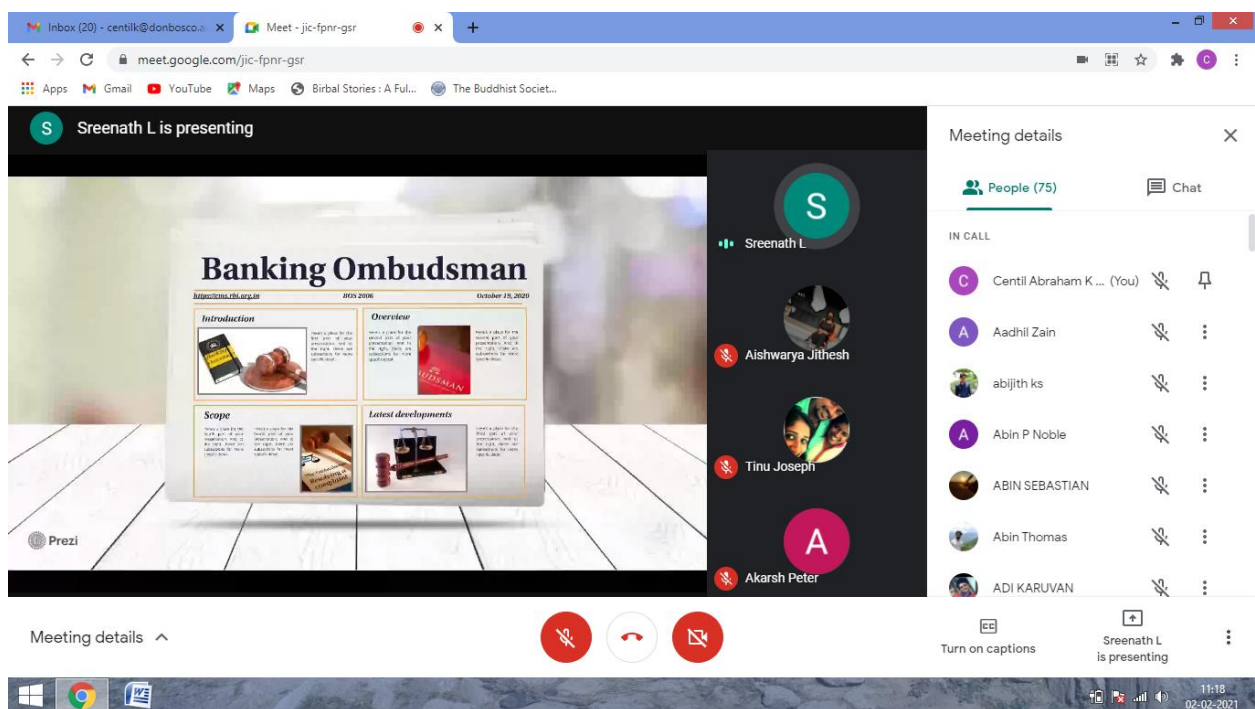
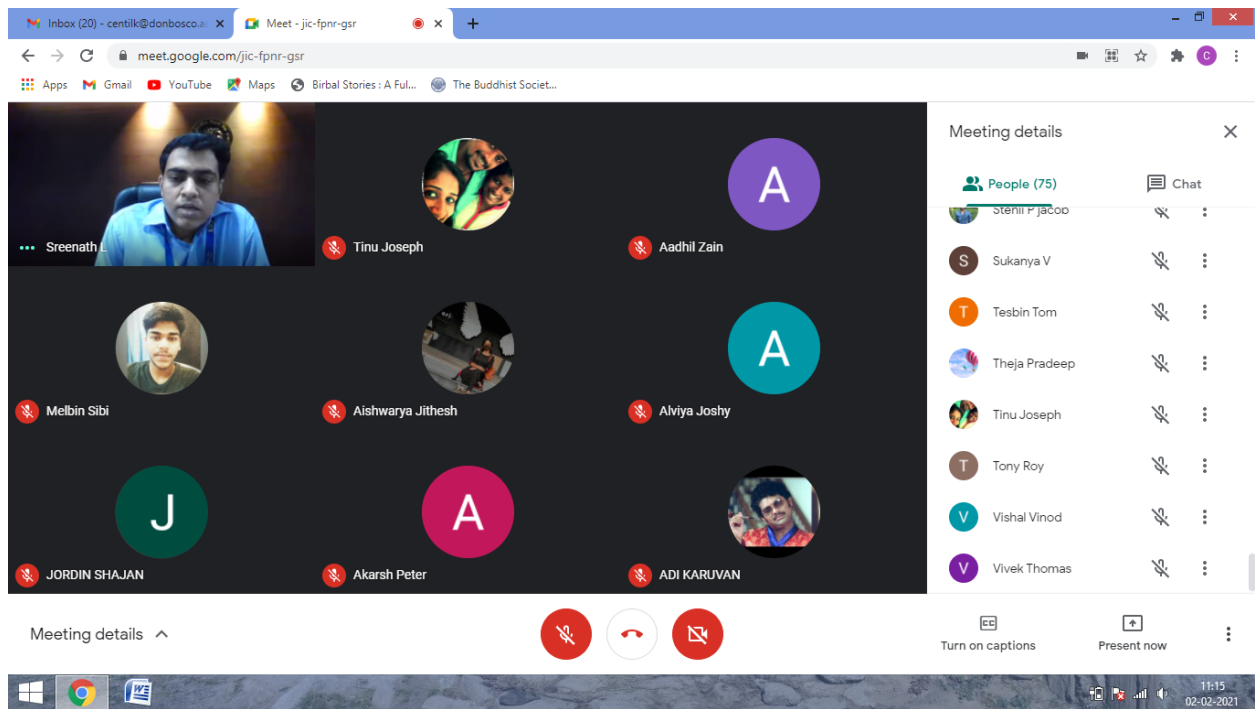
### **Details of Webinar**

Date: 02-02-2021

Time: 11:00 AM

Platform: Google Meet

No. of Participants: 75



Prepared By:

Centil Abraham K.

In-charge B.Com Computer Applications

Principal

