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Banking Ombudsman Scheme, 2002

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Banking Ombudsman Scheme, 2002

The Scheme is introduced with the object of: (1) enabling resolution of complaints relating to provision of banking services and to facilitate the satisfaction or settlement of such complaints; and (2) resolving dispute between a bank and its constituent as well as between one bank and another bank through the process of conciliation, mediation and arbitration.

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JURISDICTION, POWERS AND DUTIES OF BANKING OMBUDSMAN

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