

Virtual Conference of Ombudsmen: Emerging Challenges and Expectations



Background:

Financial services landscape is in a constant state of flux, with new trends emerging every day. Another important transition underway is the changing consumer preferences and a faster pace of adoption of digital technologies in financial services. The future generation of customers are likely to consume financial service in the same way that they consume other products and service, and banks may have to be prepared to make that transition. However, this pace of digital penetration has outstripped development of awareness, which is the biggest challenge in front of the REs /even the regulator of how to ensure good customer service/protect the customers from frauds. The Ombudsman scheme for the regulated entities is aimed to redress various issues pertaining to deficiency in service.

Objective:

The integration of three Ombudsman schemes of RBI and the Ombudsman Scheme for Digital Transactions, 2019, has been generally effective in dealing with customer complaints and resolving customer grievance. This one-day conference will enhance the understanding of the emerging challenges in redressal of customer grievance and the regulator's expectations and discuss the common issues faced by them.

Conference Highlights:

The Conference will deal with the following:

- Issues in Customer Services & Protection and Grievance Redressal – Regulatory Expectations
- Institutional Framework for Grievance Redressal – Trends & Initiatives
- Root Cause Analysis of Maintainable Complaints
- Role of Technology Tools for Enhanced Customer Services and Protection – Emerging Trends
- Quasi-Judicial Role of Ombudsmen

Date: April 29, 2025

Time: 09:45 AM to 05:45 PM

Platform: CISCO WebEx

Type: Virtual Conference

Fees: Rs. 20,000/- + 18 % GST

For Nomination Form please visit our site www.cafral.org.in

Last date for filing nomination
April 25, 2025

For more conference details, contact:

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Participant Profile

Ombudsman of RBI, Banks, NBFCs
and Payment System Operators

Conference Conditions

- Conference fee is payable before the conference.
- Banks may depute another officer if the nominated officer cannot attend the conference.
- Nomination may be cancelled up to five days before the conference.

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