

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES**

LOK SABHA

UNSTARRED QUESTION NO. 2855

TO BE ANSWERED ON THE 28th December, 2018 / PAUSHA 7, 1940 (SAKA)

Ombudsman for Digital Transactions

2855. ADV. JOICE GEORGE

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

- (a) whether the Government is planning to introduce Ombudsman Scheme for Digital Transactions to provide cost-free mechanism to redress grievances of customers related to digital transactions and if so, the details thereof;
- (b) whether it will cover services provided by entities falling under regulatory jurisdiction of the Reserve Bank of India and if so, the details thereof; and
- (c) whether the scheme is being implemented taking into consideration rise in digital mode for financial transactions which is gaining traction in the country and if so, the details thereof ?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI SHIV PRATAP SHUKLA)**

(a) to (c): As per Reserve Bank of India (RBI), the digital mode for financial transactions is gaining momentum. Accordingly, in the Monetary Policy Statement of December 2018 Reserve Bank of India has announced that it has been decided to implement an 'Ombudsman Scheme for Digital Transactions' covering services provided by all entities falling under Reserve Bank's regulatory jurisdiction.

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Question	Answer
2855. ADV. JOICE GEORGE	THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SHIV PRATAP SHUKLA)
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(b) whether it will cover services provided by entities falling under regulatory jurisdiction of the Reserve Bank of India and if so, the details thereof; and	
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