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SALIENT FEATURES - THE RESERVE BANK – INTEGRATED OMBUDSMAN SCHEME, 2026

The Reserve Bank – Integrated Ombudsman Scheme, 2021 stands repealed with effect from July 1, 2026 and is replaced by the Reserve Bank – Integrated Ombudsman Scheme (RB-IOS), 2026. The new Scheme aims to provide a cost-effective, expeditious, non-adversarial alternate grievance redress mechanism for resolution of complaints against Regulated Entities covered under the Scheme. This Scheme is effective from July 1, 2026.

1. Salient features

Below are the salient features of the Integrated Ombudsman Scheme, 2026:

a. It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.

b. The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of "not covered under the grounds listed in the scheme".

c. The Scheme has done away with the jurisdiction of each ombudsman office.

d. A Centralized Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints.

e. The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer of a rank not less than a General Manager or equivalent.

2. Grounds of Complaint

a. Any act/omission of Regulated Entity (RE) resulting in deficiency in service may file complaint personally or through an authorized representative.
"Authorized Representative" means a person, other than an advocate, duly appointed and authorized in writing to represent the complainant in the proceedings before the Ombudsman.

3. Ground for non-maintainability of a complaint

a. Commercial judgment/commercial decision of a RE;

b. A dispute between a vendor and a Regulated Entity;

c. Grievance not addressed to the Ombudsman directly;

d. Grievances against Management or Executives of a Regulated Entity;

e. A grievance arising from an action of a Regulated Entity in compliance with the orders of a judicial/quasi-judicial or statutory or law enforcing authority;

f. Service not within the regulatory purview of RBI;

g. Dispute between RE's; and

h. Dispute involving the employee-employer relationship of a Regulated Entity; and

i. A grievance for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005; and

j. A grievance pertaining to customers of Regulated Entity not included under the Scheme.

4. Process for filing the complaint

a. If a customer does not receive a response from the Regulated Entity within the timeline prescribed by RBI/NPCI/Card Network guidelines (where applicable) or within 30 days of receipt of complaint by the Regulated Entity, whichever is later, or is not satisfied with the reply/resolution received, the customer may file a complaint with the Ombudsman's office within 90 days from the date on which the aforesaid timeline expires or the date of last communication from the Regulated Entity, whichever is later.

b. The complainant aggrieved by an Award passed by the Ombudsman Office may prefer an Appeal before the Appellate Authority within 30 days of the date of receipt of the Award.

5. Modes of filing complaint

a. Complaints can continue to be filed online on https://cms.rbi.org.in

b. Complaints can also be filed through the dedicated email- crpc@rbi.org.in or sent in physical mode to the 'Centralized Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the prescribed format.

c. Information on the Scheme and complaint lodging can also be obtained through the Contact Centre with Toll Free Number 14448 (IVRS available 24x7; Contact Centre personnel available Monday to Saturday except National Holidays, 8:00 AM to 10:00 PM) in Hindi, English and ten regional languages.

6. Resolution of Complaints

a. Proceedings before Ombudsman are summary in nature.

b. Settlement through facilitation or conciliation.

c. If not reached settlement through above, then Ombudsman may issue Award/Order.

7. Details of Principal Nodal Officer

The Company has appointed following officer as Principal Nodal Officer for representation before and furnishing information to RBI Ombudsman in respect of complaints filed against the Company. A copy of the Scheme is available with him. For any information in this regard, he may be contacted at:

Mr. Shunmugam Sundararaj
Assistant Vice President – Legal, Risk & Compliance

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8. Others

a. This is an Alternate Dispute Resolution mechanism.

b. Complainant is at liberty to approach Court, Tribunal or Arbitrator or any other forum or authority.