

## Reserve Bank - Integrated Ombudsman Scheme



### Single window for resolution of complaints against RBI regulated entities



Complaints not resolved within 30 days or not resolved satisfactorily by banks/NBFCs/system participants regulated by RBI, can be lodged with the Ombudsman



All complaints regarding deficiency in services covered, except those in the exclusion list



Lodge complaints online at <https://cms.rbi.org.in> or by post to Centralised Receipt and Processing Centre, Reserve Bank of India, Chandigarh - 160017



Track the status of your complaint on Complaint Management System (<https://cms.rbi.org.in>)



For more information call 14448 from 8 AM to 10 PM (Weekdays except National Holidays). To lodge a complaint, visit <https://cms.rbi.org.in>



**RBI Kehta Hai...  
Jaankaar Baniye,  
Satark Rahiye!**



For more details, visit <https://rbikehtahai.rbi.org.in/>  
For feedback, write to [rbikehtahai@rbi.org.in](mailto:rbikehtahai@rbi.org.in)



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