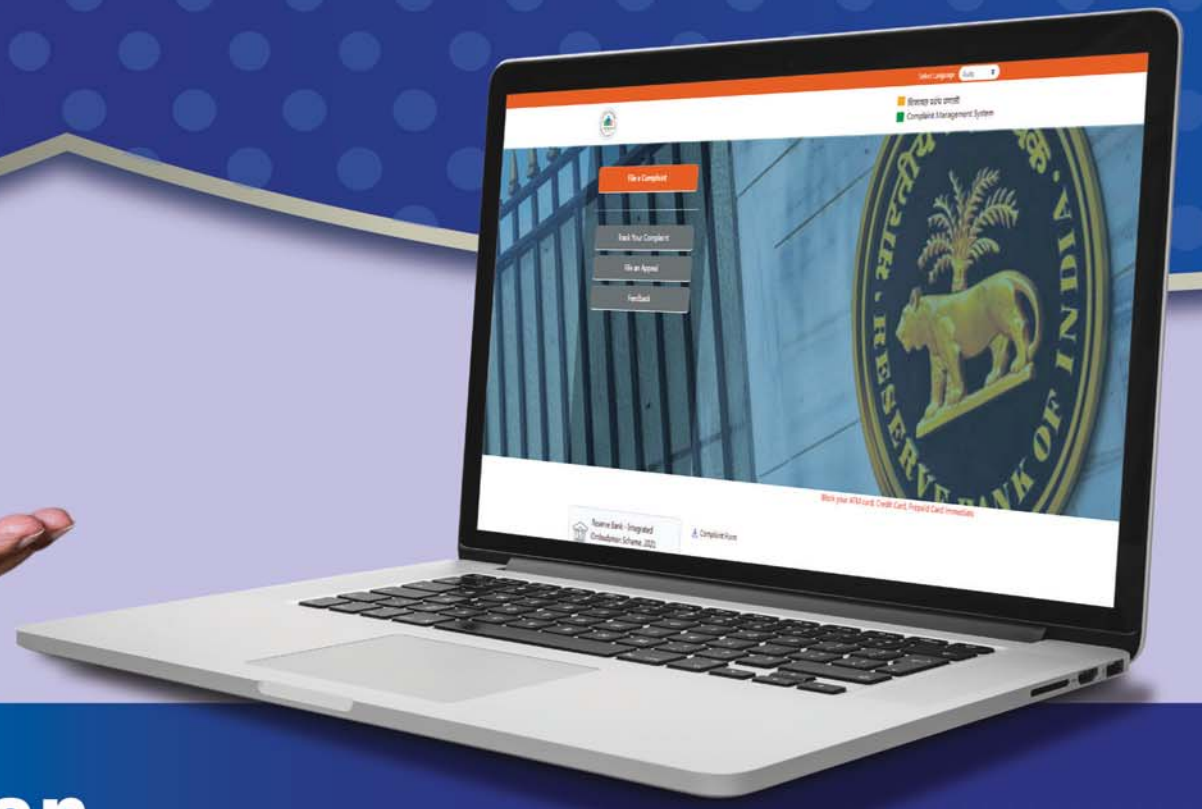




Reserve Bank - Integrated Ombudsman Scheme



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



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



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



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

For more information call **14448**, on weekdays except National Holidays:

- 8:00 AM to 10:00 PM for English and Hindi
- 9:30 AM to 5:15 PM for 10 Regional Languages (Assamese, Bengali, Gujarati, Kannada, Marathi, Malayalam, Odia, Punjabi, Telugu and Tamil)

To lodge a complaint, visit <https://cms.rbi.org.in>



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



Issued in public interest by

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RESERVE BANK OF INDIA
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For feedback, write to rbikehtahai@rbi.org.in