



Reserve Bank - Integrated Ombudsman Scheme



Visit

<https://cms.rbi.org.in>

to lodge a complaint

Single window for resolution of complaints against RBI regulated entities



Complaints not resolved within 30 days or not resolved satisfactorily by Banks/ NBFCs/Credit Information Companies/ Payment System Participants regulated by RBI, can be lodged with the RBI 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>)



Call **14448** for more information.

Timings: 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, Malayalam, Marathi, Odia, Punjabi, Tamil and Telugu)



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



Issued in public interest by
भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in



For more details, visit <https://rbikehtahai.rbi.org.in/>
For feedback, write to rbikehtahai@rbi.org.in