








Reserve Bank - Integrated Ombudsman Scheme, 2021




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Visit <https://cms.rbi.org.in> to lodge a complaint

Single window for resolution of complaints against RBI regulated entities

 <p>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</p>	 <p>Lodge complaints online at https://cms.rbi.org.in or by post to Centralised Receipt and Processing Centre, Reserve Bank of India, Chandigarh - 160017</p>
 <p>All complaints regarding deficiency in services covered, except those in the exclusion list</p>	 <p>Track the status of your complaint on Complaint Management System (https://cms.rbi.org.in)</p>

 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)



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

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