

Banking Ombudsman

All bank have a process for redressal their customers' complaints.

The following process in place:



If you are not satisfied with the resolution at any of these levels, you may contact the Banking Ombudsman as per the guidelines from RBI.

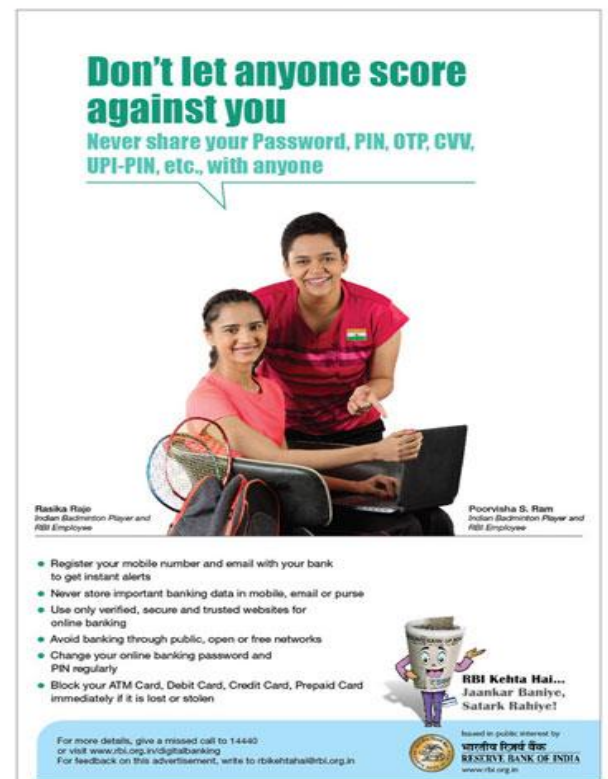
The Banking Ombudsman is an official appointed by the Reserve Bank of India to resolve the complaints of customers who are unhappy with the resolution given by your bank.

Your communication to the Banking Ombudsman should be within one year of the event you are complaining about.

How to Apply for Banking Ombudsman, [Click here](#)

OR

Please visit www.rbi.org.in for more information.



Don't let anyone score against you
Never share your Password, PIN, OTP, CVV, UPI-PIN, etc., with anyone

Rasika Raju
Indian Badminton Player and
RBI Employee

Poorvisha S. Ram
Indian Badminton Player and
RBI Employee

- Register your mobile number and email with your bank to get instant alerts
- Never store important banking data in mobile, email or purse
- Use only verified, secure and trusted websites for online banking
- Avoid banking through public, open or free networks
- Change your online banking password and PIN regularly
- Block your ATM Card, Debit Card, Credit Card, Prepaid Card immediately if it is lost or stolen

**RBI Kehta Hai...
Jaankar Banaye,
Sakark Bahiyee!**

For more details, give a missed call to 1-44-40
or visit www.rbi.org.in/digitalbanking
For feedback on this advertisement, write to rbi.kehtahai@rbi.org.in

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

There cannot be a better custodian of customer rights than a well-informed customer! Customer protection through customer education is, therefore, one of the important functions of the Reserve Bank of India.

'RBI Kehta Hai' is an initiative of the Reserve Bank of India to educate the public about its regulations which are aimed at enhancing the quality of customer service in banks. Be a well-informed bank customer to make a better choice, isiliye...

“RBI Kehta Hai...Jaankar Baniye, Satark Rahiye!”

Visit RBI Site: <https://rbikehtahai.rbi.org.in/>

In case you need further clarifications, please write to RBI at rbikehtahai@rbi.org.in



For resolution of your complaints against RBI Regulated Entities (RE)* follow these steps

- 1** Lodge your complaint first with the RE
- 2** Get acknowledgement/reference number
- 3** If no resolution is received from the RE in 30 days or you are not satisfied with it, you may file your complaint with the RBI Ombudsman on RBI's CMS portal (cms.rbi.org.in) or by post to CRPC**

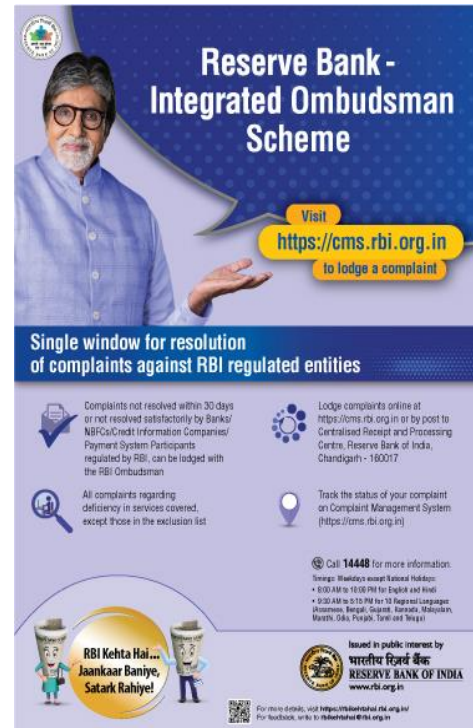
RBI Kehta Hai... Jaankar Baniye, Satark Rahiye!

Filing complaints directly with the RBI Ombudsman may lead to rejection.

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

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*Banks, Non-Banking Finance Companies, Payment System Participants, Prepaid Instruments, Credit Information Companies **CRPC: Reserve Bank of India, Sector 19, Chandigarh-160017.



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
- 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>)

Call **14448** for more information.

Branches: Headoffice and all Branches

- 9:00 AM to 10:00 PM for English and Hindi
- 9:00 AM to 6:15 PM for 10 Regional Languages: Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Oriya, Punjabi, Tamil and Telugu

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