

## Ombudsman Scheme 2021 – Salient Features

Dear Customer,

The Reserve Bank - Integrated Ombudsman Scheme, 2021 was launched on Nov 12, 2021 and this scheme integrates the existing three Ombudsman schemes of RBI namely, (1) Banking Ombudsman Scheme, 2006 (2) Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (3) Ombudsman Scheme for Digital Transactions, 2019.

Some of the salient features of the Scheme are:

1. The Scheme adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral.
2. It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.
3. The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of "not covered under the grounds listed in the scheme".
4. The Scheme has done away with the jurisdiction of each ombudsman office.
5. A Centralized Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.
6. The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer in the rank of a General Manager in a Public Sector Bank or equivalent.
7. The Regulated Entity will not have the right to appeal in cases where an Award is issued by the ombudsman against it for not furnishing satisfactory and timely information/documents.
8. It will provide cost-free redress of customer complaints involving deficiency in services rendered by entities regulated by RBI, if not resolved to the satisfaction of the customers or not replied within a period of 30 days by the regulated entity. In such case, you may write to the **RBI Ombudsman** through any of the touch-points mentioned below.
  - Online Complaint Management System at <https://cms.rbi.org.in>
  - Email to Centralized Receipt and Processing Centre (CRPC) at [crpc@rbi.org.in](mailto:crpc@rbi.org.in)
  - Post to Centralized Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017

A copy of the RBI Integrated Ombudsman Scheme, 2021 is available on the RBI website [www.rbi.org.in](http://www.rbi.org.in), Complaint Management System <https://cms.rbi.org.in>, our website [www.varthana.com](http://www.varthana.com) & with our Branch Manager for your reference.

In case you wish to register a new complaint for any product, process or service related to us, please refer to the Grievance Redressal Process note available on our website [www.varthana.com](http://www.varthana.com) and with our Branch Manager.

You can also scan the QR Code below to refer to **RBI Integrated Ombudsman Scheme, 2021** and **Grievance Redressal Process**



**RBI INTEGRATED OMBUDSMAN SCHEME, 2021**

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CIN: U65923KA1984PTC096528



**GRIEVANCE REDRESSAL PROCESS NOTE**

