



VARTHANA FINANCE PRIVATE LIMITED

Ombudsman Scheme 2026 – Salient Features

Dear Customer,

The Reserve Bank – Integrated Ombudsman Scheme, 2026 came into force on July 1, 2026, replacing the Reserve Bank – Integrated Ombudsman Scheme, 2021. It continues to provide a single, integrated, cost-effective and expeditious grievance redress mechanism for customers of entities regulated by RBI, including banks, Non-Banking Financial Companies (NBFCs), Non-bank Prepaid Payment Instrument Issuers, and Credit Information Companies.

Some of the salient features of the Scheme are:

1. The Scheme continues to follow the 'One Nation One Ombudsman' approach, making the RBI Ombudsman mechanism jurisdiction neutral for the customer.
2. It is not necessary for a complainant to identify a specific ground or category while filing a complaint with the Ombudsman.
3. The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions (such as commercial judgment of the Regulated Entity, vendor disputes, employer-employee matters, and matters already covered under Section 18 of the Credit Information Companies Regulation Act, 2005). Complaints are not rejected merely for not being listed as a ground under the Scheme.
4. Complaints continue to be centrally received and processed at the Centralised Receipt and Processing Centre (CRPC), RBI, Chandigarh, for physical and email complaints in any language, with no separate jurisdictional offices for the customer to identify.
5. The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers rests with the Principal Nodal Officer, in the rank of a General Manager or equivalent.
6. The Regulated Entity does not have the right to appeal where an Award is issued by the Ombudsman against it for failing to furnish satisfactory and timely information/documents.
7. There is no cap on the amount of the underlying dispute considered under the Scheme. The Ombudsman may award compensation of up to **₹30 lakh** for consequential loss, and up to **₹3 lakh** for loss of time, expenses, harassment or mental anguish suffered by the complainant.
8. The Scheme provides cost-free redress of customer complaints involving deficiency in service by entities regulated by RBI, if the complaint is not resolved to the customer's satisfaction, or not replied to within 30 days (or the timeline prescribed under applicable RBI/NPCI/Card Network guidelines, whichever is later), by the regulated entity. In such a case, you may write to the **RBI Ombudsman** through any of the touch-points mentioned below, within 90 days of the timeline expiring or the date of our last communication, whichever is later.
 - Online Complaint Management System at <https://cms.rbi.org.in>
 - Email to Centralised Receipt and Processing Centre (CRPC) at crpc@rbi.org.in
 - Post address to Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Central Vista, Chandigarh – 160017.

Additionally, The Contact Center with Interactive Voice Response System (IVRS) with Toll Free #14448 is available 24x7 for Complainants to know about the Scheme and the process of complaint lodging. The facility to connect to Contact Center personnel is available from Monday to Saturday except for National Holidays, between 8:00AM to 10:00PM for English, Hindi and ten regional languages.

Registered Office:

Varasiddhi, 3rd Floor, 5 BC-110 Service Road, 3rd Block, HRBR Layout, Bangalore - 560 043

 School Loan: 080-68455700 | Student Loan: 080-68455777  care@varthana.com

 www.varthana.com | CIN: U65923KA1984PTC096528





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A copy of the RBI Integrated Ombudsman Scheme, 2026 is available on the RBI website www.rbi.org.in, Complaint Management System <https://cms.rbi.org.in>, our website 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 and with our Branch Manager.

You can also scan the QR Code below to refer to complete **RBI Integrated Ombudsman Scheme, 2026** and Grievance Redressal Process



RBI INTEGRATED OMBUDSMAN SCHEME, 2026



GRIEVANCE REDRESSAL PROCESS NOTE

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