

Details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>)

Salient features of the Reserve Bank - Integrated Ombudsman Scheme, 2021.

RBI has issued a circular dated November 12th, 2021(Ref. CEPD. PRD. No.S873/13.01.001/2021-22)) on **Reserve Bank - Integrated Ombudsman Scheme, 2021**. Please find below brief summary and key points of the scheme..

Background:

The Reserve Bank of India, being satisfied that it is in public interest to do so, and to make the alternate dispute redress mechanism simpler and more responsive to the customers of entities regulated by it, hereby integrates the three Ombudsman schemes – (i) [the Banking Ombudsman Scheme, 2006](#), as amended up to July 01, 2017; (ii) [the Ombudsman Scheme for Non-Banking Financial Companies, 2018](#); and (iii) [the Ombudsman Scheme for Digital Transactions, 2019](#) into the Reserve Bank - Integrated Ombudsman Scheme, 2021 (the Scheme).

1) The Scheme covers the following regulated entities:

- i. all Commercial Banks, Regional Rural Banks, Scheduled Primary (Urban) Co-operative Banks and Non-Scheduled Primary (Urban) Co-operative Banks with deposits size of Rupees 50 crore and above as on the date of the audited balance sheet of the previous financial year;
- ii. all Non-Banking Financial Companies (excluding Housing Finance Companies) which (a) are authorised to accept deposits; or (b) have customer interface, with an assets size of Rupees 100 crore and above as on the date of the audited balance sheet of the previous financial year;
- iii. all System Participants as defined under the Scheme.
 - 2) The regulated entities shall comply with the Scheme from the date of its implementation.
 - 3) The format for filing a complaint under the Scheme is annexed.
 - 4) The Scheme shall come into force from November 12, 2021.

Key Features:

Grounds of Complaint

Any customer aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative as defined under clause 3(1)(c).

Procedure for Filing a Complaint by Consumer

- (1) The complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>).
- (2) The complaint may also be submitted through electronic or physical mode to the Centralised Receipt and Processing Centre as notified by the Reserve Bank. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorised representative. The complaint shall be submitted in electronic or physical mode in such format and containing such information as may be specified by Reserve Bank.

How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation >> If not reached, can issue Award/Order.

Can a customer appeal, if not satisfied with decision of Ombudsman?

Yes, If Ombudsman's decision is appealable >>Appellate Authority: Executive Director in-Charge of the Department of the Reserve Bank administering the Scheme for RBI.

Note: • This is an Alternate Dispute Resolution mechanism • Customer is at liberty to approach any other court/forum/authority for the redressal at any stage.

Refer to www.rbi.org.in for further details of the Scheme