

SALIENT FEATURES OF THE INTEGRATED OMBUDSMAN SCHEME, 2026

1. Short Title and Commencement

The Scheme shall be called the Reserve Bank – Integrated Ombudsman Scheme (RB-IOS), 2026.

It shall come into force with effect from July 1, 2026.

2. Applicability to Non-Banking Financial Companies

The Scheme shall apply to the services provided by Non-Banking Financial Companies, excluding Housing Finance Companies, Core Investment Company (CIC), Infrastructure Debt Fund-Non-Banking Financial Company (IDF-NBFC), Non-Banking Financial Company-Infrastructure Finance Company (NBFC-IFC), Non-Operative Financial Holding Company (NOFHC), Primary Dealers (PDs) and Mortgage Guarantee Companies (MGC), which:

- are authorised to accept deposits; or
- have customer interface, with an assets size of ₹100 crore and above as on the date of the audited balance sheet of the previous financial year.

3. 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, other than an advocate.

4. Grounds for maintainability of a Complaint

A complaint under the RBI Ombudsman Scheme is maintainable only if all these conditions are met:

- Direct Address: Must be sent directly to the RBI Ombudsman (not just copied via email or physical form).
- Lodging Method: Filed by the complainant personally or via an authorized representative (not an advocate, unless the advocate is the aggrieved party).
- Complete Information: Includes all details as per clause 11 of the Scheme.
- Nature of Complaint: Not abusive, frivolous, or vexatious.
- Prior Complaint to Regulated Entity (RE): Complainant must first complain in writing (or other mode) to the RE, with proof available.
- Unsatisfactory RE Response: No reply within 30 days (or time specified by RBI/NPCI/Card Networks, whichever higher) from RE receipt, or complainant dissatisfied with the RE's reply/resolution.
- Timely Filing: Lodged within 90 days from the end of the timeline in (f) or date of RE's last communication, whichever later.

- Not Duplicate with Ombudsman: Not the same grievance already pending or previously settled/dealt with by the RBI Ombudsman (regardless of complainant).
- Not in Judicial Forums: Not the same grievance pending or settled by any court, tribunal, arbitrator, or judicial/quasi-judicial body (regardless of complainant).
- Within Limitation Period: Original complaint to RE made before expiry of Limitation Act, 1963, period.
- Key Note: "same grievance" excludes criminal proceedings or police investigations.

5. Exclusions

The complaints involving the following matters are excluded from the purview of the Scheme:

- matters related to commercial judgment or decision of a Regulated Entity;
- grievances against Management or Executives of a Regulated Entity;
- a dispute involving the employee-employer relationship;
- a grievance arising from an action of a Regulated Entity in compliance with orders of a judicial, quasi-judicial or statutory authority;
- matters pending before or already decided by a Court, Tribunal, Arbitrator or any other judicial or quasi-judicial forum.
- a service not within the regulatory purview of the Reserve Bank;
- a grievance for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005.
- a grievance pertaining to customers of Regulated Entity not included under the Scheme.

6. Filing of Complaint

A complaint may be lodged:

- online through the portal <https://cms.rbi.org.in>; or
- through e-mail at crpc@rbi.org.in; or
- in physical form to the Centralised Receipt and Processing Centre, Reserve Bank of India, Sector-17, Central Vista, Chandigarh – 160017.

7. Resolution of Complaints

The RBI Ombudsman or RBI Deputy Ombudsman shall:

- consider complaints relating to deficiency in service;
- endeavour to facilitate a settlement by agreement between the Complainant and the Regulated Entity; or
- pass an Award in accordance with the provisions of the Scheme.

8. Compensation

There is no limit on the amount in dispute.

The RBI Ombudsman may provide:

- compensation up to ₹30 lakh for consequential loss; and
- compensation up to ₹3 lakh for loss of time, expenses incurred, harassment or mental anguish suffered by the Complainant.

9. Appeal

The Complainant or the Regulated Entity may prefer an appeal before the Appellate Authority within the time limits and subject to the conditions specified in Clause 17 of the Scheme.

10. Obligation of the Regulated Entity

The Regulated Entity shall:

- appoint a Principal Nodal Officer;
- display the salient features of the Scheme, the contact details of the Principal Nodal Officer, and the link to the RBI Ombudsman complaint lodging portal on its website;
- ensure that a copy of the Scheme is available to customers upon request.