

SHOs would form part of this category.



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Nodal Officer

Principal Nodal Officer

For statutory notices, please write to: statnotices@transunion.com

INTEGRATED OMBUDSMAN SCHEME, 2021

Reserve Bank of India has launched The Reserve Bank - Integrated Ombudsman Scheme, 2021 (the Scheme) on November 12, 2021. The Scheme integrates the existing three Ombudsman schemes of RBI namely, (i) the Banking Ombudsman Scheme, 2006; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019. The Scheme provides 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.

TransUnion CIBIL as a Credit Information Company is included under the Reserve Bank - Integrated Ombudsman Scheme (RB-IOS) 2021 with effect from September 1, 2022.

Integrated Ombudsman Contact Details:

1. Complaints can be filed online on <https://cms.rbi.org.in>
2. Physical letter can be sent to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017.

[Click here](#) to read Integrated Banking Ombudsman Scheme, 2021.

[Click here](#) for list of Banking Ombudsman Offices.

All fields marked with (*) are mandatory

Please note the following

If you are following up on your previous query/ request, kindly specify the following details.
To raise a new query/ request, kindly click on ‘New Application’

Enter your Dispute ID or Service Request Number*

ID received at the time of your query/request

Enter a valid Mobile number or Email ID*

Eg: 9999999999 or johndoe@gmail.com

Submit Details

New Application

All fields marked with (*) are mandatory

Please note the following

If you are following up on your previous query/ request, kindly specify the following details.
To raise a new query/ request, kindly click on ‘New Application’

Enter your Dispute ID or Service Request Number*

2341ID



Enter a valid Mobile number or Email ID*

johndoe@gmail.com



Submit Details

New Application

Verification failed. Information provided is incorrect.

All fields marked with (*) are mandatory

Please note the following

If you are following up on your previous query/ request, kindly specify the following details.
To raise a new query/ request, kindly click on 'New Application'

Enter your Dispute ID or Service Request Number*

2341ID



Enter a valid Mobile number or Email ID*

johndoe@gmail.com



Submit Details

New Application

All fields marked with (*) are mandatory

Email ID* johndoe@gmail.com

Dispute ID/ Service Request Number* 2341ID

Describe your query*

Remaining Characters: 3000

UPLOAD DOCUMENT

Choose File No file chosen

When uploading documents, please note the following:

1. Ensure the documents are not password-protected.
2. Upload latest address proof wherein address and transactions are ot older than 3 months from current date.
3. Upload documents with extension as PNG, JPG, JEG, PDF etc.
4. Max. file size is 5MB per upload.
5. Max. 5 Attachments are permitted at a time.

UPDATE YOUR ACCOUNT INFORMATION

Why is this important?

- In adherence to RBI guidelines, the resolution of your dispute or complaint is required to be completed within 30 days from date of receipt of the dispute either by the banks/financial institution and / or by TU CIBIL.
- Failure of either the bank/financial Institutions and / or TU CIBIL entitles you to receive a compensation of ₹100/- for each day of delay from the bank/financial Institutions and/ or TU CIBIL (as applicable), shall be credited to the provided account details. This compensation framework becomes effective from April 26, 2024.
- Disputes initiated prior to April 26, 2024 and subsequently closed will not fall under the provisions of these guidelines, and therefore, compensation will not be applicable.
- As prescribed by RBI, you are mandatorily required to input your correct bank account information to register your compliant and raise a dispute or complaint. This will be shared with respective banks/financial institutions for compensation purposes at their end, if any.
- As per RBI guidelines, the onus of providing accurate details will lie with the complainant and the banks/financial institution and or TU CIBIL will not be held responsible for any incorrect information provided by the complainant. To request any change in the provided account information you may write to [customer support](#).
- Kindly note that compensation is applicable solely to domestic or local accounts and is not valid for NRI accounts.

ID Type*	Select an ID type	ID Number*	Enter ID number of the provided ID
Account Holder Name*	Enter name as per official records		
IFSC Code*	Enter your bank branch's unique IFSC	Bank Name*	Enter your bank's name
Bank Account Type*	Select your account type		
Account Number*	Enter your bank account number	Confirm Account Number*	Re-enter your bank account number
Bank Address*	Enter the complete address of your bank branch where your account is registered		

☒ I undertake that the bank account details provided by me, belong to me and are correct and accurate and the said account is a resident account in in India. I understand that if the said details provided by me are incorrect and inaccurate the amount payable to me, if any, will be credited to the wrong account and TU CIBIL will not be responsible for the same in any form or manner. I further understand that any amount payable as compensation under the RBI Circular dated October 26, 2023 bearing No. RBI/2023-24/72 DoR.FIN.REC.48/20.16.003/2023-24 will be applicable only under the terms as contained in the said circular.



Enter the characters shown in the image*

Submit