



**भारतीय रिज़र्व बैंक**  
**RESERVE BANK OF INDIA**

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Department of Communication, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 फोन/Phone: 022 - 2266 0502

October 07, 2025

**RBI invites public comments on the draft Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2025**

The Reserve Bank has released today the [draft Master Direction - Reserve Bank of India \(Internal Ombudsman for Regulated Entities\) Directions, 2025](#).

2. The Reserve Bank, vide [Master Direction - Reserve Bank of India \(Internal Ombudsman for Regulated Entities\) Directions, 2023 dated December 29, 2023](#), has institutionalized the Internal Ombudsman mechanism in various regulated entities (REs) for independent review of customer complaints that are being rejected. A holistic review of the existing instructions has been undertaken to further strengthen the functioning of the Internal Ombudsman with a view to facilitating faster and meaningful resolution of customer grievances at the level of the REs.

3. The comments on the draft Directions are invited from public/stakeholders till **October 28, 2025**. The comments/ feedback may be submitted through the link under the '[Connect 2 Regulate](#)' Section available on the Reserve Bank's website or by [email](#) or may alternatively be forwarded to:

The Chief General Manager  
Consumer Education and Protection Department, Central Office  
Reserve Bank of India  
1st Floor, Amar Building  
Fort, Mumbai - 400 001