

I am a chatbot created to help you lodge online grievance about Financial Services. Ask me anything about this website and let help me navigate you this website.

Department of Financial Services (DFS) deals with grievances related to Public Sector/Private Sector Banks, Regional Rural Banks, Cooperative Banks, Non-Banking Finance Companies, Financial Institutions, Reserve Bank of India (RBI), Public Sector/Private Sector Insurance Companies and Insurance Regulatory & Development Authority of India (IRDAI).

- Grievances may be sent to DFS online through the CPGRAMS (Centralized Public Grievance Redress and Monitoring System) Portal (the Portal is accessible at (www.pgportal.gov.in), through email ([sobo3-dfs\[at\]nic\[dot\]in](mailto:sobo3-dfs[at]nic[dot]in)) or by post/manually in the Department. Grievances received in DFS through email, by post or manually are uploaded on the CPGRAMS portal by DFS for further processing. The grievances uploaded on the CPGRAMS portal are sent to the concerned organizations for resolution/disposal.
- CPGRAMS is a common platform for registering grievances relating to various Ministries/Departments/Organisations. It is an initiative of Department of Administrative Reforms and Public Grievances (DARPG).
- As per the guidelines/instructions of DARPG, the maximum time limit for the resolution of a grievance is 30 days. The maximum time limit for the disposal of COVID-related grievances is 3 days.
- In cases where the customers are not satisfied with the resolution of their grievances, there is an appeal mechanism in CPGRAMS where in they can appeal for review of the grievance resolution by higher authorities. Stipulated time period for the disposal of appeals is 30 days. In addition, a dedicated Grievance Handling Cell has been set up in the Department, which is accessible at the telephone no. 011-23346785 and email address [sobo3-dfs\[at\]nic\[dot\]in](mailto:sobo3-dfs[at]nic[dot]in).

- All the Public Sector Banks (PSBs), Public Sector Insurance Companies (PSICs), Financial Institutions (FIs) and the regulators i.e. RBI, IRDAI and the Pension Fund Regulatory and Development Authority (PFRDA) have policies and mechanisms for redressal of public grievances/customer complaints through their respective Customer Service Department.
- For prompt redress of public grievances, petitioners are advised to first approach the concerned organizations for resolution of their grievances.
- PSBs and PSICs have a 3-tier complaint resolution system - Branch, Zone and Head Quarters.
- In case the complainants are not fully satisfied with the redress/disposal of their complaints, they may approach the concerned Banking Ombudsman or Insurance Ombudsman for settlement of their grievances through mediation and passing of awards. The contact and other relevant details/information regarding grievance redress are available in the website links of PSBs/FIs, PSICs, RBI, IRDAI and PFRDA that are given below

Sl.No.	Public Sector Banks	Website Links
1	Bank of Baroda	https://www.bankofbaroda.in/customer-support/grievance-redressal
2	Bank of India	https://grievances.bankofindia.co.in:8443/default.aspx
3	Bank of Maharashtra	https://bankofmaharashtra.in/pgrs/
4	Canara Bank	https://canarabank.com/User_page.aspx?menulevel=5&menuid=5&CatID=2
5	Central Bank of India	https://www.centralbankofindia.co.in/en/Grievance
6	Indian Bank	https://apps.indianbank.in/cgrc/frm_cust_comp.aspx
7	Indian Overseas Bank	https://www.iob.in/Grievances_Redressal_mechanism
8	Punjab National Bank	https://www.pnbindia.in/Lodge-Complaint.html
9	Punjab & Sind Bank	https://punjabandsindbank.co.in/content/recomp
10	State Bank of India	https://sbi.co.in/web/customer-care/citizens-charter/addresses-and-helpline-nos-of-grievances-redressal-cell-at-local-head-offices?inheritRedirect=true
11	UCO Bank	https://www.ucobank.com/english/Grievance-Redressal.aspx
12	Union Bank of India	https://www.unionbankofindia.co.in/english/grievances-redressal.aspx

Sl.No.	Financial Institutions	Website Links
1	Small Industries Development Bank of India Ltd. (SIDBI)	https://www.sidbi.in/en/online-enquiry/complaints
2	National Housing Bank(NHB)	https://nhb.org.in/en/grievance-redressal-officer/
3	National Bank for Agriculture and Rural Development (NABARD)	https://www.nabard.org/grievanceform.aspx
4	Industrial Finance Corporation of India (IFCI)	https://www.ifcilttd.com/?q=en/content/ombudsman

Sl. No.	Public Sector Insurance Companies / IRDA / PFRDA	Website Links
1	Life Insurance Corporation of India	https://licindia.in/Bottom-Links/grievence-redresal-system
2	New India Assurance Company Ltd.	https://www.newindia.co.in/portal/readMore/Grievances
3	National Insurance Company Ltd.	https://nationalinsurance.nic.co.in/grievance
4	The Oriental Insurance Co. Ltd.	https://orientalinsurance.org.in/grievance
5	United India Insurance Co. Ltd.	https://uiic.co.in/en/customercare/grievance
6	Agriculture Insurance Company of India Ltd.	https://www.aicofindia.com/AICEng/Pages/Grievance_Home.aspx
7	IRDAI (Insurance Regulatory and Development Authority of India)	https://www.irdai.gov.in/ADMINCMS/cms/NormalData_Layout.aspx?page=PageNo225&mid=14.2
8	PFRDA (Pension Fund Regulatory and Development Authority)	https://www.pfrda.org.in/Ombudsman/Ombudsman_Register_NewUser.cshtml?langid=1

The Reserve Bank - Integrated Ombudsman Scheme, 2021 (the Scheme) was launched on 12.11.2021 in virtual mode by Hon'ble Prime Minister Shri Narendra Modi. 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, framed by the Reserve Bank in exercise of the powers conferred on it under Section 35A of the Banking Regulation Act, 1949 (10 of 1949), Section 45L of the Reserve Bank of India Act, 1934 (2 of 1934), and Section 18 of the Payment and Settlement Systems Act, 2007 (51 of 2007), will provide 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. In addition to integrating the three existing schemes, the Scheme also includes under its ambit Non-Scheduled Primary Co-operative Banks with a deposit size of ₹50 crore and above. The Scheme adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral. Some of the salient features of the Scheme are:

- It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.
- The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of "not covered under the grounds listed in the scheme".
- The Scheme has done away with the jurisdiction of each ombudsman office.
- A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.
- The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer in the rank of a General Manager in a Public Sector Bank or equivalent.
- The Regulated Entity will not have the right to appeal in cases where an Award is issued by the ombudsman against it for not furnishing satisfactory and timely information/documents.

The Executive Director-in charge of Consumer Education and Protection Department of RBI would be the Appellate Authority under the Scheme. Complaints can continue to be filed online on <https://cms.rbi.org.in>. Complaints can also be filed through the dedicated e-mail or sent in physical mode to the 'Centralised Receipt and Processing Centre' set up at

Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format. Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) – is also being operationalised in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.

The Offices of Insurance Ombudsman are under the administrative control of Council for Insurance Ombudsmen (CIO), which has been constituted under the Insurance Ombudsman Rules, 2017.

Office of Insurance Ombudsman is an alternate Grievance Redressal platform which has been setup with an aim to resolve grievances of aggrieved policyholders of all personal lines of insurance, group insurance policies, policies issued to sole proprietorship and micro enterprises, against Insurance Companies and their agents and intermediaries in a cost-effective and impartial manner.

There are 17 Ombudsman Centres, covering the country, situated in Ahmedabad, Bengaluru, Bhopal, Bhubaneswar, Chandigarh, Chennai, Delhi, Guwahati, Hyderabad, Jaipur, Kochi, Kolkata, Lucknow, Mumbai, Noida, Pune and Patna.

The Insurance Ombudsmen are appointed by the Council for Insurance Ombudsmen in terms of Insurance Ombudsman Rules, 2017 (as amended from time to time) and empowered to receive and consider complaints alleging deficiency in performance required of an insurer (including its agents and intermediaries) or an insurance broker, on any of the following grounds:

- Delay in settlement of claims.
- Any partial or total repudiation of claims by the life insurer, general insurer or health insurer.
- Disputes over premium paid or payable in terms of insurance policy.
- Misrepresentation of policy terms and conditions at any time in the policy document or policy contract.
- Legal construction of insurance policies in so far as the dispute relates to claim.
- Policy servicing related grievances against insurers and their agents and intermediaries.

- Issuance of life insurance policy, general insurance policy including health insurance policy which is not in conformity with the proposal form submitted by the proposer.
- Non-issuance of insurance policy after receipt of premium in life insurance and general insurance including health insurance.
- Any other matter arising from non-observance of or non-adherence to the provisions of any regulations made by the Authority (IRDAI) with regard to protection of policyholders' interests or regulations, instructions or guidelines issued by the IRDAI or of the terms and conditions of the policy contract, insofar as such matter relates to issues referred to the above clauses.