

Salient Features of the Reserve Bank - Integrated Ombudsman Scheme, 2021

RBI has integrated the three Ombudsman schemes 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; into 'Reserve Bank – Integrated Ombudsman Scheme' (the Scheme). The Scheme is effective from November 12, 2021.

Some of the salient features of the Scheme are:

1. The Scheme adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral.
2. Reserve Bank of India has established the Centralised Receipt and Processing Centre (CRPC) at Chandigarh for receipt and initial processing of physical and email complaints in any language.
3. 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.
4. The complaints can be filed online in RBI CMS portal (<https://cms.rbi.org.in>) or through electronic mode (E-mail) / physical form, including postal and hand-delivered complaints.
5. Before submitting a complaint to the Ombudsman, Complainant should make a written complaint to the Regulatory Authority. Complainant can lodge complaint with Ombudsman only in respect of rejected & partially redressed complaints, cases where Complainant is not satisfied with the reply & cases where no reply is received from the Regulated within 30 days after submitting the complaint.
6. The complaint is made to the Ombudsman within one year after the Complainant has received the reply from the Regulated Entity to the complaint or, where no reply is received, within one year and 30 days from the date of the complaint.
7. The Ombudsman/Deputy Ombudsman shall endeavour to promote settlement of a complaint by agreement between the complainant and the Regulated Entity through facilitation or conciliation or mediation.
8. The Award passed by the Ombudsman shall lapse and be of no effect unless the complainant furnishes a letter of acceptance of the Award in full and final settlement of the claim to the Regulated Entity concerned, within a period of 30 days from the date of receipt of the copy of the Award.
9. The Regulated Entity shall comply with the Award and intimate compliance to the Ombudsman within 30 days from the date of receipt of the letter of acceptance from the complainant, unless it has preferred an appeal.
10. The Executive Director-in charge of Consumer Education and Protection Department of RBI would be the Appellate Authority under the Scheme.