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Salient Features of RBI – Integrated Ombudsman Scheme, 2026

The Reserve Bank – Integrated Ombudsman Scheme, 2026 aims to provide a cost-effective, expeditious and non-adversarial grievance redressal mechanism for customers of entities regulated by the Reserve Bank of India.

- **Effective Date:** The Scheme comes into force from 1 July 2026.
- **Coverage of Regulated Entities:** Applicable to Commercial Banks, RRBs, Co-operative Banks, eligible NBFCs, Prepaid Payment Instrument Issuers and Credit Information Companies.
- **Objective:** To provide a unified grievance redressal mechanism for resolving customer complaints relating to deficiency in service.
- **Mode of Complaint Filing:** Complaints can be filed online through the RBI CMS portal, through email or by physical submission to the Centralised Receipt and Processing Centre (CRPC).
- **Eligibility Conditions:** Customers must first approach the concerned Regulated Entity before filing a complaint with RBI Ombudsman.
- **Time Limit for Filing Complaint:** Complaint can be filed if no response is received within 30 days (or prescribed timeline) from the Regulated Entity, and should be filed within 90 days thereafter.
- **No Advocate Representation:** Complaints may be filed personally or through an authorised representative, other than an advocate unless the advocate himself/herself is the complainant.
- **Compensation:** The Ombudsman may award compensation up to ₹30 lakh for consequential loss and up to ₹3 lakh for harassment, mental anguish, expenses and loss of time.
- **Centralised Processing:** RBI shall establish a Centralised Receipt and Processing Centre (CRPC) for receipt and preliminary scrutiny of complaints.
- **Settlement Mechanism:** Complaints may be resolved through mutual settlement, conciliation meetings or advisory issued by the Ombudsman.
- **Award by Ombudsman:** If complaints are not resolved, the RBI Ombudsman may issue an Award directing the Regulated Entity to take corrective action and/or pay compensation.
- **Appeal Mechanism:** Both complainants and Regulated Entities may file appeals before the Appellate Authority within 30 days, subject to the provisions of the Scheme.
- **Grounds for Rejection:** Complaints may be rejected if they are non-maintainable, frivolous, outside RBI's purview, or already pending before courts or other forums.
- **Display Requirements:** Regulated Entities must prominently display the salient features of the Scheme, details of the Principal Nodal Officer and complaint lodging portal details at branches and on websites.
- **Multilingual Display:** The salient features of the Scheme are required to be displayed in English, Hindi and the regional language.