

## THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021: SALIENT FEATURES

THE SCHEME IS APPLICABLE TO ALL REGULATED ENTITIES COMING UNDER THE PURVIEW OF THE  
RESERVE BANK OF INDIA  
INCLUDING NBFCs: INDIABULLS RURAL FINANCE PRIVATE LIMITED

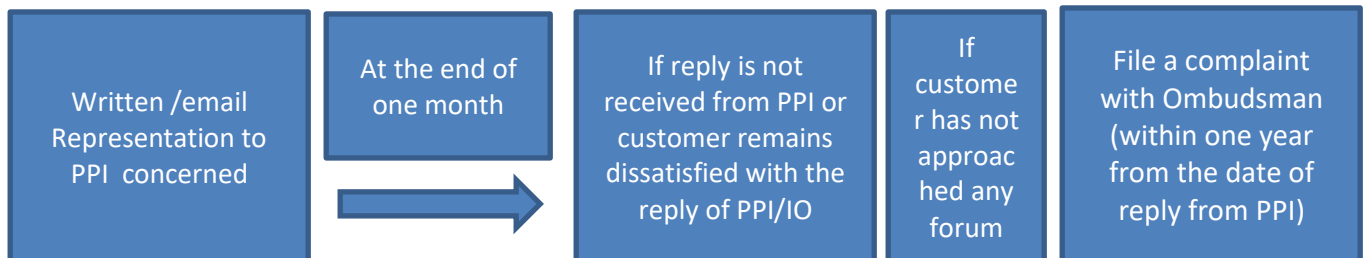
**Grounds for filing a complaint by a customer:** Any customer aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative other than through Advocate:

“Deficiency in service” means a shortcoming or an inadequacy in any financial service, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer

**Illustrative grounds deficiency in service:**

- Cheque not presented or presented with delay
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.
- Notice not provided for changes in agreement, levy of charges
- Failure/ Delay in releasing securities/ documents
- RBI directives not followed by NBFC
- Guidelines on Fair Practices Code not followed

**How can a customer file complaint?**



**How does Ombudsman take decision?**

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation → If not reached, can issue Award/Order

**Can a customer appeal, if not satisfied with decision of Ombudsman? YES**

The Ombudsman’s decision is appealable → Appellate Authority: Executive Director in-Charge of the Department of the Reserve Bank administering the Scheme

**Refer to [www.rbi.org.in](http://www.rbi.org.in) for further details of the Scheme at the link provided below:**

[https://www.rbi.org.in/scripts/FS\\_Notification.aspx?Id=12192&fn=2745&Mode=0](https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=12192&fn=2745&Mode=0)

**Link to Complaint Management System of RBI Ombudsman:**

<https://cms.rbi.org.in>

Name of Principal Nodal Officer:

Telephone Number: : Email ID:

The contact details of Centralised Receipt and Processing Centre, RBI (CRPC), i.e. Email ID – [crpc@rbi.org.in](mailto:crpc@rbi.org.in) and

The physical address “Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh –160017