

Single window for resolution of complaints against RBI regulated entities



Complaints not resolved within 30 days or not resolved satisfactorily by Banks/ NBFCs/Credit Information Companies/ Payment System Participants regulated by RBI, can be lodged with the RBI Ombudsman



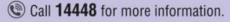
Lodge complaints online at https://cms.rbi.org.in or by post to Centralised Receipt and Processing Centre, Reserve Bank of India, Chandigarh - 160017



All complaints regarding deficiency in services covered, except those in the exclusion list



Track the status of your complaint on Complaint Management System (https://cms.rbi.org.in)



Timings: Weekdays except National Holidays:

- . 8:00 AM to 10:00 PM for English and Hindi
- 9:30 AM to 5:15 PM for 10 Regional Languages (Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil and Telugu)





Issued in public interest by भारतीय रिज़र्व बैंक RESERVE BANK OF INDIA www.rbi.org.in



For more details, visit https://rbikehtahai.rbi.org.in/ For feedback, write to rbikehtahai@rbi.org.in