

Alternate Grievance Redressal Mechanism of RBI

ONE NATION, ONE OMBUDSMAN SCHEME

- Alternate Grievance Redressal Mechanism of RBI is a platform where you can escalate your unresolved complaint to the Office of the RBI Ombudsman (ORBIO); provided
 - You have complained to your Bank/ NBFC/ payment service operator and your complaint is not resolved within 30 days.
 - You are not satisfied with the resolution provided by your Bank/ NBFC/ payment service operator.
- The Integrated Ombudsman Scheme 2021 has been introduced by RBI for escalation of your complaint in an expeditious and cost-effective manner to RBI, against Banks, NBFCs or payment service operator however *not for first point of complaint*.

Ways to file a complaint under One Nation, One Ombudsman Scheme

- Register a complaint online at <https://cms.rbi.org.in>
- Call on toll-free number **14448** between **9:30 a.m. and 5:15 p.m.**
- **Letter in prescribed format to:** Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017.

Toll Free Numbers : 1800-209-4324 / 1800-22-1070

Non-Toll Free Number : 022 - 67719100

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