



Reserve Bank - Integrated Ombudsman Scheme



Single window for resolution
of complaints against RBI regulated entities



Complaints not resolved within 30 days or not resolved satisfactorily by banks/NBFCs/system participants regulated by RBI, can be lodged with the 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>)



**RBI Kehta Hai...
Jaankaar Baniye,
Satark Rahiye!**

For more information call 14448
from 8 AM to 10 PM (Weekdays except National Holidays).
To lodge a complaint, visit <https://cms.rbi.org.in>



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



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

Reserve Bank of India

Nation-wide Intensive Financial Awareness Campaign

Do not share your bank account login ID, password, PIN or OTP with anyone.

Do not download any unknown app on your phone/device.

Never respond to messages offering/ promising prize money, government aid and KYC updation



RBI Kehta Hai!!

Do not take help from strangers at the ATM. Always cover the ATM keypad with your hand while keying in the PIN.

Do not give your ATM card to anyone for withdrawal of cash. Never write the PIN on your card.



Be(A)ware

Scan here to know more about the Be(A)ware booklet published by RBI



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

Scan here to know more about RB-IOs, 2021