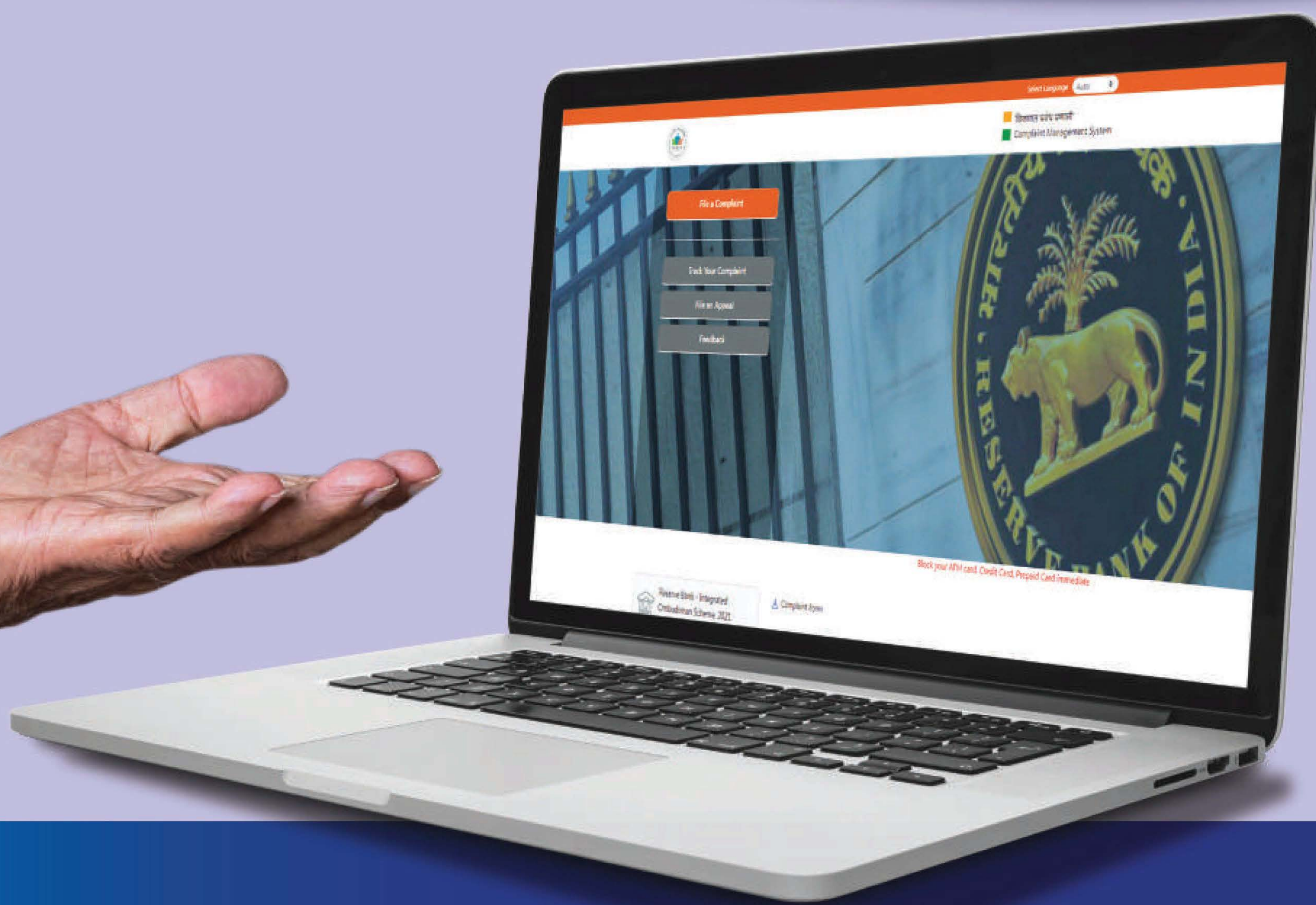




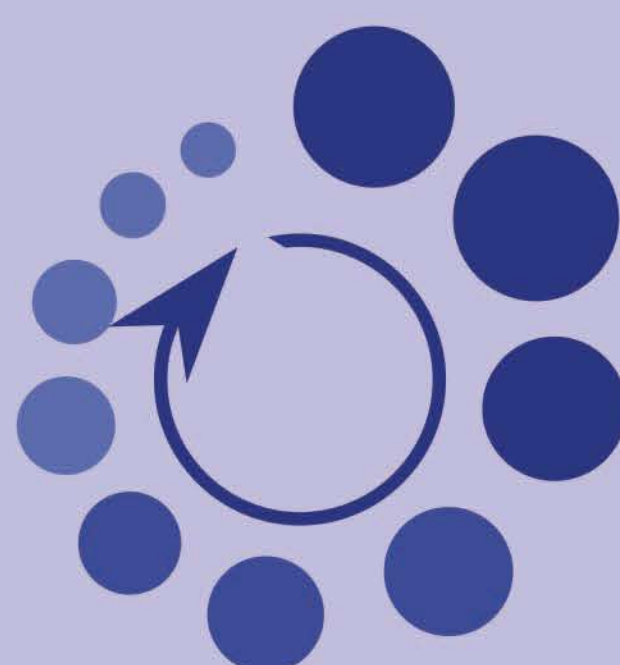
Reserve Bank - Integrated Ombudsman Scheme



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