# Reserve Bank - Integrated Ombudsman Scheme

Visit
**https://cms.rbi.org.in**
to lodge a complaint

## 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)

Call **14448** for more information.

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
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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**