



For resolution of your complaints against RBI Regulated Entities (RE)* follow these steps



1

Lodge your complaint first with the RE

2

Get acknowledgement/reference number

3

If no resolution is received from the RE in 30 days or you are not satisfied with it, you may file your complaint with the RBI Ombudsman on RBI's CMS portal (cms.rbi.org.in) or by post to CRPC**



Filing complaints directly with the RBI Ombudsman may lead to rejection.



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



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