



**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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भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in

*Banks, Non-Banking Finance Companies, Payment System Participants, Prepaid Instruments,
Credit Information Companies **CRPC: Reserve Bank of India, Sector 17, Chandigarh-160017.