

SALIENT FEATURES

THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

The scheme integrates the existing three Ombudsman schemes of RBI namely,

- (i) the Banking Ombudsman Scheme, 2006;
- (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and
- (iii) the Ombudsman Scheme for Digital Transactions, 2019.

Scheme focus on One Ombudsman for different type of

- grievances,
- customers as well as
- modes of transactions,

this will be strengthening the grievance redress mechanism for consumers of services rendered by RBI regulated entities.

Salient features of the Scheme are:

- (i) It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.
- (ii) The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of "not covered under the grounds listed in the scheme".
- (iii) The Scheme has done away with the jurisdiction of each ombudsman office.
- (iv) A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.
- (v) The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer in the rank of a General Manager in a Public Sector Bank or equivalent.
- (vi) The Regulated Entity will not have the right to appeal in cases where an Award is issued by the ombudsman against it for not furnishing satisfactory and timely information/documents.

Details of the Principal Nodal Officer is as below:

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