

## The Reserve Bank – Integrated Ombudsman Scheme, 2021:

### Salient Features

#### Scheme covers customers of the following Regulated entities: -

- Any Bank
- Any NBFCs, other than Core Investment Company (CIC), an Infrastructure Debt Fund-Non Banking Financial Company (IDF-NBFC), a Non-Banking Financial Company - Infrastructure Finance Company (NBFC-IFC), a company in resolution or winding up/liquidation, or any other NBFC specified by the Reserve Bank
- Any System participant as defined under Payment and Settlement Systems Act, 2007

#### Grounds for filing a complaint by a customer:

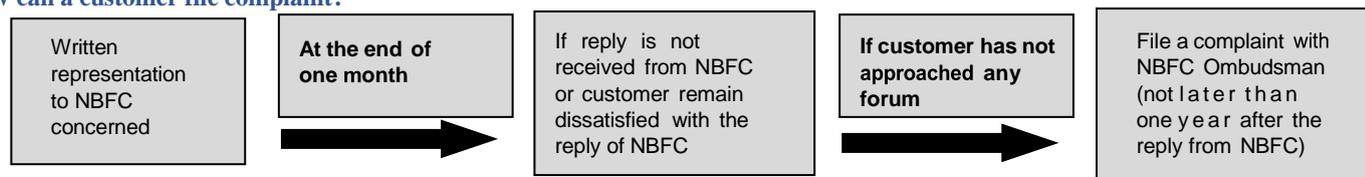
Any act or omission of above-mentioned regulated entities resulting in deficiency in Service

#### Grounds for non-maintainability of a Complaint:

No complaint for deficiency in service shall lie under the Scheme in matters involving:

- commercial judgment/commercial decision of a Regulated Entity
- a dispute between a vendor and a Regulated Entity relating to an outsourcing contract
- a grievance not addressed to the Ombudsman directly
- general grievances against Management or Executives of a Regulated Entity
- a dispute in which action is initiated by a Regulated Entity in compliance with the orders of a statutory or law enforcing authority
- a service not within the regulatory purview of the Reserve Bank
- a dispute between Regulated Entities; and
- a dispute involving the employee-employer relationship of a Regulated Entity

#### How can a customer file complaint?



#### How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation. If not reached, can issue Award/Order

#### Can a customer appeal, if not satisfied with decision of Ombudsman?

**Yes**, If Ombudsman's decision is appealable. Appellate Authority: Executive Director in-Charge of the Department of the Reserve Bank administering the scheme.

#### Note:

- This is an Alternate Dispute Resolution mechanism
- Customer is at liberty to approach any other court/forum/authority for the redressal at any stage
- Refer to [www.rbi.org.in](http://www.rbi.org.in) for further details of the Scheme