

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)





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