



INTEGRATED OMBUDSMAN

The Integrated Ombudsman is a senior official appointed by the Reserve Bank of India to redress customer complaints against banks or financial institution regarding deficiency in certain banking services.

- One can file a complaint before the Banking Ombudsman on below given 3 grounds:
 1. If the Bank has not responded/resolved to the complainant within a period of 30 days from the date of registering complaint.
 2. If the Bank has rejected the complaint.
 3. If the Complainant is not satisfied with the resolution given by the Bank.
- One may approach Integrated Ombudsman by filing an online complaint at <https://cms.rbi.org.in>. Complaints can also be sent in physical mode to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.