Salient Features of the RBI Integrated Ombudsman Scheme, 2026

SALIENT FEATURES OF THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2026

The Integrated Ombudsman Scheme, 2026 came into effective from 1 July 2026.

Following are the salient features of the Integrated Ombudsman Scheme, 2026:

1. Any customer aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative. The term 'deficiency in service' has been defined, with a specified list of exclusions.

2. Reserve Bank of India has established the Centralised Receipt and Processing Centre (CRPC) for receipt of the complaints pan India, at 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh - 160017.

3. There is no limit on the amount in a dispute that can be brought before the RBI Ombudsman for which the RBI Ombudsman/ RBI Deputy Ombudsman can facilitate a settlement or pass an Award.

4. For any consequential loss suffered by the Complainant, the RBI Ombudsman shall have the power to provide a compensation up to ₹30 lakh. In addition, the RBI Ombudsman shall also have the power to provide a compensation up to ₹3 lakh for the loss of the Complainant's time, expenses incurred, harassment/mental anguish suffered, etc., if any, by the Complainant.

5. Pre-requisites for lodging a complaint under the scheme: -

    - the complaint is addressed to the RBI Ombudsman directly. However, it does not include a communication in which the Reserve Bank is merely endorsed/marked in copy (whether by e-mail or in physical form);

    - the complaint is lodged by the Complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person;

    - the Complainant provides complete information as specified in clause 11 of the Scheme;

    - the complaint is not abusive or frivolous or vexatious in nature;

- the Complainant had first made a complaint in writing or through any other mode to the Regulated Entity concerned, where proof of having made a complaint can be produced by the Complainant, before making a complaint under the Scheme;

- the Complainant has not received any reply within 30 days or within the time specified by the Reserve Bank after the Regulated Entity received the complaint or the Complainant is not satisfied with the reply/resolution provided by the Regulated Entity;

- the complaint is made to the RBI Ombudsman within 90 days from the date on which the abovementioned timeline of 30 days expires or the date of the last communication from the concerned Regulated Entity, whichever is later;

- the complaint is not relating to the same grievance, which is already pending before the Office of the RBI Ombudsman, whether or not received from the same Complainant or along with one or more Complainants or the complaint is not relating to the same grievance, which is already settled or dealt with on merits, by the Office of the RBI Ombudsman, whether or not received from the same Complainant or along with one or more Complainants;

- the complaint is not relating to the same grievance, which is already pending before any Court, Tribunal or Arbitrator or any other judicial or quasi-judicial forum, whether or not received from the same Complainant or along with one or more of the Complainants or the complaint is not relating to the same grievance, which is already settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other judicial or quasi-judicial forum, whether or not received from the same Complainant or along with one or more of the Complainants;

- the complaint to the Regulated Entity was made before the expiry of the period of limitation prescribed under the Limitation Act, 1963, for such claims; and

- the complaint does not involve any of the following matters:

    - matters related to commercial judgment or decision of a Regulated Entity;

    - a dispute between a vendor and a Regulated Entity;

    - grievances against Management or Executives of a Regulated Entity;

    - a grievance arising from an action of a Regulated Entity in compliance with the orders of a judicial/quasi-judicial or statutory or law enforcing authority;

- a service not within the regulatory purview of the Reserve Bank;
- a dispute between Regulated Entities;
- a dispute involving the employee-employer relationship of a Regulated Entity;
- a grievance for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005; and
- a grievance pertaining to customers of Regulated Entity not included under the Scheme.

6. Procedure for filing complaint:

   - The complaint may be lodged online through the RBI portal (https://cms.rbi.org.in)
   - The complaint may also be submitted through electronic mode (email) at crpc@rbi.org.in or sent in physical mode to the Centralised Receipt and Processing Centre set up at Reserve Bank of India 4th Floor, Sector 17, Chandigarh - 160017.
   - The complaint submitted in electronic or physical mode shall be in such format as specified in Annex to the Integrated Ombudsman Scheme, 2026.

7. The Principal Nodal officer appointed by the Entity shall be responsible for representing the Regulated Entity and furnishing information on behalf of the Regulated Entity in respect of complaints filed. Please visit our website https://axio.co.in/regulatory for contact details of the Principal Nodal Officer of the Company.

8. Regulated Entity, on receipt of the Compliant, shall furnish a written response along with all the relevant documents to the Ombudsman within 15 days of receipt of the compliant. Provided that the Ombudsman may, at the request of the Regulated Entity in writing to the satisfaction of the Ombudsman, grant such further time as may be deemed fit to file its written version and documents.

9. The Ombudsman/Deputy Ombudsman may reject a complaint at any stage if the same is not maintainable under the Scheme.

10. The complainant aggrieved by an Award may within 30 days of the date of receipt of the Award or rejection of the complaint, prefer an appeal before the Appellate Authority. The Executive Director- in charge of Consumer Education and Protection Department of RBI would be the Appellate Authority under the Scheme

11. 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.

12. For more details, please refer to the Scheme details available on axio website https://axio.co.in/regulatory or RBI website www.rbi.org.in. The copy of the Scheme is also available at our offices, which will be provided to the customer for reference upon request.