

Banking Ombudsman:**New Delhi I**

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New Delhi II

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Mumbai I

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Mumbai II

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Chennai

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Bengaluru

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Reserve Bank of India has launched a software application “Complaint Management System (CMS)” to facilitate RBI’s grievance redressal processes. Members of public can access the CMS portal at RBI’s website to lodge their complaints against any of the entities regulated by RBI.

The detailed information on Integrated Banking ombudsman scheme is available on <https://www.rbi.org.in/Scripts/Complaints.aspx>

A complaint to the RBI Ombudsman can be filed in three ways: (i) through the online CMS portal at <https://cms.rbi.org.in> ; (ii) or by emailing to: crpc@rbi.org.in; or (iii) by sending a filled-in complaint form with supporting documents by post/courier to the following address: Centralized Receipt and Processing Centre (CRPC), Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160 017.