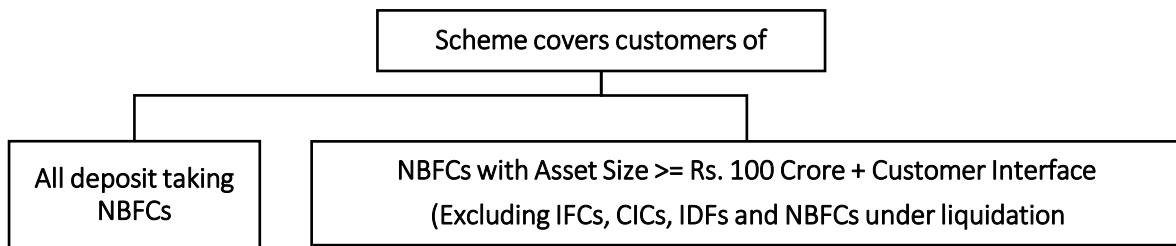


Salient Features Integrated Ombudsman Scheme, 2021



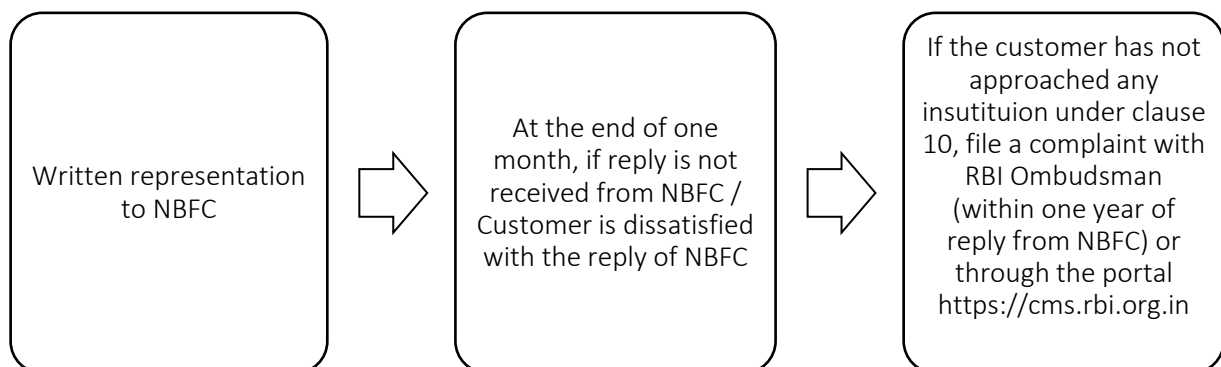
Grounds for filing a complaint by a Customer:

Any customer aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service as defined under scheme “means a shortcoming or an inadequacy in any financial service or such other services related thereto, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer”

Grounds for Non-maintainability of the complaint

To know about the complaints which are not maintainable under this Scheme, please refer to clause 10 of RBI Integrated Ombudsman Scheme, 2021

Process to file Consumer Complaint:



How does the Ombudsman take decision?

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

Can a Customer appeal, if not satisfied with the decision of Ombudsman?

- Yes, if Ombudsman’s decision is appealable → Appellate Authority is the Executive Director in charge of the Department of Reserve Bank administering this Scheme.

Note:

- This is an Alternate Dispute Resolution mechanism
- Customer is at the liberty to approach any other court / forum / authority for redressal at any stage