



## **SALIENT FEATURES - THE RESERVE BANK – INTEGRATED OMBUDSMAN SCHEME, 2021**

Reserve Bank of India (RBI) has integrated the Ombudsman schemes namely (i) the Banking Ombudsman Scheme, 2006; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019; into one scheme named “The Reserve Bank - Integrated Ombudsman Scheme, 2021”. The Scheme adopts ‘One Nation One Ombudsman’ approach by making the RBI Ombudsman mechanism jurisdiction neutral. This Scheme is effective from November 12, 2021.

### **1. Salient features**

Below are the salient features of the Integrated Ombudsman Scheme, 2021:

- a. It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.
- b. The Scheme defines ‘deficiency in service’ as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of “not covered under the grounds listed in the scheme”.
- c. The Scheme has done away with the jurisdiction of each ombudsman office.
- d. A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.
- e. The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer in the rank of a General Manager in a Public Sector Bank or equivalent.

### **2. Grounds of Complaint**

- a. Any act/omission of Regulated Entity (RE) resulting in deficiency in service may file complaint personally or through an authorised representative.  
“Authorised Representative” means a person, other than an advocate, duly appointed and authorised in writing to represent the complainant in the proceedings before the Ombudsman.

### **3. Ground for non-maintainability of a complaint**

- a. Commercial judgment/commercial decision of a RE;
- b. Dispute between a vendor and a RE relating to an outsourcing contract;
- c. Grievance not addressed to the Ombudsman directly;
- d. General grievances against Management or Executives of a RE;
- e. Dispute in which action is initiated in compliance with the orders of a statutory or law enforcing authority;
- f. Service not within the regulatory purview of RBI;
- g. Dispute between RE’s; and
- h. Dispute involving the employee-employer relationship of a RE.



#### 4. Process for filing the complaint

- a. If a customer does not receive a response from the NBFC within 30 days from the date of filing of complaint or if he is dissatisfied with the response received from the NBFC the customer can file complaint with the Ombudsman 's office not later than one year after he/she has received the reply from the NBFC.
- b. The complainant aggrieved by an Award or rejection of a complaint by Ombudsman Office may prefer an Appeal before the Appellate Authority within 30 days of the date of receipt of the Award or rejection of the complaint.

#### 5. Modes of filing complaint

- a. Complaints can continue to be filed online on <https://cms.rbi.org.in>
- b. Complaints can also be filed through the dedicated email- [crpc@rbi.org.in](mailto: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 in the prescribed format.
- c. Complaint can also be registered at Contact Centre with a toll-free number –14448 (9:30 am to 5:15 pm) in Hindi, English and in available regional languages.

#### 6. Resolution of Complaints

- a. Proceedings before Ombudsman are summary in nature.
- b. Settlement through facilitation, conciliation, or mediation.
- c. If not reached settlement through above, then Ombudsman may issue Award/Order.

#### 7. Details of Principal Nodal Officer

The Company has appointed following officer as Principal Nodal Officer for representation before and furnishing information to RBI Ombudsman in respect of complaints filed against the Company. A copy of the Scheme is available with him. For any information in this regard, he may be contacted at:

Mr. Shunmugam Sundararaj  
Assistant Vice President – Legal, Risk & Compliance

Balancehero India Private Limited  
CIN: U74999HR2016FTC063837

The Circle Work, 5th floor, Huda City Centre, Sector - 29, Gurugram, Haryana- 122001

Website: [www.truebalance.io](http://www.truebalance.io); Telephone No: 0124- 4642763; Email: [nodalofficer.cg@balancehero.com](mailto:nodalofficer.cg@balancehero.com)

#### 8. Others

- a. This is an Alternate Dispute Resolution mechanism.
- b. Complainant is at liberty to approach Court, Tribunal or Arbitrator or any other forum or authority.