

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

The Reserve Bank-Integrated Ombudsman Scheme (RB-IOS), 2026 aims to provide a cost-effective, expeditious, non-adversarial alternate grievance redress mechanism covered under the Scheme, for the resolution of complaints against the regulated entity (RE).

Any customer aggrieved by an act or omission of a RE resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative i.e., a person, other than an advocate, duly appointed and authorised in writing to represent the complainant in the proceedings before the RBI Ombudsman.

The RBI Ombudsman shall consider the complaints of customers of REs relating to deficiency in service. "Deficiency in service" means a shortcoming or an inadequacy in any service, which the RE is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer.

**Procedure for filing a complaint**

The complaints under the Scheme made online shall be registered on the portal (<https://cms.rbi.org.in>). The complaints made through e-mail ([crpc@rbi.org.in](mailto:crpc@rbi.org.in)) and physical form, including postal and hand-delivered complaints, in the format, as specified in Annexure ([given link](#)) shall be addressed and sent to:

The Centralised Receipt and Processing Centre,  
4th Floor, Reserve Bank of India,  
Sector-17, Central Vista,  
Chandigarh-160017.

**Complaints not in the purview of the Scheme**

- (i) matters related to commercial judgment or decision of a RE;
- (ii) a dispute between a vendor and a RE;
- (iii) grievances against Management or Executives of a RE;
- (iv) a grievance arising from an action of a RE in compliance with the orders of a judicial/quasi-judicial or statutory or law enforcing authority;
- (v) a service not within the regulatory purview of RBI;
- (vi) a dispute between RE;
- (vii) a dispute involving the employee-employer relationship of a RE;
- (viii) a grievance for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005; and
- (ix) a grievance pertaining to customers of a RE not included under the Scheme

**Alpha Alternatives Financial Services Private Limited**

34<sup>th</sup> Floor, Sunshine Tower, Senapati Bapat Marg, Dadar West, Mumbai 400 013  
CIN: U65923MH1993PTC075162 | Web: [www.alt-alpha.com](http://www.alt-alpha.com) | B: +91-22-6145-8900  
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**Award by the RBI Ombudsman**

- (i) The RBI Ombudsman shall pass an Award in the event of non-furnishing of documents/information by the RE; or the matter is closed, based on the documents and material placed before the RBI Ombudsman. A reasonable opportunity of being heard (oral or in writing) is given to both the parties before passing an Award.
- (ii) The Award passed shall lapse and be of no effect unless the complainant furnishes a letter of acceptance of the Award in full and final settlement of the claim to the RE concerned, within a period of 30 days from the date of receipt of the copy of the Award.
- (iii) The RE shall comply with the Award and intimate compliance to the RBI Ombudsman or appeal to the Appellate Authority, within 30 days from the date of receipt of the letter of acceptance from the complainant.


**Appeal before the Appellate Authority**

- (i) There shall not be any right of appeal to a RE for an Award issued
- (ii) The RE may, aggrieved by an Award, prefer an appeal before the Appellate Authority within 30 days from the date of receipt of the complainant's letter of acceptance of the Award, an appeal may be filed by the RE only with the previous approval of the Executive Director/other official of equal rank.
- (iii) The complainant may, aggrieved by an Award, within 30 days of the date of receipt of the Award, prefer an appeal before the Appellate Authority.
- (iv) The Appellate Authority may, after giving the parties a reasonable opportunity of being heard (oral or in writing):
  - (a) dismiss the appeal; or
  - (b) allow the appeal and set aside the Award of the RBI Ombudsman; or
  - (c) remand the matter to the RBI Ombudsman for fresh disposal in accordance with such directions as the Appellate Authority may consider necessary or proper; or
  - (d) modify the Award and pass such directions as may be necessary to give effect to the Award so modified; or
  - (e) pass any other order as it may deem fit.

**Grievance Redressal Officer and Principal Nodal Officer:**

Name: Sheetal Musale

Designation: Grievance Redressal Officer and Principal Nodal Officer

 +91-22-6145-8900

 [grievances@alt-alpha.com](mailto:grievances@alt-alpha.com)

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**Annexure**

**Form of complaint (to be lodged) with The RBI Ombudsman**

[Clause 11(2) of the Scheme]

(To be filled up by the complainant)

All the fields are mandatory except wherever indicated otherwise

The RBI Ombudsman

Madam/Sir,

**Declaration**

I hereby provide my free, specific and informed consent to Reserve Bank of India for the collection, processing, storage, and use of my personal data for the purpose of complaint resolution (Please tick mark)

|     |    |
|-----|----|
| Yes | No |
|-----|----|

**(I) Details of the complainant**

1. Complainant Category (Please select only one):

- i. Individual
- ii. Person with Disabilities
- iii. Senior Citizen
- iv. Individual-Business
- v. Proprietorship
- vi. Partnership
- vii. MSME
- viii. Association
- ix. Trust
- x. Limited Company
- xi. Government Department
- xii. PSU

2. Name of the complainant .....

3. Age (years)..... (not mandatory), Gender.....(not mandatory)

4. Mobile No.....

5. E-mail ID: ..... (if available)

6. Full postal address of the complainant

.....

District..... State..... Pin Code .....

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**(II) Details of the complaint**

| Complaint against | Name of the | Complaint acknowledgement no. allotted by RE | Location of branch (city, to village, etc.), address, PIN |
|-------------------|-------------|----------------------------------------------|-----------------------------------------------------------|
|                   |             |                                              |                                                           |

- (a) Do you have an account with the RE mentioned at (II) above? Yes/No
- (b) If yes, please provide the account number (savings/ Loan/ ATM/ Debit/ Credit Card) in which you have a complaint (you can tick more than one). .....
- (c) Date of making the complaint to the RE .....
- (Please enclose a copy of the complaint)*
- (d) Transaction date, reference number and details, if available  
.....
- (e) Whether any reply has been received from the RE? Yes/No  
(if yes, please enclose a copy of the reply)
- (f) Please tick the relevant box below (Yes or No):

|       |                                                                                                                                                                                        |  |  |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| (i)   | Whether your complaint has already been dealt with or is pending before any court, tribunal, arbitrator, or any other judicial or quasi-judicial forum? (for the same cause of action) |  |  |
| (ii)  | Whether your complaint is being made through an advocate?                                                                                                                              |  |  |
| (iii) | If answer to (ii) is yes, then are you the complainant?                                                                                                                                |  |  |
| (iv)  | Whether your complaint has already been dealt with by the RBI Ombudsman earlier or is under process on the same ground/ cause of action with the RBI Ombudsman?                        |  |  |
| (v)   | Is the complainant a staff of the RE and complaint involves employer-employee relationship?                                                                                            |  |  |

**Note:** If you answered “Yes” to (i), (iv) or (v), or if you answered “Yes” to (ii) and “No” to (iii), your complaint is not maintainable under the Scheme and will not be registered.

- (g) What is the nature of your complaint (please select one-place)  
*(The response to this question is optional for the complainant)*
- i. ATM/Debit Cards
  - ii. Bank Guarantees/ Letter of Credit and documentary credits
  - iii. Credit Cards
  - iv. Deposit Account (Saving and Current)- including complaints on opening/ operation of accounts
  - v. Internet/Mobile/Electronic Banking
  - vi. Loans and advances (including complaints against recovery Agents/ Direct Sales Agents, harassment, non-observance of Fair Practices Code, etc.)

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- vii. Notes and Coins
- viii. Para-Banking products
- ix. Mis-selling
- x. Pensions and facilities for senior citizens
- xi. Issue related to KYC updation (including freezing of accounts)
- xii. Issues related to premises
- xiii. Staff behaviour
- xiv. Remittance and collection of instruments (cheques/ drafts/ bills and other physical modes)
- xv. Tax related/government business
- xvi. Facilities for differently abled

(h) Please give brief details of the complaint including the particulars of the product (card/loan account/locker, etc.) under dispute:

*(If space is not sufficient, please enclose a separate sheet.)*

.....  
(i) What is the relief sought from the RBI Ombudsman:

.....  
(j) Do you want any compensation to be paid to you by the RE? Yes / No

If yes, please give details of the compensation:

- i. For consequential loss suffered, if any: (maximum Rs. 30 lakh)
- ii. For time, expenses incurred, harassment & mental anguish, if any (maximum Rs. 3 lakh)

List of documents/ proof, if any, in support of your claim at (j) above, including the calculations for compensation sought for the consequential loss.

(Please enclose copy/copies)

#### **Declaration**

I/We, the complainant/s herein declare that the information furnished above is true and correct.

Yours faithfully

(Signature of the complainant/authorised representative)

#### **Authorisation**

If the complainant wants to authorise a representative on her/his behalf before the RBI Ombudsman, the following declaration should be submitted:

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I/We ..... hereby nominate Shri/Smt.....as  
my/our authorised representative to appear and make submission on my/our behalf before the RBI  
Ombudsman, whose contact details are furnished below:

Full Address

.....

Pin Code .....

Mobile Number. ....

E-mail .....

(Signature of the complainant)

Name of the complainant:

Complaint no. assigned:

(in case the authorisation is submitted at a later stage)

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