



Annex

**Report to the Consumer Education and Protection Department
Reserve Bank of India
(refer clause 12)**

**Office of the Internal Ombudsman (IO)
Name of the Credit Information Company**

Report for the quarter ended: _____

Part A: Quarterly Reporting

I. Objective information required

Number of complaints received by the CIC during the quarter	Number of complaints falling under the domain of IO	Number of complaints falling under the domain of IO that are rejected (Partly or Wholly) by CIC	Number of complaints referred by the CIC to the IO

II. Subjective assessment : Details of analysis and inputs on the pattern of:

- (i) Complaints received against the CIC, such as entity wise, product-wise, category-wise, consumer group-wise, geographical location-wise, any other.
- (ii) Complaints received in respect of CIs not under the RB-
IOS, 2021



Part B: Annual Reporting

Report for the year ended:

Table I

Number of complaints referred by the RE to the IO during the year	Number of complaints closed by the IO	Number of complaints where the decision of the RE was not upheld by the IO	Number of complaints wherein the decision of the IO was rejected*	Number of decisions of the IO implemented by the RE	Number of decisions of the IO yet to be implemented by the CIC for			
					1 month	2 months	3 months	More than 3 months

*with the approval of the Managing Director/Chief Executive Officer

Table II

Number of complaints referred by the RE to the IO during the year	Out of Number of complaints under column A, Number of complaints not referred to IO within 21 days	Number of complaints where the complainants were not responded to within one month of the date of filing the complaint.
(A)	(B)	(C)