

 <b>भारतीय रिज़र्व बैंक</b> <b>RESERVE BANK OF INDIA</b> वेबसाइट : <a href="http://www.rbi.org.in/hindi">www.rbi.org.in/hindi</a> Website: <a href="http://www.rbi.org.in">www.rbi.org.in</a> ई-मेल/email : <a href="mailto:helpdoc@rbi.org.in">helpdoc@rbi.org.in</a>	 <b>संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001</b> <b>Department of Communication, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 फोन/Phone: 022 - 2266 0502</b>
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December 29, 2023

## **Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023**

As announced in the '[Statement on Developmental and Regulatory Policies](#)' issued as part of [Monetary Policy Statement dated October 06, 2023](#), the Reserve Bank, has issued [Master Direction - Reserve Bank of India \(Internal Ombudsman for Regulated Entities\) Directions, 2023](#) (the link) to harmonise the instructions applicable to the various regulated entities on the Internal Ombudsman (IO) mechanism.

2. This Master Direction brings in uniformity in matters like timeline for escalation of complaints to the IO, exclusions from escalating complaints to the IO, temporary absence of the IO, minimum qualifications for appointing the IO and updation of reporting formats, in addition to introduction of the post of Deputy Internal Ombudsman. These instructions are expected to further strengthen the IO mechanism and in turn, the Internal Grievance Redress system in regulated entities apart from providing ease of compliance.

**(Yogesh Dayal)**

Chief General Manager

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