



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

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RBI opens third office of the Ombudsman at New Delhi

As announced in the [Monetary Policy Statement of December 5, 2018](#), the Reserve Bank of India (RBI) launched the [Ombudsman Scheme for Digital Transactions \(OSDT\) on January 31, 2019](#).

The Reserve Bank has set up a third office of the Banking Ombudsman (BO) and Ombudsman for Digital Transactions (ODT) at Reserve Bank of India, New Delhi (New Delhi-III) with a view to meet the growing demand for resolution under the Banking Ombudsman Scheme and the OSDT. This office will be operational with effect from July 1, 2019.

The territorial jurisdiction and e-mail ids of BO and ODT New Delhi I, II and III with effect from July 1, 2019 would be as under:

SN	BO/ ODT	Territorial Jurisdiction	Email ID
1	New Delhi I	North, North-West, West, South-West, New Delhi and South districts of Delhi	bonewdelhi1@rbi.org.in (for BO) odtnewdelhi1@rbi.org.in (for ODT)
2	New Delhi II	Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh	bonewdelhi2@rbi.org.in (for BO) odtnewdelhi2@rbi.org.in (for ODT)
3	New Delhi III	North-East, Central, Shahdara, East and South-East districts of Delhi	bonewdelhi3@rbi.org.in (for BO) odtnewdelhi3@rbi.org.in (for ODT)

As announced in the [Press Release dated April 26, 2019](#), the territorial jurisdiction under the Ombudsman Scheme for Non-Banking Financial Companies remains unchanged.