

Date: October 07, 2025

RBI invites public comments on the draft Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2025

Public consultation no. C2R/2025-26/37

The Reserve Bank, vide [Master Direction - Reserve Bank of India \(Internal Ombudsman for Regulated Entities\) Directions, 2023 dated December 29, 2023](#), has institutionalized the Internal Ombudsman mechanism in various regulated entities (REs) for independent review of customer complaints that are being rejected. A holistic review of the existing instructions has been undertaken to further strengthen the functioning of the Internal Ombudsman with a view to facilitating faster and meaningful resolution of customer grievances at the level of the REs.

The Reserve Bank has released the [draft Master Direction - Reserve Bank of India \(Internal Ombudsman for Regulated Entities\) Directions, 2025](#).

The comments on the draft Directions are invited from the public/ stakeholders till **October 28, 2025**.

Additional comments or any attachments may also be submitted by email at iocepd@rbi.org.in

Draft Master Direction: [PDF \(210.6 KB\)](#)