

Date: October 07, 2025

RBI invites public comments on the draft Reserve Bank-Ombudsman Scheme, 2025

Public consultation no. C2R/2025-26/38

[The Reserve Bank – Integrated Ombudsman Scheme \(RB-IOS\), 2021 launched on November 12, 2021](#), provides customers of Regulated Entities (REs) a speedy, cost-effective and expeditious alternate grievance redress mechanism. Based on the operational experience, stakeholder feedback, and global best practices, the Reserve Bank has undertaken a comprehensive review of the Scheme.

The Reserve Bank has released the [draft Reserve Bank - Ombudsman Scheme, 2025 \(Scheme\)](#).

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

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

Draft Scheme: [PDF \(215.14 KB\)](#)