



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

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Department of Communication, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 फोन/Phone: 022 - 2266 0502

October 07, 2025

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

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

2. 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.

3. The comments on the draft Scheme are invited from public/stakeholders till October 28, 2025. The comments/ feedback may be submitted through the link under the '[Connect 2 Regulate](#)' Section available on the Reserve Bank's website or by [email](#) or may alternatively be forwarded to:

The Chief General Manager
Consumer Education and Protection Department, Central Office
Reserve Bank of India
1st Floor, Amar Building
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(Brij Raj)
Chief General Manager