



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

वेबसाइट : www.rbi.org.in/hindi

Website : www.rbi.org.in

ई-मेल/email : helpdoc@rbi.org.in



संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001

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

January 14, 2026

RBI issues Reserve Bank of India (Internal Ombudsman) Directions, 2026

The Reserve Bank of India had on October 07, 2025, issued the [draft Master Direction - Reserve Bank of India \(Internal Ombudsman for Regulated Entities\) Directions, 2025](#), seeking feedback from the stakeholders and the public.

2. Feedback received on the draft Master Direction has been examined and necessary modifications have been suitably incorporated in the final Master Direction. A statement on the feedback received for the draft Master Direction and action taken is provided in the [Annex](#).

3. Accordingly, the Reserve Bank of India has today issued the following Master Directions, specific to each category of regulated entity:

- a) [Reserve Bank of India \(Commercial Banks - Internal Ombudsman\) Directions, 2026](#)
- b) [Reserve Bank of India \(Small Finance Banks- Internal Ombudsman\) Directions, 2026](#)
- c) [Reserve Bank of India \(Payments Banks- Internal Ombudsman\) Directions, 2026](#)
- d) [Reserve Bank of India \(Non-Banking Financial Companies- Internal Ombudsman\) Directions, 2026](#)
- e) [Reserve Bank of India \(Non-Bank Prepaid Payment Instruments Issuers- Internal Ombudsman\) Directions, 2026](#)
- f) [Reserve Bank of India \(Credit Information Companies - Internal Ombudsman\) Directions, 2026](#)

The aforesaid directions are expected to strengthen the internal mechanism for resolution of customer grievances within the regulated entities.

Press Release: 2025-2026/1918

(Brij Raj)
Chief General Manager