



भारतीय रिजर्व बैंक  
RESERVE BANK OF INDIA

वेबसाइट : [www.rbi.org.in/hindi](http://www.rbi.org.in/hindi)

Website : [www.rbi.org.in](http://www.rbi.org.in)

ई-मेल/email : [helpdoc@rbi.org.in](mailto: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 16, 2026

**RBI issues Reserve Bank - Integrated Ombudsman Scheme, 2026**

The Reserve Bank of India had on October 07, 2025, issued the [draft Reserve Bank – Ombudsman Scheme, 2025](#), seeking feedback from the stakeholders and the public.

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

3. The revised [Scheme](#), to be called the Reserve Bank - Integrated Ombudsman Scheme (RB-IOS), 2026, is being issued today. The revised Scheme that will come into force from July 01, 2026 is expected to strengthen the Reserve Bank Ombudsman framework and bring about further efficiency in resolution of complaints.

**Press Release: 2025-2026/1936**

**(Brij Raj)**  
Chief General Manager