

DETAILS OF THE PRINCIPAL NODAL OFFICER

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PROCESS FOR FILING COMPLAINT WITH OMBUDSMAN

(Within one year of reply received from NBFC; or one year and 30 days if no reply received from NBFC)

A) CMS Portal (<https://cms.rbi.org.in>)

OR

B) Electronic or Physical mode to Centralized Receipt & Processing Centre (CRPC)

Email: CRPC@rbi.org.in

Address: Centralized Receipt & Processing Centre (CRPC), Reserve Bank of India, Fourth Floor, Sector 17, Chandigarh-160 017.

Contact Centre with toll free no – 14448 (Timing - 9:30 am to 5:15 pm)