

The Reserve Bank - Integrated Ombudsman Scheme, 2021

The Scheme integrates the existing three Ombudsman schemes of RBI namely:

- i) The Banking Ombudsman Scheme, 2006;
- ii) The Ombudsman Scheme for Non-Banking Financial Companies, 2018; and
- iii) The Ombudsman Scheme for Digital Transactions, 2019.

SILENT FEATURE OF THE SCHEME:

1. The Scheme adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral.
2. It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.
3. The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of "not covered under the grounds listed in the scheme".
4. The Scheme has done away with the jurisdiction of each ombudsman office.
5. A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.

PROCESS TO FILE COMPLAINT:

A. **Approach to the Entity First:** Complain to the Regulated Entity First Via:

a) Phone: 022-40851000/22623000

b) Email: pno@westendindia.com

c) Visit at office

d) Write a letter: Ms. Pooja Kunwar

(Grievance Redressal Officer)

West End Investment & Finance Consultancy Pvt Ltd

38, 2nd Floor, Bombay Mutual Building, Dr D.N.Road, Fort,

Mumbai-400001

B. **Wait 30 days:** Give them 30 days to resolve or respond.

- C. **File with RBI:** if unsatisfied or no response after 30 days, file with the RBI Via:
- Online: <https://cms.rbi.org.in>
 - Email: crpc@rbi.org.in
 - Physical: 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.
- D. **Timeline:** File within one year of the Regulated entity reply or one year and 30 days from the original complaint if no reply.
- The Regulated Entity will not have the right to appeal in cases where an Award is issued by the ombudsman against it for not furnishing satisfactory and timely information/documents.
 - The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer.
 - The Executive Director-in charge of Consumer Education and Protection Department of RBI would be the Appellate Authority under the Scheme.

Name and Contact Details of the Principal Nodal Officer of the Company:

Ms. Pooja Kunwar
Principal Nodal Officer
West End Investment & Finance Consultancy Pvt Ltd
Email id: pno@westendindia.com
Contact Number: +91-9819742667
38, 2nd Floor, Bombay Mutual Building, Dr. D. N.Road, Fort, Mumbai-400001

- A copy of the Scheme is available on the RBI website https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_amendments05082022.pdf and on the CMS portal (<https://cms.rbi.org.in>).