Saraswat Bank | Saraswat Co-operative Bank Ltd.
(Scheduled Bank)

Salient Features: The Reserve Bank – Integrated Ombudsman Scheme, 2026 effective July 01, 2026

The Scheme, framed by the Reserve Bank in exercise of the powers conferred on it under Section 35A of the Banking Regulation Act, 1949 (10 of 1949), Section 45L of the Reserve Bank of India Act, 1934 (2 of 1934), Section 18 of the Payment and Settlement Systems Act, 2007 (51 of 2007) and Section 11 of the Credit Information Companies (Regulation) Act, 2005 (30 of 2005), will provide a cost-effective, expeditious, non-adversarial alternate grievance redress mechanism for the resolution of complaints against Regulated Entities covered under the Scheme.

Some of the salient features of the Scheme are:

i. A Centralised Receipt and Processing Centre has been set up at RBI, for receipt and initial processing complaints in any language.
ii. The Scheme defines ‘deficiency in service’ as the ground for filing a complaint, with a specified list of exclusions.
iii. A complaint can be made under the scheme:
    - If complainant had made a written complaint to the Regulated Entity concerned and the complaint was rejected wholly or partly by the bank, and the complainant is not satisfied with the reply or
    - If already escalated to the Principal Nodal Officer of the Regulated Entity and the complainant is not satisfied with the reply, complaint can be made within 90 days after the complainant has received a reply from the bank or
    - If complainant has not received any reply within 30 days after filing of complaint, the complainant can file the complaint within further 90 days.
iv. No complaint to Banking Ombudsman can be made under the scheme for the matters related to:
    - The complaint is not in respect of the same cause of action which is already-pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman.
    - Pending before any Court, Tribunal or Arbitrator or any other Forum or Authority; or, settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other Forum or Authority.

Complaints can be filed through any of the following modes:

- Online - on CMS portal of RBI at **https://cms.rbi.org.in**.
- Physical Complaints can also be filed through the dedicated **e-mail** or sent in physical mode in a filled-in complaint form with supporting documents by post /courier to the address - Centralized Receipt and Processing Centre (CRPC), Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160017
- Complaints with full details can be sent by email (crpc@rbi.org.in).
- For more details, a copy of the scheme is available at the branch, the Bank’s website and on the RBI website and on the CMS portal (**https://cms.rbi.org.in**).
- Additionally, call the Contact Centre with a toll-free number – 14448 or send an email to crpc@rbi.org.in
- For more details, a copy of the Scheme is available at the branch and on the Bank website.