Banking Ombudsman:

New Delhi I

Shri R.K.Moolchandani

C/o Reserve Bank of India Sansad Marg, New Delhi-110001

STD Code :011 Tel No: 23725445

New Delhi II

Smt. Suchitra Maurya

C/o Reserve Bank of India Sansad Marg, New Delhi-110001

STD Code :011 Tel No: 23715393

(Mumbai I –Districts of Mumbai, Mumbai Suburban and Thane)

Dr.Neena Rohit Jain C/o Reserve Bank of India 4th Floor ,RBI Byculla Office Building Opp.Mumbai Central Ralway Station Byculla,Mumbai -400 008 STD Code :022

STD Code :022 Tel.No: 23022028

(Mumbai II –Goa and Maharashtra (except the districts of Mumbai, Mumbai Suburban and Thane)

Dr.Sushanta Kumar Kar
C/o Reserve Bank of India
4th Floor ,RBI Byculla Office Building
Opp.Mumbai Central Ralway Station
Byculla,Mumbai -400 008
STD Code :022

Chennai Dr (Smt) Tuli Roy C/o Reserve Bank of India Fort Glacis, Chennai 600 001

STD Code: 044 Tel no: 25395964

Tel.No: 23001483

Reserve Bank of India has launched a software application "Complaint Management System (CMS)" to facilitate RBI's grievance redressal processes. Members of public can access the CMS portal at RBI's website to lodge their complaints against any of the entities regulated by RBI. The complaint can be lodged online through the RBI portal (https://cms.rbi.org.in)