

The Reserve Bank of India has set up a third office of the Banking Ombudsman(BO)and Ombudsman for Digital transactions(ODT) at Reserve Bank of India ,New Delhi (New Delhi –III)

The territorial jurisdiction and e-mail ids of BO and ODT are as under :

SN	BO/ODT	Territorial Jurisdiction	Email ID
1	New Delhi I	North,North-west,West,south West,New Delhi and South districts of Delhi	bonewdelhi1@rbi.org.in (for BO) odtnewdelhi1@rbi.org.in (for ODT)
2	New Delhi II	Haryana(except Panchkula,Yamuna Nagarand AmbalaDistricts)and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh	bonewdelhi2@rbi.org.in (for BO) odtnewdelhi2@rbi.org.in (for ODT)
3	New Delhi III	North-East, Central,Shahdara,East and South-East districts of Delhi	cms.bonewdelhi3@rbi.org.in (for BO) cms.odtnewdelhi3@rbi.org.in (for ODT)

Banking Ombudsman:

New Delhi I

Smt.Anupam Sonal

C/o Reserve Bank of India

Sansad Marg, New Delhi-

110001

Telephone: +91-11-23725445/23710882

Fax: +91-11-23725218

Email cms.bonewdelhi1@rbi.org.in

New Delhi II

Mrs.Ruchi A S H

C/o Reserve Bank of India

Sansad Marg, New Delhi-

110001

Telephone: +91-11-23724856

Fax: +91-11-23725218-19

Email cms.bonewdelhi2@rbi.org.in

New Delhi III
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110001
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Fax: +91-11-23725218
Email cms.bonewdelhi3@rbi.org.in

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

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Opp.Mumbai Central Railway Station
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Tel.No.23022028
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(Mumbai II –Goa and Maharashtra(except the districts of Mumbai,Mumbai Suburban and Thane)

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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.