



In terms of Clause 6 of the **Reserve Bank - Integrated Ombudsman Scheme, 2021** a Centralised Receipt and Processing Centre (CRPC) has been established at Chandigarh to receive complaints filed under the Scheme.

**Address:**

Centralised Receipt and Processing Centre (CRPC)  
Reserve Bank of India  
4<sup>th</sup> Floor, Sector 17  
Chandigarh – 160017

**Online Portal :** <https://cms.rbi.org.in>

**Toll Free Number :** 14448 (9:30 am to 5:15 pm)