

PUBLIC NOTIFICATION

Reserve Bank Of India has set up a new Office of the Banking Ombudsman at New Delhi Region named as Office of RBI Banking Ombudsman-III (BO-III) New Delhi (RBIO – III, New Delhi).

RBIO – III, New Delhi shall redress complaints covered under the following schemes:

(a) Banking Ombudsman Scheme, 2006 (BO Scheme, 2006) - Banking Ombudsman cases covered under and on grounds listed in Clause 8 of BO Scheme, 2006 and

(b) Ombudsman Scheme for Digital Transactions, 2019 (OSDT, 2019) - Cases defined under the Payment and Settlement Systems Act, 2007 covered under and on grounds listed in Clause 8 of OSDT

Address and Area of Operation of RBI Banking Ombudsman-III (BO-III) New Delhi

Sl. No.	Name of Scheme	Official	Address of the Office of Banking Ombudsman	Area of Operation
1.	Banking Ombudsman Scheme, 2006	Banking Ombudsman, New Delhi – III	Office of the Banking Ombudsman, New Delhi – III, C/o Reserve Bank Of India, RBI, 6, Sansad Marg, New Delhi – 110001 Office Time: 9:30 AM to 5:15 PM Telephone No.: 011-23715393 Fax No.: 011-23765234 E-mail Id: cms.bonewdelhi3@rbi.org.in	North-East, Central, Shahdara, East and South-East districts of Delhi
2.	Ombudsman Scheme for Digital Transactions, 2019	Ombudsman for Digital Transaction, New Delhi III	Ombudsman for Digital Transaction, New Delhi – III, C/o Reserve Bank Of India, RBI, 6, Sansad Marg, New Delhi – 110001 Office Time: 9:30 AM to 5:15 PM Telephone No.: 011-23715393 Fax No.: 011-23765234 E-mail Id: cms.odtnewdelhi3@rbi.org.in	North-East, Central, Shahdara, East and South-East districts of Delhi