

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

**RAJYA SABHA**

**UNSTARRED QUESTION NO. 1024**

TO BE ANSWERED ON THE 7<sup>th</sup> DECEMBER, 2021 / AGRAHAYANA 16, 1943 (SAKA)

**Integrated Ombudsman Scheme**

**1024. SHRI DEREK O' BRIEN:**

Will the Minister of **FINANCE** be pleased to state:

- (a) the maximum time period within which complaints will be addressed under the Integrated Ombudsman Scheme;
- (b) whether Government has taken into account that integrating the scheme will require more personnel; and
- (c) if so, the measures being taken to address the same and, if not, the reasons therefor?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF FINANCE  
(DR. BHAGWAT KARAD)

**(a):** Reserve Bank of India has informed that the Reserve Bank–Integrated Ombudsman Scheme, 2021 (RB-IOS, 2021) does not specify any time limit for resolution of complaints. However, all efforts are made to resolve complaints within a reasonable period.

**(b) & (c):** The requirement for personnel for Offices of RBI Ombudsman (ORBIOs) administering the RB-IOS, 2021 is met by RBI. Reserve Bank of India has reported that the requisite personnel have been posted at the 22 ORBIOs of RBI and the RB-IOS, 2021 is being implemented smoothly since November 12, 2021. RBI has also provided additional manpower for the setting up of the Centralised Receipt and Processing Centre as the single point of reference for complainants to lodge and track their complaints. Further, assessment of manpower requirement is made by RBI every three years, for which a Manpower Planning Committee is constituted for a comprehensive review.

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