



Multi State Scheduled Bank

Since 1966

THE AHMEDABAD MERCANTILE CO-OPERATIVE BANK LTD.

HEAD OFFICE : "AMCO HOUSE", Near Stadium Circle, Navrangpura, Ahmedabad - 380 009.

Phone : 079-26426582/84/88. E-mail : info@amco-bank.com, Web : www.amcobank.com

The Reserve Bank - Integrated Ombudsman Scheme, 2021

The Reserve Bank of India (RBI) recently launched the Integrated Ombudsman Scheme under 'One Nation-One Ombudsman' system. The Scheme integrates the existing three Ombudsman schemes of RBI namely,

- (i) the Banking Ombudsman Scheme, 2006;
- (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and
- (iii) the Ombudsman Scheme for Digital Transactions, 2019.

It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.

In case you find any kind of deficiency in our services then you can contact the Branch Manager for complete detail, manner of operation and directions of the scheme and submit your complaint in writing and obtain acknowledgement of its receipt.

If you do not receive a reply within 30 days or you do not find our reply satisfactory then you can contact at the Integrated Ombudsman's address with detailed description of your complaint.

**Integrated Ombudsman Address
Centralized Receipt and Processing Centre (CRPC)**

Reserve Bank of India

Central Vista, Sector 17, Chandigarh - 160017

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

E-mail ID : crpc@rbi.org.in

Toll Free Number : 14448

(09:30 A.M. to 05:15 P.M.)