



भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA  
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Executive Director

## Ombudsman Scheme for Digital Transactions, 2019

### NOTIFICATION

Ref. CEPD. PRS. No. 3370/13.01.010/2018-19

Date: January 31, 2019

In exercise of the powers conferred by Section 18 of the Payment and Settlement Systems Act, 2007, being satisfied that in the public interest and in the interest of conduct of business relating to payment systems, it is necessary to provide for a mechanism of Ombudsman for redressal of complaints against deficiency in services related to digital transactions, the Reserve Bank of India hereby directs that, the System Participants defined under the [Ombudsman Scheme for Digital Transactions, 2019](#) shall come within the ambit, and should comply with the provisions of the Ombudsman Scheme for Digital Transactions, 2019.

2. The [Scheme](#) shall come into force from **January 31, 2019**.

(Surekha Marandi)