



Reserve Bank of India
Consumer Education and Protection Cell
Kanpur
Notice Inviting E-Tender

Invitation For the publication of public advertisement in newspapers regarding Redressal of complaints by Consumer Education and Protection Cell (CEPC) on dated November 08, 2020

Reserve Bank of India, Kanpur invites e-tender for 'For the publication of public advertisement in newspapers regarding Redressal of complaints by Consumer Education and Protection Cell (CEPC) on dated **November 08, 2020**.' The publication of the said public advertisement will be published on **Sunday, November 08, 2020**, in all the editions of the state of Uttar Pradesh (attachment enclosed), an English daily, a Hindi daily and an advertisement in a Financial daily (English Financial Daily). The e-tendering shall be done through the e-tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>) as per the terms & conditions annexed. All eligible and interested companies / agencies / firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process. The Schedule of e-tender is as follows:

E-Tender No.	RBI/Kanpur/HRMD/26/20-21/ET/233
a) Cost of the previously published advertisement (January 04 and 05, 2020)	Rs.9,82,375/-(Nine lakhs eighty two thousand three hundred seventy five only) (Including GST at the rate of 05%)
b) Mode of e-tender	e-Procurement System Price Bid through www.mstcecommerce.com/eprochome/rbi
c) Type of e-tender	Limited
d) Date of NIT available to parties to download	October 16, 2020 at 03:00 PM
e) E-Tender Fees	NIL
f) Date of Starting of e-tender for submission of on-line Price Bid at	October 16, 2020 at 03:00 PM

http://mstcecommerce.com/eprochome/rbi	
g) Date of closing of online e-tender for submission of Price Bid.	November 05, 2020 at 02:00 PM
h) Date & time of opening of price bid	November 05, 2020 at 02:30 PM
i) Validity of the e-tender	30 days from the date of opening of Price bid
j) Transaction Fee (Non-refundable) (To be paid separately by the tenderers to MSTC vide MSTC E-Payment Gateway for participating in the e-tender)	Rs 1180/- inclusive of GST @ 18%. Payment of transaction fees through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited

2. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.
3. No quotation will be accepted with any condition quoted by the vendor what so ever. Such quotation will be rejected at the discretion of the Bank.
4. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

Regional Director
Reserve Bank of India
Kanpur

Annexure 1

Terms and conditions:

1. This is an invitation for the publication of public advertisement (draft specimen **Annex2, Annex3**) in newspapers in relation to customer service by RBI Regulated Entities. The said public advertisement is to be published on **Sunday, November 08, 2020**, in all editions published from cities in Uttar Pradesh, in an **English daily**, a **Hindi daily** and in a **financial daily (English Financial Daily)**. The content of advertisement is attached.
2. Size of publication will be 450 sq. cm.
3. Advertising agency to ensure that placement should be **eye-catching and should appear in the main part of the newspaper** and not in the supplement. Font size to be such that it is easily readable.
4. The Bidder will put his/ her full name, e-mail, contact number and address of the firm/agency.
5. Total Amount should be quoted in numeric figures. **The rate/total amount shall be inclusive of all applicable charges. No extra claim shall be entertained by the Bank in this regard.**
6. Work of publishing advertisement in one Hindi daily, one English daily and one English Financial daily will be awarded based on minimum price quoted per newspaper, if required separately for each newspaper
7. Bid will be awarded after the manual analysis of bid quotes. For each item separate vendor (L1) can be awarded, however Bank is not bound to accept the lowest bid.
An illustrative example of comparative analysis of rates provided by vendors is given below.

S. N.	Vendor name	Newspaper X	Newspaper Y	Newspaper Z	Remark
		Hindi (Daily) Rate in Rs per square cm			
1	A	10	12	15	
2	B	0 [#]	11	0 [#]	
3	C	8	11	0 [#]	L1

0 (Zero) indicates the vendor has not quoted the rate for the specific newspaper

***In the above table, suppose three vendors whose names are A, B, C participated in the bidding process and quoted the above-mentioned rates. Vendor C is L1 because vendor C has quoted lowest bid (8 for Newspaper X). It is not required for vendors to quote rates for all the three newspapers mentioned in the tender document.**

***The same process will be applicable for English daily and Financial daily also.**

***A vendor may quote rates for any of the categories Hindi Daily, English Daily, Financial English daily or all the three categories.**

8. Payment shall be made on submission of bill along with the copy of advertisement published in the various editions and dully filled in NEFT mandate form along with a cancelled cheque.

9. Scanned copy of the advertisement should reach on November 09, 2020 at cepc.kanpur@rbi.org.in.

Important instructions for E-procurement

Bidders are requested to read the terms & conditions of this e-tender before submitting your online tender.

1.	<p>Process of E-Tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi</p> <p>1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/ Govt depts → Select RBI Logo → Register as Vendor -- Filling up details and creating own user id and password →</p> <p>Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).</p> <p>Contact person (RBI Kanpur):</p> <p>Shri. Deepesh Tiwari (Assistant General Manager)</p> <p>Ph. No.- 0512-2332938/ Email: (deepeshtwari@rbi.org.in)</p> <p>Sri Prakhar Agarwal (Assistant)</p> <p>Ph. No.- 9619265133 Email: (prakharagarwal@rbi.org.in)</p> <p>Contact person (MSTC Ltd):</p> <ol style="list-style-type: none">1. Shri Rohit Kumar Singh, Assistant Manager, 0522-42447022. Shri Nitin Anand, Manager, 0522-4240445 <p>B) System Requirement:</p> <ol style="list-style-type: none">i) Windows 7 or above Operating System
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	<p>ii) IE-7 and above Internet browser.</p> <p>iii) Signing type digital signature</p> <p>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p> <p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p>
	<p>Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p>Other Settings:</p> <p>Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2.	<p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprhome/rbi. E-tenders will be opened electronically on specified date and time as given in the E-tender.</p>
3.	<p>All entries in the e-tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4.	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular e-tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable.</p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>Note:</p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time</p>

	of the event so as to give themselves sufficient time to submit the bid.
5.	Information about e-tenders /corrigendum uploaded shall be sent by email only during the process till finalization of e-tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6.	E-Tender cannot be accessed after the due date and time mentioned in NIT.
7.	<p>Bidding in e-tender:</p> <p>a) Vendor(s) need to submit necessary e-tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. E-Tender fees and Transaction fees are non-refundable.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement →PSU / Government departments. → Login under RBI → my menu→ Auction Floor Manager→ live event →Selection of the live event.</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they must fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid.</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and</p>

	<p>acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the e-tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the e-tender.</p>
8.	Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
9.	No deviation to the technical and commercial terms & conditions are allowed
10.	The e-tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof
11.	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprchome to familiarize them with the system before bidding. For technical assistance, MSTC officials may be contacted at 0522-4244702/0522-4240445 well in advance and bidders are advised to avoid any last-minute rush. In case of any technical assistance required from MSTC, Bidders must contact MSTC at least one day prior before the e-tender closing day and get all their queries resolved.



Draft English Specimen Annex- I

RESERVE BANK OF INDIA

www.rbi.org.in

**Redressal of complaints against entities regulated by RBI / any
Department of RBI**

Reserve Bank of India (RBI) has set up various fora for grievance redressal at their Offices across the country.

Any member of public who has a grievance relating to deficiency in service by the entities regulated by RBI viz; Commercial Banks, Regional Rural Banks, Co-operative Banks or Non-Banking Financial Companies (registered with RBI under Section 45-IA of the RBI Act, 1934), Digital Transactions conducted through non-bank entities regulated by RBI (under the Payment and Settlement Systems Act, 2007), Deposit Insurance and Credit Guarantee Corporation (DICGC) or against any Department of the RBI, may file his / her complaint online through **the Complaint Management System (CMS)** at <https://cms.rbi.org.in> >> **File a Complaint** along with full details / facts and supporting documents.

Complaints from any member of public who has a grievance as stated above and cannot apply online can also be submitted by post / hand delivery / e-mail at the following address provided for respective forum as given below:

1. Consumer Education and Protection Cells (CEPC)

(for redressal of complaints not covered under Ombudsman Schemes of RBI)

Name & designation of Officer:

Address:

Telephone NoFax NoEmail ID:

Office time:

2. Banking Ombudsman Scheme, 2006 (BO Scheme) 2006

(for redressal of complaints against banks covered under and on grounds listed in Clause 8 of BO Scheme)

Office of the Banking Ombudsman (name of Centre)

C/o Reserve Bank of India

Address:

Telephone NoFax NoE-mail Id.....

Office time:

3. Ombudsman Scheme for Non- Banking Financial Companies (NBFC-O Scheme), 2018

(for redressal of complaints against NBFCs covered under NBFC-O Scheme and on grounds listed in Clause 8 of NBFC-O Scheme)

NBFC Ombudsman (name of Centre)

C/o Reserve Bank of India

Address:

Telephone NoFax NoE-mail Id.....

Office time:

*Note – The jurisdiction of the said NBFC Ombudsman for (NBFC-O Centre) * covers (Area of Operation by concerned Office of NBFC-O) #.*

(for details, CEPCs may please see Annex IV)

4.Ombudsman Scheme for Digital Transactions (OSDT, 2019)

(for redressal of complaints against system participants as defined under the Payment and Settlement Systems Act, 2007 covered under and on grounds listed in Clause 8 of OSDT)

Ombudsman for Digital Transaction (name of Centre)

C/o Reserve Bank of India

Address:

Telephone NoFax NoE-mail Id.....

Office time:

5.Complaints against Deposit Insurance and Credit Guarantee Corporation (DICGC)

For complaints against DICGC, members of public can lodge the complaint at following address/e-mail Id:

Deposit Insurance and Credit Guarantee Corporation (DICGC)

The General Manager
DICGC, Complaint Redressal Cell
RBI Building, 2nd Floor
Opp. Mumbai Central Railway Station
Mumbai – 400 008.

Complainant can also approach Shri Dilavar Kasam Nalband, Deputy General Manager on Telephone No. 022-23026400 Ext. No. 8205 or through e-mail dicgc@rbi.org.in

Note 1: For filing complaint under the BO Scheme, 2006 or NBFC-O Scheme, 2018, OSDT 2019 or CEPC, the complainant may please note that he / she should first approach the branch of the bank / NBFC/ system participant for redressal of his / her grievance. If the grievance regarding deficiency in service listed in Clause 8 of the respective Ombudsman Schemes against any bank / NBFC/ System Participant is not redressed within 30 days or if complainant is not satisfied with the reply given by the bank / NBFC/ System Participant concerned, he / she can approach the concerned Ombudsman anytime within one year of receipt of reply from the bank / NBFC/ system participant or where no reply is received, anytime within one year and one month from the date of representation to the bank / NBFC/ system participant.

Note 2: Complaints to the Ombudsman against banks/ NBFCs/ System Participants and to the CEPCs against bank/ System Participants can be filed on the basis of location of branch or office of the respective entity. For centralized operations and complaints to CEPCs against NBFCs, the complaint can be filed before the forum within whose territorial jurisdiction the billing / declared address of the customer is located.

Appeal against decision of Ombudsman

Appeal against decision of Banking Ombudsman / NBFC Ombudsman / Ombudsman for Digital Transactions **can be filed online on CMS at <https://cms.rbi.org.in>** >> **File an Appeal** or sent to the **Appellate Authority, Reserve Bank of India, Consumer Education and Protection Department, Central Office, 1st Floor, Amar Building, Sir P M Road, Fort, Mumbai 400 001** within **30 days** of receipt of the communication of the respective Ombudsman's

decision, only if the complaint is closed under the appealable Clauses of the respective Schemes.

NOTE: Complainant *MUST* indicate his/ her name, address and contact number in the complaint.



भारतीय रिज़र्व बैंक

www.rbi.org.in

भारतीय रिज़र्व बैंक द्वारा विनियमित संस्थाओं / भारतीय रिज़र्व बैंक के किसी विभाग के विरुद्ध शिकायतों के निवारण

भारतीय रिज़र्व बैंक (भारिबैंक) ने देश भर में अपने कार्यालयों में शिकायत निवारण हेतु विभिन्न मंचों की स्थापना की है।

कोई भी व्यक्ति जिसे भारतीय रिज़र्व बैंक द्वारा विनियमित संस्थाओं, यथा- वाणिज्यिक बैंक, क्षेत्रीय ग्रामीण बैंक, सहकारी बैंक अथवा कोई गैर बैंकिंग वित्तीय कंपनियां (जो भारतीय रिज़र्व बैंक अधिनियम, 1934 की धारा 45इक के अधीन पंजीकृत हो), भारिबैंक द्वारा विनियमित गैर-बैंकिंग संस्थाओं द्वारा किए गए डिजिटल लेनदेन (भुगतान और निपटान अधिनियम 2007 के अधीन), निक्षेप बीमा और प्रत्यय गारंटी निगम (डीआईसीजीसी) की सेवाओं में कमी अथवा भारिबैंक के किसी विभाग के विरुद्ध शिकायत है, तो वह अपनी शिकायत को पूर्ण विवरण/ संपूर्ण तथ्यों और उसके समर्थक दस्तावेजों सहित हमारे वेबसाइट में <https://cms.rbi.org.in>>> भाषा चुनिए >> हिन्दी >> शिकायत दर्ज करे >> हिन्दी में उपलब्ध शिकायत प्रबंध प्रणाली (सीएमएस) के लिंक द्वारा ऑनलाइन प्रस्तुत कर सकते हैं।

अगर किसी व्यक्ति को उपरोक्त कोई शिकायत है और वे ऑनलाइन शिकायत दर्ज नहीं कर सकते/सकती है तो वे निम्नलिखित मंच में डाक/ दस्ती सुपुर्दगी/ ईमेल द्वारा अपनी शिकायत दर्ज कर सकते /सकती हैं।

1. उपभोक्ता शिक्षण और संरक्षण कक्ष (उशिसं कक्ष)

(भारिबैंक के लोकपाल योजना के तहत न आनेवाली शिकायतों के निवारण हेतु)

अधिकारी का नाम व पदनाम:

पता:

टेलिफोन नं.....फैक्स नं.ई-मेल आईडी:

कार्यालय समय:

2. बैंकिंग लोकपाल योजना, 2006 (बीओ योजना) 2006

(बीओ योजना के खंड 8 के अधीन दिए गए आधारों के अनुसार शिकायतों के निवारण हेतु)

बैंकिंग लोकपाल के कार्यालय (केंद्र का नाम)

द्वारा : भारतीय रिज़र्व बैंक

पता:

टेलिफोन नं.फैक्स नं. ईमेल आईडी -----

कार्यालय समय:

3. गैर बैंकिंग वित्तीय कंपनियों के लिए लोकपाल योजना 2018 (एनबीएफसी के लिए लोकपाल योजना, 2018)

(एनबीएफसी के लिए लोकपाल योजना, 2018 के तहत आनेवाले एनबीएफसीयों के विरुद्ध और एनबीएफसी लोकपाल योजना के खंड 8 के अधीन आने वाली शिकायतों के निवारण हेतु)

एनबीएफसी लोकपाल (.....केंद्र) *

द्वारा : भारतीय रिज़र्व बैंक

पता:

टेलिफोन नं. फ़ैक्स नं. ईमेल आईडी -----

कार्यालय समय:

*टिप्पणी- *(एनबीएफसी लोकपाल केंद्र) के लिए एनबीएफसी के लिए लोकपाल के क्षेत्राधिकार में(संबंधित एनबीएफसी लोकपाल कार्यालयों के क्षेत्राधिकार) # (ज्यादा जानकारी के लिए अनुबंध IV देखें) शामिल है।*

4. डिजिटल लेनदेन के लिए लोकपाल योजना, 2019 (ओएसडीटी 2019)

(ओएसडीटी के अधीन आनेवाले भुगतान और निपटान प्रणाली अधिनियम 2007 के तहत परिभाषित प्रणाली सहभागियों के विरुद्ध ओएसडीटी के खंड 8 में वर्णित आधार पर शिकायतों के निपटान हेतु)

डिजिटल लेनदेन के लिए लोकपाल (.....केंद्र)

द्वारा : भारतीय रिज़र्व बैंक

पता:

टेलिफोन नं. फ़ैक्स नं. ईमेल आईडी -----

कार्यालय समय:

5. निक्षेप बीमा और प्रत्यय गारंटी निगम (डीआईसीजीसी) के विरुद्ध शिकायतें

डीआईसीजीसी के विरुद्ध शिकायतों के लिए कोई भी व्यक्ति निम्नलिखित पते/ ईमेल आईडी पर शिकायत दर्ज कर सकते/ सकती हैं:

निक्षेप बीमा और प्रत्यय गारंटी निगम (डीआईसीजीसी)

महाप्रबंधक

डीआईसीजीसी, शिकायत निवारण कक्ष

भारतीय रिज़र्व बैंक भवन, 2री मंजिल

मुम्बई सेंट्रल रेलवे स्टेशन के सामने

मुम्बई – 400 008.

शिकायतकर्ता श्री दिलावर कसम नलबंद, उप महाप्रबंधक से टेलीफोन क्रमांक. 022-23026400, विस्तार सं. 8205 अथवा ई-मेल dicgc@rbi.org.in के माध्यम से भी संपर्क कर सकते/ सकती हैं।

टिप्पणी 1: बैंकिंग लोकपाल योजना, 2006 अथवा एनबीएफसी-लोकपाल योजना, 2018 या डिजिटल लेनदेनों के लिए लोकपाल योजना, 2019 अथवा उशीसं कक्ष के अंतर्गत शिकायत दर्ज कराने के लिए शिकायतकर्ता कृपया यह नोट करें कि वे अपनी शिकायत के निवारण के लिए सर्वप्रथम बैंक शाखा/ एनबीएफसी/ प्रणाली सहभागी से संपर्क करें। यदि किसी बैंक/ एनबीएफसी/ प्रणाली सहभागी के विरुद्ध संबंधित लोकपाल योजना के खंड 8 में वर्णित सेवा में कमी से जुड़ी शिकायत का निवारण 30 दिनों के भीतर नहीं होता है, अथवा यदि शिकायतकर्ता संबंधित बैंक/ एनबीएफसी/ प्रणाली सहभागी द्वारा दिए गए उत्तर से संतुष्ट नहीं है, तो वे बैंक/ एनबीएफसी/ प्रणाली सहभागी से उत्तर प्राप्त होने के एक वर्ष के भीतर किसी भी समय अथवा कोई उत्तर प्राप्त न होने की स्थिति में बैंक/ एनबीएफसी/ प्रणाली सहभागी को अभ्यावेदन देने की तिथि से एक वर्ष और एक माह के भीतर किसी भी समय संबंधित लोकपाल से संपर्क कर सकते/ सकती हैं।

टिप्पणी 2: बैंक / एनबीएफसी / प्रणाली सहभागियों के खिलाफ लोकपाल को तथा बैंक एवं प्रणाली सहभागियों के खिलाफ उशीसं कक्ष को शिकायत संबंधित शाखा या कार्यालय के स्थान के आधार पर दर्ज की जा सकती है। केन्द्रीकृत पररिचालानों तथा एनबीएफसी के विरुद्ध उशीसं कक्ष को शिकायत ग्राहक के बिलिंग / घोषित पता जिस मंच के भौगोलिक क्षेत्राधिकार में आता है, के आधार पर की जा सकती है।

लोकपाल के निर्णय के विरुद्ध अपील

बैंकिंग/ एनबीएफसी या डिजिटल लेनदेन के लिए लोकपाल द्वारा दिए गए निर्णय के विरुद्ध अपील, संबंधित लोकपाल का निर्णय प्राप्त होने के 30 दिनों के भीतर **सीएमएस के <https://cms.rbi.org.in>** >> भाषा चुनिए >> हिन्दी >> अपील दर्ज करें >> के लिंक द्वारा ऑनलाइन दर्ज कर सकते हैं या अपील प्राधिकारी, भारतीय रिज़र्व बैंक, उपभोक्ता शिक्षण और संरक्षण विभाग, केंद्रीय कार्यालय, अमर भवन, सर पी.एम. रोड, फोर्ट, मुंबई 400 001 को भेज सकते /सकती हैं, बशर्ते कि शिकायत को संबंधित योजनाओं के अपील-योग्य खंडों के अधीन बंद किया गया हो।

टिप्पणी: शिकायतकर्ता अपनी शिकायत में अपना नाम, पता और संपर्क क्रमांक. का उल्लेख करना जरूरी है।

Jurisdictions: -

Kanpur Jurisdiction (Name of Districts): -

Saharanpur, Bareilly, Muzaffarnagar, Pilibhit, Baghpat, Aligarh, Meerut, Mathura, Bijnor, Hathras, Ghaziabad, Farrukhabad, Hapur (Panchsheel Nagar), Jalaun, Amroha (J.P. Nagar), Kanpur Nagar, Shahjahanpur, Sitapur, Agra, Kanpur, Dehat, Firozabad, Jhansi, Etah, Lalitpur, Mainpuri, Hamirpur, Etawah, Mahoba, Kannauj, Sambhal (Bhim Nagar), Auraiya, Kanshiram Nagar (Kasganj), Moradabad, Gautam Buddha Nagar, Bulandshahar, Rampur, Budaun

Unnao, Lucknow, Barabanki, Lakhimpur – Kheri, Hardoi, Bahraich, Shravasti, Gonda, Balrampur, Siddharth Nagar, Banda, Fatehpur, Rae Bareilly, Faizabad, Basti, Chitrakoot, Sant Kabir Nagar, Maharajganj, Allahabad, Jaunpur, Azamgarh, Gorakhpur, Mirzapur, Sant Ravidas Nagar, Varanasi, Ghazipur, Mau, Deoria, Kushinagar (Padrauna), Sonbhadra, Chandauli, Ballia, Kaushambi, Pratapgarh, Ambedkar Nagar, Amethi (Chatrapati Sahuji Mahraj Nagar), Sultanpur, Shamali (Prabuddh Nagar)