

**THE RESERVE BANK OF INDIA - INTEGRATED OMBUDSMAN SCHEME, 2021**

**DETAILS OF PNO, CRPC AND COMPLAINT LODGING PORTAL OF RBI AND OTHER CHANNEL  
FOR REGISTRATION OF ANY COMPLAINT**

Region	Name	Role	Contact Number	Email Id
Pan India	Ms. Parminder Jit Kaur	Grievance Redressal Officer Nodal Officer	0181- 5076000	<a href="mailto:grievance.redressal@midlandmicrofin.com">grievance.redressal@midlandmicrofin.com</a>
Pan India	Mr. Gagan Deep Sharma- Vice President	Principal Nodal Officer	0181-5087777	<a href="mailto:pno@midlandmicrofin.com">pno@midlandmicrofin.com</a>
Punjab, Chandigarh, Haryana, Rajasthan, Jammu & Kashmir and Himachal Pradesh	Mr. Harikishan Agrawal- Deputy Business Head	Nodal Officer	0181-5065077	<a href="mailto:nodal.officer@midlandmicrofin.com">nodal.officer@midlandmicrofin.com</a>
Delhi, Uttarakhnad, Uttar Pradesh	Mr. Puran Prakash- Deputy Business Head	Nodal Officer		
Assam, Andhra Pradesh, Chhattisgarh, Odisha and West Bengal	Mr. Rakesh Kumar Meher- Deputy Business Head	Nodal Officer		
Bihar, Jharkhand	Mr. Rahul Kumar- Business Head	Nodal Officer		
Gujarat, Maharashtra and Madhya Pradesh	Mr. Dharam Singh Solanki- Deputy Business Head	Nodal Officer		

**Complaint lodging portal of the RBI Ombudsman:** <https://cms.rbi.org.in>

**Contact details of Centralized Receipt and Processing Centre (CRPC)**

**Email ID -** [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

**Address:** “Centralized Receipt and Processing Centre”, Reserve Bank of India, 4<sup>th</sup> Floor, Sector 17, Chandigarh – 160017

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