

संदर्भ सं./Ref. No.: S&E/E/43C-1/1482

दिनांक/Date: 29.11.2025

From	:	Executive Director (HSE & ESG)
To	:	Member Secretary State Environment Impact Assessment Authority (SEIAA), Arunachal Pradesh Environment Wing, PCCF office complex, P- Sector, Ziro Point Tinali, Itanagar -791111. (Email : dir.envt@gmail.com)
Subject	:	Submission of Half-yearly (April 2025 to September 2025) compliance report of the conditions stipulated in the Environment Clearance (EC) of Loc. KHAR (EC Identification No. - EC24B002AR140135) granted to Oil India Limited.

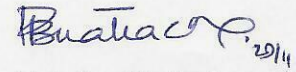
Sir,

Reference to above subject, please find enclosed herewith the Half-yearly (**April 2025 to September 2025**) compliance report of the conditions stipulated in the Environment Clearance (EC) of Loc. KHAR (B2 Category) granted to Oil India Limited.

This is for your kind information please.

Thanking you.

Yours faithfully,
For Oil India Limited



(Arindam Bhattacharyya)
Executive Director (HSE & ESG)
Nodal Officer (EC, FC, NBWL)
For Resident Chief Executive

Encl: As above

कार्यकारी निदेशक (एचएसई एवं ईएसजी)
Executive Director (HSE & ESG)
नोडल अधिकारी (ईसी/एफसी/एनबीडब्ल्यूएल)
Nodal Officer (EC/FC/NBWL)
ऑयल इंडिया लिमिटेड
Oil India Limited



HSE Department
Oil India Limited
Duliajan, Dibrugarh, 786602, Assam
Phone : 0374-2800542
Email: safety@oilindia.in

Copy:

1. Deputy Director General of Forests (Central), Sub Office, Guwahati (under Regional Office, Shillong), 4th Floor, Housefed Building, Rukminigaon, Guwahati-781022.
2. Zonal Office, Central Pollution Control Board, "TUM-SIR", Lower Motinagar, Near Fire Brigade Headquarter, Shillong-793014.
3. Chairman, Arunachal Pradesh State Pollution Control Board, Office of the Principal Chief and Secretary (E&F) Conservator of Forests, Govt. of Arunachal Pradesh, Itanagar-791111, Arunachal Pradesh.

<ul style="list-style-type: none"> ▪ Name of the Project: Exploratory drilling at Loc. KHAR. ▪ EC Identification No., File No and date: EC24B002AR140135, SIA/AR/IND2/442424/2023 dated 07.09.2024. ▪ Period of Compliance Report: April 2025 to September 2025. ▪ Present Status: Drilling at Loc. KHAR will be commenced after obtaining Forest Clearance. 		
Conditions stipulated by SEAC		
S. No.	CONDITION	COMPLIANCE STATUS
1.	The User agency, Oil India Limited shall obtain all clearances prior to starting exploratory drilling works and shall complete the exploration works within a time bound manner not exceeding 180 days.	Agreed to comply
2.	Forest Clearance for the proposed exploratory project and approach road to the drilling site by the MoEF&CC, GoI.	Agreed to comply
3.	The project proponent will carry out Baseline study of Air Quality, Noise level and water quality parameters near the project site and habitations before start of the drilling, during and after the drilling phase and provide the data to the Dy. Director Environment, Govt of Arunachal Pradesh.	Agreed to comply
4.	The project proponent will follow the Exit Plan on completion of this project and submit a report to the Dy. Director Environment, Govt of Arunachal Pradesh for acceptance.	Agreed to comply
I. GENERAL CONDITIONS		
S. No.	CONDITION	COMPLIANCE STATUS
1.	No further expansion or modifications in the plant, other than mentioned in the EIA Notification, 2006 and its amendments, shall be carried out without prior approval of the Ministry of Environment, Forest and Climate Change/SEIAA, as applicable. In case of deviations or alterations in the project proposal from those submitted to this Ministry for clearance, a fresh reference shall be made to the Ministry/SEIAA/SEAC, as applicable, to assess the adequacy of conditions imposed and to add additional environmental protection measures required, if any.	Agreed to comply
2.	Drilling shall be carried out only after obtaining prior permission under the Van (Sanrakshan Evam Samvardhan) Adhiniyam, 1980.	Agreed to comply
3.	The energy source for lighting purpose shall be preferably LED based, or advanced having preference in energy conservation and environment betterment.	Agreed to comply

4.	The overall noise levels in and around the plant area shall be kept well within the standards by providing noise control measures including acoustic hoods, silencers, enclosures etc. on all sources of noise generation. The ambient noise levels shall conform to the standards prescribed under the Environment (Protection) Act, 1986 Rules, 1989 viz. 75 dBA (day time) and 70 dBA (night time).	Agreed to comply
5.	The company shall earmark sufficient funds towards capital cost and recurring cost per annum to implement the conditions stipulated by the Ministry of Environment, Forest and Climate Change as well as the State Government along with the implementation schedule for all the conditions stipulated herein. The funds so earmarked for environment management/ pollution control measures shall not be diverted for any other purpose.	Agreed to comply
6.	A copy of the clearance letter shall be sent by the project proponent to concerned Panchayat, Zilla Parishad/ Municipal Corporation, Urban local Body and the local NGO, if any, from whom suggestions/ representations, if any, were received while processing the proposal.	Complied
7.	The project proponent shall also submit six monthly reports on the status of compliance of the stipulated Environmental Clearance conditions including results of monitored data (both in hard copies as well as by e-mail) to the respective Regional Office of MoEF&CC, the respective Zonal Office of CPCB and SPCB. A copy of Environmental Clearance and six monthly compliance status report shall be posted on the website of the company.	Agreed to comply
8.	The environmental statement for each financial year ending 31st March in Form-V as is mandated shall be submitted to the concerned State Pollution Control Board as prescribed under the Environment (Protection) Rules, 1986, as amended subsequently, shall also be put on the website of the company along with the status of compliance of environmental clearance conditions and shall also be sent to the respective Regional Offices of MoEF&CC by e-mail.	Agreed to comply
9.	The project proponent shall inform the public that the project has been accorded environmental clearance by the Ministry and copies of the clearance letter are available with the SPCB/Committee and may also be seen at Website of the Ministry and at https://parivesh.nic.in/ . This shall be advertised within seven days from the date of issue of the clearance letter, at least in two local newspapers that are widely circulated in the region of which one shall be in the vernacular language of the locality concerned and a copy of the same shall be forwarded to the concerned Regional Office of the Ministry.	Complied. Advertisement regarding the issuance of the Environment Clearance was published in two newspapers i.e., Asomiya Pratidin and The Arunachal Times dated 15.09.2024. Copies of the same are enclosed as Annexure – I.

10.	The project authorities shall inform the Regional Office as well as the Ministry, the date of financial closure and final approval of the project by the concerned authorities and the date of start of the project.	Agreed to comply
II. SPECIFIC CONDITIONS		
S.No	CONDITION	COMPLIANCE STATUS
1.	Total fresh water requirement shall not exceed 39 m ³ /day inter-alia permission shall be obtained from the concerned regulatory authority.	Agreed to comply
2.	The project proponent will treat and reuse the treated water within the factory and no waste or treated water shall be discharged outside the premises. Mobile ETP coupled with RO shall be installed to reuse the treated water in drilling system. Size of the waste shall be equal to the hole volume+ volume of drill cutting and volume of discarded mud if any. Two feet free board may be left to accommodate rain water. There shall be separate storm water channel and rain water shall not be allowed to mix with waste water. Alternatively, if possible pit less drilling be practiced instead of above.	Agreed to comply
3.	Approach road shall be made pucca to minimize generation of suspended dust.	Agreed to comply
4.	The project proponent shall make all arrangements for control of noise from the drilling activity. Acoustic enclosure shall be provided for the DG sets along with the adequate stack height as per CPCB guidelines.	Agreed to comply
5.	The company shall construct the garland drain to prevent runoff of any oil containing waste into the nearby water bodies. Separate drainage system shall be created for oil contaminated and non-oil contaminated.	Agreed to comply
6.	Drill cuttings separated from drilling fluid shall be adequately washed and disposed in HDPE lined pit. Waste mud shall be tested for hazardous contaminants and disposed according to HWMH Rules, 2016. No effluent/drilling mud shall be discharged/disposed off into nearby surface water bodies. The company shall comply with the guidelines for disposal of solid waste, drill cutting and drilling fluids for onshore drilling operation notified vide GSR.546(E) dated 30 th August, 2005.	Agreed to comply
7.	Oil spillage prevention and mitigation scheme shall be prepared. In case of oil spillage/ contamination, action plan shall be prepared to clean the site by adopting proven technology. The recyclable waste (oily sludge) and spent oil shall be disposed of to the authorized recyclers.	Agreed to comply

8.	The project proponent shall take necessary measures to prevent fire hazards, containing oil spill and soil remediation as needed. At fixed installations or plants use of ground flare shall be explored. At the place of ground flaring, the overhead flaring stack with knockout drums shall be installed to minimize gaseous emissions during operation.	Agreed to comply
9.	The project proponent shall develop a contingency plan for H ₂ S release including all necessary aspects from evacuation to resumption of normal operations. The workers shall be provided with personal H ₂ S detectors in locations of high risk of exposure along with self-containing breathing apparatus.	Agreed to comply
10.	Blow Out Preventer system shall be installed to prevent well blowouts during drilling operations.	Agreed to comply
11.	On completion of the project, necessary measures shall be taken for safe plugging of wells with secured enclosures to restore the drilling site to the original condition. The same shall be confirmed by the concerned regulatory authority from environment safety angle. In case of hydrocarbon not found economically viable, a full abandonment plan shall be implemented for the drilling site in accordance with the applicable DGH / Indian Petroleum Regulations.	Agreed to comply
12.	No lead acid batteries shall be utilized in the project/site.	Agreed to comply
13.	Occupational health surveillance of the workers shall be carried out as per the prevailing Acts and Rules.	Agreed to comply
14.	All workers & employees shall be provided with required safety kits/mask for personal protection. Oil content in the drill cuttings shall be monitored and report & shall sent to the Ministry's Regional Office.	Agreed to comply
15.	The project proponent shall prepare operating manual in respect of all activities, which would cover all safety & environment related issues and measures to be taken for protection. One set of environmental manual shall be made available at the drilling site/ project site. Awareness shall be created at each level of the management. All the schedules and results of environmental monitoring shall be available at the project site office. Remote monitoring of site should be done.	Agreed to comply

অসমীয়া প্ৰতিদিন ■ ডিব্ৰুগড় ■ দেওবাৰ, ১৫ ছেপ্টেম্বৰ, ২০২৪/২৯ ভাদ্ৰ, ১৯৪৬ শক

 **অইল ইণ্ডিয়া লিমিটেড**
Oil India Limited

অইল ইণ্ডিয়া
OIL INDIA

P.O. Duliajan - 786602, Assam, India CIN: L11101AS1959GOI001148

State Environment Impact Assessment Authority (SEIAA), Arunachal Pradesh has accorded Environment Clearance for the project "Onshore Oil & Gas drilling at Loc. KHAR" (Proposal No. SIA/AR/IND2/442424/2023) under the provisions of EIA Notification, 2006.

The copy of the Environmental Clearance (EC Identification No. EC24B002AR140135 dated 07.09.2024) is available for reference with Arunachal Pradesh State Pollution Control Board and may also be seen at the website of MoEF&CC at <https://parivesh.nic.in/>.

- Nodal Officer EC/FC/NBWL, Oil India Limited

Guv extends Onam greetings

ITANAGAR, 14 Sep: Governor KT Parnik has extended greetings to the people of the state on the occasion of Onam festival, and offered good wishes to the people of Kerala residing in the state and across the country and abroad.

"May this Onam evoke King Mahabali's blessings of health, wealth, happiness, and peace to us all," the governor said. (Raj Bhavan)

Nutrition awareness prog organised

CHAYANGTAJO, 14 Sep: In order to strengthen the efforts being made by the government to address malnutrition, Seva Bharati Arunachal Pradesh (SBAP) organised a nutrition awareness programme at Netaji Subash Chandra Bose Awashya Vidyalay in Sangchu on Saturday.

SBAP general secretary Tarh Donte advised the students of the school to adopt healthy and nutritional food habits.

He said that the spirit of Poshan Maas should be followed throughout the year.

In another programme, he handed over free medicines to the CHC here.

Labour commissioner inspects MCC in Roing

ROING, 14 Sep: Labour & Employment Commissioner Saugat Biswas inspected the labour & employment office and the Model Career Centre (MCC) here in Lower Dibang Valley district on Saturday.

The commissioner urged the labour department officials to carry out the e-shram registration process in mission mode. For the workers not eligible under e-shram, he suggested that they be registered with the APB&OCVWB to be able to avail various benefits provided by the board.

District Labour Officer Rokom Tayeng briefed the commissioner on the departmental activities, including e-shram registration, social security schemes and the MCC, and bottlenecks in implementing the national career service project.

The commissioner also visited the ITI here, where Principal RC Dutta, along with all the teaching staff, apprised him of the different trends available at, and the challenges being faced, by the ITI.

The commissioner advocated "better collaboration between the ITI and the MCC for placement of the students."

He also visited the Dibang Lot 4 base camp in Dambuk and was given an overview of the project, workers, timelines and bottlenecks. (DIPRO)

Hindi Saptah Samaroh begins at DPGC

KAMKI, 14 Sep: Hindi Saptah Samaroh - a weeklong celebration of Hindi literature and language, commemorating Hindi Diwas - began at the Donyi Polo Government College (DPGC) here in West Siang district on Saturday.

The first day featured literary competitions, including poetry recitation, extempore speech and Hindi spelling writing competition.

Organised by the Hindi department of the college, the weeklong celebration is studied with a series of literary and cultural activities, led by Hindi Department Head Gesen Ete and coordinated by Dr Doga Ngomdir.

The inauguration ceremony was attended by Associate Professor Dr Priyanka Priyadarshini and 12 other faculty members, besides 90 students.

Maharashtra can lead the way in promoting Buddha's values: Rijiju

MUMBAI, 14 Sep: Union Minority Affairs Minister Kiren Rijiju on Saturday said that Maharashtra, with a substantial Buddhist population, can lead the way in promoting the Buddha's values.

He was delivering the keynote address at the 'Buddha's middle path: Guide for global leadership', a conference organised jointly by his ministry and the International Buddhist Conclave, here.

"With its substantial Buddhist population, Maharashtra stands as a pivotal region where any movement for spreading Buddha's values can resonate nationwide. The state can lead the way in promoting Buddha's values," the minister said.

Prime Minister Narendra Modi's recent initiatives,

including extensive celebration of Buddha Purnima by the Government of India, underline a commitment to promoting Buddhist values, he said.

"The prime minister's speeches at the UN and European Union consistently underscore the values of 'karuna' (compassion) and 'seva' (service), reflecting their global relevance," Rijiju added.

He also quoted the prime minister as saying that only when the values of the Buddha - benevolence and compassion - join hands, can a country become a global leader, and the absence of such values will only create global issues but not peace.

Rijiju paid tributes to Dr BR Ambedkar, saying that his meticulous drafting of

the Constitution remains a testament to his dedication to the country's framework and people.

The minister spoke also about the welfare schemes aimed at supporting the Buddhist community.

Secretary General of the International Buddhist Confederation, Shartse Khensur Jangchup Choed, said that the Buddhist principle of 'ahimsa' (non-violence) has a transformative power and can lead to cultivation of 'daya' (compassion) and 'karuna' (mercy and empathy).

Only the teachings of the Buddha offer a viable solution to the pressing problems faced by the world today, he said.

Chairman of the National Commission for Minorities, Iqbal Singh Lalpura, said that India is the

birthplace of many faiths and religions and has always preached love and compassion while the rest of the world was focussed on acquisition of power.

Dr Milind Kamble, founder-chairman of the Dalit Indian Chamber of Commerce and Industry, talked about the Buddha's message of 'being one's own light'.

Ambedkar, despite facing numerous challenges, never endorsed violence throughout his life, Kamble underlined, adding that values of Buddhism contribute to lower levels of conflict in countries influenced by these teachings.

The conference also paid tribute to the legacy of Dr Ambedkar, recognising his contributions to modern Buddhism and efforts to promote Buddhist values. (PTI)

Gollo Mary

"Let food be thy medicine and medicine be thy food."

- Hippocrates

In celebration of Poshan Maas (Nutrition Month), 2024, it is crucial to address anaemia as a significant health concern in Arunachal Pradesh. Despite the region's high meat consumption, anaemia remains prevalent, especially among adolescent girls and pregnant women.

According to the World Health Organisation, anaemia is defined as a deficiency in red blood cells or haemoglobin, which reduces the blood's ability to transport oxygen.

One of the primary nutritional considerations in combating anaemia is iron intake; however, iron deficiency is not the only cause of anaemia. There are two types of iron: heme and non-heme. Heme iron, found in meat, fish, and poultry, is easily absorbed by the body. Non-heme iron, present in dark green leafy vegetables, beans, lentils, and fortified cereals, requires Vitamin C for better absorption. Pairing non-heme iron with Vitamin C sources like citrus fruits or tomatoes enhances iron uptake and counteracts absorption blockers like phytates and oxalates found in whole grains and spinach. While the iron content in eggs and dairy products is comparatively lower.

It is advisable to avoid consuming tea, coffee, and calcium-rich foods during meals, as they can inhibit iron absorption. Calcium supplements should be used cautiously and under medical supervision.

Using cast-iron cookware can be beneficial, particularly for enhancing the iron content of the food. Folate and Vitamin B12 are also crucial for red blood cell formation.

Additionally, iron supplementation might be necessary for some individuals, but this should always be done under medical supervision.

Nutrition in focus: Anaemia

cal supervision to avoid potential side effects.

In Arunachal, we are fortunate to have access to a variety of iron-rich foods. Our diet includes meat and meat products, with organ meats like beef liver being especially rich in iron - 100 grams provide 6.2 mg of iron. Fish, poultry, and leafy greens such as spinach, taro leaves, mustard leaves, amaranth leaves, edible ferns (dipilazium esculentum), sweet potato leaves, moringa leaves, oyik (pouzolziahiarta), beetroot leaves, etc. are also excellent sources of iron.

The Indian Recommended Dietary Allowance for iron varies based on age, gender, and physiological status. Pregnant women need 40 mgs per day, lactating women require 23 mgs per day, and other women should aim for 29 mgs per day. Adolescent girls need 30-32 mgs per day, while men require 19 mgs per day and adolescent boys need 22-26 mgs per day.

Disclaimer: This information is intended for educational purposes only. Dietary changes should be made under the guidance of a nutrition expert, as individual needs vary. (The contributor is a Delhi based dietitian.)



ऑयल इंडिया लिमिटेड

Oil India Limited

P.O. Duliang - 786002, Assam, India. CIN: L11101AS1959G0001148

State Environment Impact Assessment (SEIA), Arunachal Pradesh, has accorded Environment Clearance for the project "Onshore Oil & Gas Drilling at Loc. KHAR" (Proposal No. SJAR/IND2/44242/2023) under the provisions of EIA Notification, 2006.

The copy of the Environmental Clearance (EC Identification No. EC240822AR141135 dated 07.08.2024) is available for reference with Arunachal Pradesh State Pollution Control Board and may also be seen at the website of MOEF&CC at <https://iparvish.nc.in/>

- Nodal Officer EC/CN/BWL, Oil India Limited

RESERVE BANK OF INDIA

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Redressal of complaints against entities regulated by RBI

Reserve Bank - Integrated Ombudsman Scheme (RB-IOIS)

- The Reserve Bank has mandated all its regulated entities to have a mechanism at their end to resolve the complaints received by them from their customers, which is considered as the Internal Grievance Redress Mechanism of regulated entities.
- The Reserve Bank has also put in place an expeditious and cost-free Alternate Grievance Redress Mechanism for resolution of customer complaints relating to deficiencies in services rendered by its regulated entities through the Reserve Bank - Integrated Ombudsman Scheme, 2021 (RB-IOIS).
- Banks, Non-Banking Financial Companies, Payment System Participants and Credit Information Companies have complied under the Reserve Bank - Integrated Ombudsman Scheme.
- The RB-IOIS adopts a "One Nation One Ombudsman" approach for all complaints against any regulated entities. It is therefore no longer necessary for a complainant to identify under which Ombudsman scheme/office, he/she should file a complaint with the Ombudsman.
- The complaints against regulated entities not covered under the RB-IOIS are handled at Consumer Education and Protection Cells (CEPCs) for resolution.
- The list of regulated entities covered under the ambit of RB-IOIS and CEPC can be accessed by visiting <https://cms.rbi.org.in>

What to do if you have a complaint?

You can lodge complaint against the regulated entity at its branch or through online in the grievance redressal portal or any other mode as mentioned in its website. Get acknowledgement/ save the reference number of the complaint.

When to approach the RBI Ombudsman?

- You can approach the RBI Ombudsman, in case:
 - No reply is received from the regulated entity within 30 days - Anytime within one year and 30 days from the date your complaint is registered with the RBI.
 - Reply received from the regulated entity is unsatisfactory - Anytime within one year of receipt of reply from the concerned regulated entity.
- Note:
 - The complaint should contain all requisite details / information as per the complaint form prescribed in the RB-IOIS.
 - The complaint should not have been dealt with / pending with any other forum (like Courts) or dealt earlier by the RBI Ombudsman.
 - Filing complaint directly with RBI Ombudsman, without approaching the RE, may lead to its rejection.

How to lodge a complaint with RBI?

- Complaint against the regulated entity can be filed through any of the following modes:
 - Online through the Complaint Management System (CMS) portal of RBI at <https://cms.rbi.org.in>
 - Physical complaint (letter / post) in the form as specified in Annexure in the RB-IOIS to "Centralized Receipt and Processing Centre, 4th floor, Reserve Bank of India Sector-17, Central Vista, Chandigarh - 160017"

How to know more about lodging a complaint with RBI?

For more information, you can approach RBI Contact Centre facility with Toll-free Number: 14448. The contact center with Interactive Voice Response System (IVRS) is available 24x7, while the facility to connect to Contact Centre personnel is available from Monday to Friday except National Holidays, between 8.00 AM to 10.00 PM for English, Hindi and ten regional languages (Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Telugu and Tamil).

For more information

Please Visit:
FAQs on RB-IOIS, 2021 - https://www.rbi.org.in/scripts/FS_FAQs.aspx?m=2745
Or CMS Portal - <https://cms.rbi.org.in/>

(For complaints against DICGC, members of public can lodge the complaint at following address e-mail id) Deposit Insurance and Credit Guarantee Corporation

The General Manager
DICGC, Complaint Redressal Cell,
Reserve Bank of India, 2nd Floor,
Opp. Mumbai Central Railway Station,
Byculla, Mumbai - 400008
E-mail: dicgc.complaints@rbi.org.in
Contact No. 022-23028000, Ext No- 8000,

Mithuns are being exploited

Apeda Rondo

The most prestigious state animal, Bos frontalis, known as mithun, is becoming vulnerable. The semi-domesticated species is an indispensable and required utility beast for the tribes living in Arunachal Pradesh due to its immense value and unfathomable mythical connection to it. It is also vital because the tribal people use it when sacramental or other essential ritual practices are held in ethnic society.

Many have held the mithun in high regard and respected it throughout history. It is considered comparable to human beings due to its profound significance and various uses in different aspects of life, including traditional ceremonies, community festivals, and trade among tribes.

In the past, mithun slaughter was only permitted for specific traditional events and followed taboos. The tribal communities deeply value the mithun as it plays a crucial role in their society, protecting them from various challenges such as predators and trad-

related issues.


But these days, it has been excessively exploited, disrespected, and unheeded due to gargantuan commercialisation. The main reason for weighty demands in the market is the increase in consumer calls and demand from various ranges. The species is losing its population, and costs are rocketing each possible month. On the other hand, it's because of significant development in rural areas, unregulated cattle territory, or rampant clearance of grazing land, especially in isolated areas where livestock prefer to live.

One way to tackle the issue is for the government to integrate mithun farming with the animal husbandry & dairy development department, such as existing cattle management. Moreover, establishing a mithun research and rearing centre within the department will provide valuable support to farmers through institutional mechanisms and ensure the enforcement of strict guidelines to prevent further milk exploitation. This proactive approach is crucial because the mithun is essential to our agricul-

tural heritage.

The government must take immediate and decisive action to introduce a draft policy addressing the high cost of cattle and the potential financial devastation for farmers in the event of their loss. The policy should include comprehensive cattle insurance to provide farmers with the necessary protection. Engaging farmers from every district through a committee led by the circle officer level is crucial for effective and efficient implementation. This will address genuine concerns, particularly those affected by tiger and dhoke attacks, ensuring that mithun farmers receive the support they deserve.

Additionally, the policy must strongly formalise incentives to empower villagers and genuine landowners. Granting at least one village the authority to use tranquiliser guns for proper ownership identification and curing of wounds due to fatal accidents, with strict monitoring by the gaonbura level, is imperative for successful implementation and benefits. (The writer is a travel consultant at Kanh Kanta Tours and Travels. He can be reached at rondoadjiu@gmail.com.)



भारतीय रिज़र्व बैंक

RESERVE BANK OF INDIA

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भारतीय रिज़र्व बैंक द्वारा विनियमित संस्थाओं, के विरुद्ध शिकायतों का निवारण

रिज़र्व बैंक - एकीकृत लोकपाल योजना (आरबी-आईओएस)

- रिज़र्व बैंक ने अपनी सभी विनियमित संस्थाओं को उनके ग्राहकों से प्राप्त शिकायतों का समाधान करने हेतु अपने स्तर पर एक व्यवस्था बनाए रखने का आदेश दिया है, जिसे विनियमित संस्थाओं का आंतरिक शिकायत निवारण तंत्र माना जाता है।
- रिज़र्व बैंक ने, रिज़र्व बैंक - एकीकृत लोकपाल योजना, 2021 (आरबी-आईओएस) के माध्यम से विनियमित संस्थाओं द्वारा प्रदान की गई सेवाओं में कमियों से संबंधित ग्राहक शिकायतों के समाधान के लिए एक त्वरित और निष्पक्ष वैकल्पिक शिकायत निवारण तंत्र भी स्थापित किया है।
- बैंकों, गैर-बैंकिंग वित्तीय कंपनियों (एनबीएफसी), भूतान प्रणाली प्रतिभागियों (पीएसपी) और साखू सूचना कंपनियों (सीआईसी) को शिकायत निवारण तंत्र के तहत विनियमित संस्थाओं के रूप में माना जाता है।
- किसी भी विनियमित संस्था के विरुद्ध सभी शिकायतों के लिए आरबी-आईओएस "गुफा एक लोकपाल" दृष्टिकोण अपनाता है। अतः शिकायतकर्ता के लिए अब यह जानना आवश्यक नहीं है कि उसे किस लोकपाल योजना/कार्यलय के तहत लोकपाल के पास शिकायत दर्ज करानी चाहिए।
- आरबी-आईओएस के अंतर्गत नहीं आने वाली विनियमित संस्थाओं के विरुद्ध शिकायतों का समाधान भारतीय रिज़र्व बैंक के उपभोक्ता शिक्षण और संरक्षण कक्षा (सीईपीसी) द्वारा किया जाता है।
- आरबी-आईओएस और सीईपीसी के दायरे में आने वाली संस्थाओं की सूची <https://cms.rbi.org.in> पर देखी जा सकती है।

अगर आपको शिकायत हो तो क्या करें?

आप विनियमित संस्थाओं के विरुद्ध उसी शाखा में या शिकायत निवारण पोर्टल पर ऑनलाइन या उसकी वेबसाइट पर बताए गए किसी अन्य तरीके से शिकायत दर्ज कर सकते हैं। शिकायत की पावती प्राप्त करें या संदर्भ संख्या सुनिश्चित करें।

आरबीआई लोकपाल से संपर्क कब करें?

आप निम्नलिखित मामलों में आरबीआई लोकपाल से संपर्क कर सकते हैं:

- विनियमित संस्थाओं से 30 दिन के भीतर कोई उत्तर प्राप्त नहीं होने पर - विनियमित संस्थाओं को की गई आपकी शिकायत की तारीख से एक वर्ष और 30 दिन के भीतर कभी भी।
- विनियमित संस्थाओं से प्राप्त उत्तर असंतोषजनक है - संबंधित विनियमित संस्थाओं से उत्तर प्राप्त होने के एक वर्ष के भीतर कभी भी। ध्यान दें:
 - आरबी-आईओएस में निर्दिष्ट शिकायत फार्म के अनुसार सभी अपेक्षित विवरण/जानकारी शिकायत में शामिल होनी चाहिए।
 - शिकायत किसी अन्य मंच (जैसे व्हाट्सएप) में निपटाई गई /लंबित नहीं होनी चाहिए या आरबीआई लोकपाल द्वारा पहले निपटाई नहीं गई हो।
- विनियमित संस्थाओं से संपर्क किए बिना आरबीआई लोकपाल के पास सीधे शिकायत दर्ज कराने पर उसे अस्वीकार किया जा सकता है।

आरबीआई के पास शिकायत कैसे दर्ज करें?

विनियमित संस्थाओं के विरुद्ध कोई भी शिकायत निम्न किसी भी माध्यम द्वारा दर्ज की जा सकती है:

- आरबीआई के शिकायत प्रबंध प्रणाली (सीएमएस) पोर्टल <https://cms.rbi.org.in> के माध्यम से ऑनलाइन।
- आरबी-आईओएस के अनुबंध में निर्दिष्ट फॉर्म में भौतिक शिकायत (पत्र / डाक) 'केन्द्रीय प्राप्ति और प्रसंस्करण केंद्र, चौथी मंजिल, भारतीय रिज़र्व बैंक, सेक्टर -17, सेंट्रल विस्टा, चंडीगढ़ - 160017" को प्रेषित की जा सकती है।

आरबीआई के पास शिकायत दर्ज करने के बारे में अधिक जानकारी कैसे प्राप्त करें?

अधिक जानकारी के लिए आप आरबीआई संपर्क केंद्र के टोल-फ्री नंबर 14448 पर संपर्क कर सकते हैं। इंटरैक्टिव वॉयस रिसॉर्स सिस्टम (आईवीआरएस) युक्त संपर्क केंद्र 24x7 उपलब्ध है, जबकि संपर्क केंद्र कमियों से अंशेज, हिंदी और दस क्षेत्रीय भाषाओं (असमिया, बंगाली, गुजराती, कन्नड़, मलयालम, मराठी, ओडिया, पंजाबी, तेलुगु और तमिल) में बात करने की सुविधा राष्ट्रीय अवकाशों को छोड़कर सोमवार से शुक्रवार सुबह 8:00 बजे से रात 10:00 बजे के बीच उपलब्ध है।

अधिक जानकारी के लिए

कृपया देखें:

भारतीय रिज़र्व बैंक - एकीकृत लोकपाल योजना, 2021 पर अक्सर पूछे जाने वाले प्रश्न - <https://www.rbi.org.in/hindi/Scripts/Faqs.aspx?did=56>
या सीएमएस पोर्टल - <https://cms.rbi.org.in>

(डीआईसीजीसी के विरुद्ध शिकायतों के लिए कोई भी व्यक्ति निम्नलिखित पते/ ईमेल आईडी पर शिकायत दर्ज कर सकता है)
निकषेय बीमा और प्रत्यय ग्राहकी निगम (डीआईसीजीसी)
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