

HSE Department

Oil India Limited

Duliajan, Dibrugarh, 786602, Assam Phone: 0374-2800542

Email: safety@oilindia.in

संदर्भ सं./Ref. No.: S&E/E/43C-1/1245

दिनांक/Date: 30.11.2024

From	:	Executive Director (HSE & ESG) - Officiating	
То	Member Secretary State Environment Impact Assessment Authority (SEIAA), Arur Pradesh Fo : Environment Wing, PCCF office complex, P- Sector, Ziro Point Tinali, Itanagar -791111. (Email: dir.envt@gmail.com)		
Subject		Submission of Half-yearly (April 2024 to September 2024) compliance	

Sir,

Reference to above subject, please find enclosed herewith the Half-yearly (April 2024 to September 2024) 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

(Raj Kishore Singh)
ED (HSE & ESG) - Officiating

Nodal Officer (EC, FC, NBWL)

For Resident Chief Executive

Encl: As above

- 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 2024 to September 2024.
- **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 email) 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 CONDIT	TIONS
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 ভাদ, ১৯৪৬ শক

श्रायल इंडिया लिमिटेड ऑवन इंडिया **Oil India Limited**

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 Parnaik 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

CHAYANG TAJO, 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 Awashiya Vidyalay in Sangchu on Saturday.

SBAP general secretary Tarh Domte advised the students of the school to adopt healthy and nutritional food

He said that the spirit of Poshan Maah 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 registhe tered with APB&OCWWB 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 trades 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 studded with a series of literary and cultural activities, led by Hindi Department Head Gesen Ete and coordinated by Dr Doge 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

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

'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 Buddha, particularly '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

Rijiju paid tributes to Dr tional Commission for Mi-BR Ambedkar, saying that his meticulous drafting of Lalpura, said that India is the

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 Choede, 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 Na-

norities, Iqbal Singh

the Constitution remains a 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)

ing 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 dietician.)

Apeda Rondo

The most prestigious state animal, Bos due frontalis, known as mithun, is becoming vulnerable. The semi-domesticated species is an indispensable and requiredutility 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 traderelated issues.

Mithuns are being exploited

But these days, it has been excessively exploited, disrespected, and unheeded 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

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 agricultural 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 dhole 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 Kanhi Kanla Tours and Travels. He can be reached at rondoadiju@gmail.com.)

Gollo Mary

"Let food be thy medicine and medicine be thy food.' - Hippocrates

In celebration of Poshan Maah (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 Organisation, Health 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. Nonheme 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 up-

Mechanism of regulated entities

https://cms.rbi.org.in

You can approach the RBI Ombudsman, in case

The General Manager DICGC, Complaint Redressal Cell,

Opp. Mumbai Central Railway Station Byculla, Mumbai – 400008

E-mail: <u>dicgc.complaints@rbi.org.in</u> Contact No. 022-23028000, Ext No- 8000

Reserve Bank of India, 2nd Floor,

Nutrition in focus: Anaemia

tion blockers like phytates and oxalates found in whole grains and spinach. While the iron content in eggs and dairy products is compara-

tively 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 medi-

RESERVE BANK OF INDIA

Redressal of complaints against entities regulated by RBI

Reserve Bank – Integrated Ombudsman Scheme (RB-IOS)

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

The Reserve Bank has also put in place an expeditious and cost-free Alternate Grievance Redress Mechanis

for resolution of customer complaints relating to deficiencies in services rendered by its regulated entities through the Reserve Bank – Integrated Ombudsman Scheme, 2021 (RB-IOS).

Banks, Non-Banking Financial Companies, Payment System Participants and Credit Information Companies

are considered as regulated entities under the Grievance Redress Mechanism.

The RB-IOS 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-IOS are handled at Consumer Education

and Protection Cells (CEPCs) for resolution.

The list of regulated entities covered under the ambit of RBI-OS and CEPC can be accessed by visiting.

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 or save the reference number of the

When to approach the RBI Ombudsman?

No reply is received from the regulated entity within 30 days - Anytime within one year and 30 days from the date of your complaint to regulated entity.

Reply received from the regulated entity is unsatisfactory - Anytime within one year of receipt of reply from

The complaint should contain all requisite details / information as per the complaint form prescribed in the RB-

The complaint should not have been dealt with / pending with any other forum (like Courts) or dealt earlier by the

Filing complaint directly with RBI Ombudsman, without approaching the RE, may lead to its rejection.

How to lodge a complaint with RBI?

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- IOS, 2021 - https://www.rbi.org.in/scripts/FS_FAQs.aspx?fn=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

Physical complaint (letter / post) in the form as specified in Annexure in the RB-IOS to "Centralized Receipt and Processing Centre, 4th floor, Reserve bank of India Sector-17, Central Vista, Chandigarh – 160017"

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

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 mgsof iron. Fish, poultry, and leafy greens such as spinach, taro leaves, mustard leaves, amaranth leaves, edible ferns (diplazium esculentum), sweet potato leaves, moringa leaves, oyik (pouzolziahirta), 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, lactat-

ऑयल इंडिया लिमिटेड

Oil India Limited

- Nodal Officer FC/FC/NBWL, Oil India Limite

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/

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/.

IND2/442424/2023) under the provisions of EIA Notification, 2006.



RESERVE BANK OF INDIA

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 हेतू 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 अपनी विनियमित संस्थाओं द्वारा प्रदान की गई सेवाओं में कमियों से संबंधित ग्राहक शिकायतों के समाधान के लिए एक त्वरित और नि:शुल्क वैकल्पिक शिकायत निवारण तंत्र भी स्थापित किया है।

बैंकों, गैर-बैंकिंग वित्तीय कंपनियों (एनबीएफसी), भगतान प्रणाली प्रतिभागियों (पीएसपी) और साख सचना 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 "एक राष्ट्र एक लोकपाल" दृष्टिकोण अपनाता है। अत: शिकायतकर्ता के लिए अब यह जानना आवश्यक नहीं है कि उसे किस लोकपाल योजना/कार्यालय के तहत लोकपाल के पास शिकायत

आरबी-आईओएस के अंतर्गत नहीं आने वाली विनियमित संस्थाओं के विरुद्ध शिकायतों का समाधान भारतीय रिजर्व बैंक के उपभोक्ता शिक्षण और संरक्षण कक्षों (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 विरूद्ध उसकी शाखा में या शिकायत निवारण पोर्टल पर ऑनलाइन या उसकी वेबसाइट पर बताए गए किसी अन्य तरीके से शिकायत दर्ज करा सकते हैं। शिकायत की पावती प्राप्त करें या संदर्भ संख्या सरक्षित रखें।

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 न्यायालय) में निपटाई गई /लंबित नहीं होनी चाहिए या आरबीआई लोकपाल द्वारा पहले निपटाई नहीं गई विनियमित संस्थाओं से संपर्क किए बिना आरबीआई लोकपाल के पास सीधे शिकायत दर्ज कराने पर उसे अस्वीकार किया जा

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 / डॉक) "केंद्रीकृत प्राप्ति और प्रसंस्करण केंद्र, चौथी मंजिल, भारतीय रिजर्व बैंक, सेक्टर -17, सेंट्ल 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। इंटरएक्टिव वॉयस रिस्पांस सिस्टम (आईवीआरएस) युक्त संपर्क केंद्र 24x7 उपलब्ध है, जबिक संपर्क केंद्र किमेंयों से अंग्रेजी, 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) महाप्रबंधक

निक्षेप बीमा और प्रत्यय गारंटी निगम (डीआईसीजीसी)

डीआईसीजीसी, शिकायत निवारण कक्ष भारतीय रिज़र्व बैंक भवन, दुसरी मंजिल मुंबई सेंट्ल रेलवे स्टेशन के सामने

मुंबई -400 008

ई-मेल <u>dicgc.complaints@rbi.org.in</u>

टेलीफोन नं. 022-2302 8000, विस्तार सं. 8000



