‘One Nation One Ombudsman’

Launched in 2021 as an integrated consumer grievance redressal mechanism for addressing service deficiencies in banking, NBFCs and digital payment systems.
To make the alternate dispute redressal mechanism simpler and more responsive to the customers of regulated entities.
Under this,18 lakh complaints were received during 2021-22 and as many as 97.9 per cent of cases were cleared last financial year.