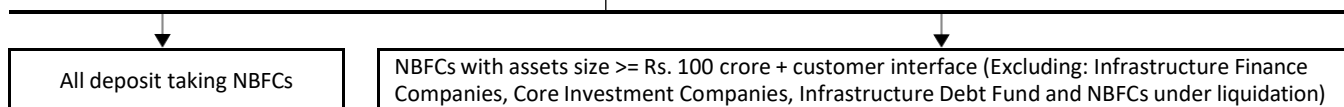


## Ombudsman Scheme for Non-Banking Financial Companies, 2018: Salient Features

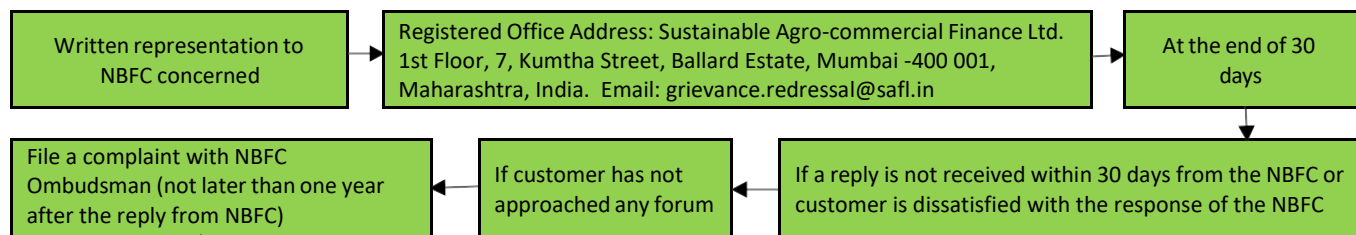
Scheme covers customers of



### Grounds for filing a complaint by a customer:

- Interest/Deposit not paid OR paid with delay
- Cheque not presented or done with delay
- Not conveyed the amount of loan sanctioned, terms & conditions, annualized rate of interest, etc.
- Notice not provided for changes in agreement, levy of charges
- Failure to ensure transparency in contract/loan agreement
- Failure/ Delay in releasing securities/ documents
- Failure to provide legally enforceable built-in repossession in contract/ loan agreement
- RBI directives not followed by SAFL
- Guidelines on Fair Practices Code not followed

### How can a customer file complaint?



### Address of the Office of NBFC Ombudsman:

- |  |  |
|--|--|
| A) C/o Reserve Bank of India 15,<br>Netaji Subhash Road, Kolkata - 700 001<br>STD Code: 033, Tel. No. 22304982<br>Fax No. 22305899<br>Email: nbfcokolkata@rbi.org.in | B) C/o Reserve Bank of India Sansad Marg,<br>New Delhi - 110001<br>STD Code: 011, Tel. No. 23724856<br>Fax No. 23725218 - 19<br>Email: nbfcnewdelhi@rbi.org.in |
| C) C/o Reserve Bank of India,<br>RBI Byculla Office Building,<br>Opp. Mumbai Central Railway Station,<br>Byculla, Mumbai - 400 008<br>Email: nbfc Mumbai@rbi.org.in  | D) C/o Reserve Bank of India Fort Glacis,<br>Chennai - 600 001<br>STD Code: 044 Tel No. 25395964<br>Fax No. 25395488<br>Email: nbfcchennai@rbi.org.in          |

### How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation → If not reached, can issue Award/Order

### Can a customer appeal, if not satisfied with decision of Ombudsman?

Yes, If Ombudsman's decision is appealable → Appellate Authority: Deputy Governor, RBI

### Note:

- This is an Alternate Dispute Resolution mechanism
- Customer is at liberty to approach any other court/forum/authority for the redressal at any stage

### Principal Nodal Officer:

Mr. Sumeet Karkhanis – Head Risk

**Grievance Redressal Officer:** Mr. Sumeet Karkhanis- Head Risk