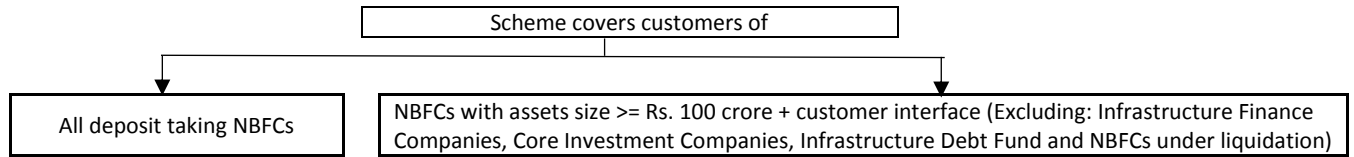


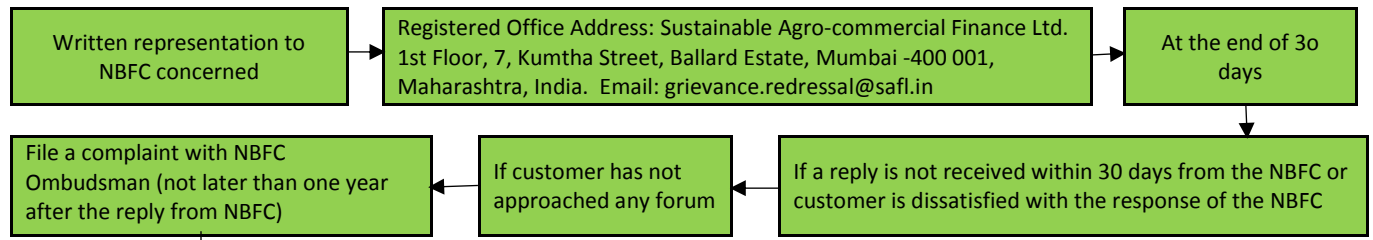
Ombudsman Scheme for Non-Banking Financial Companies, 2018: Salient Features



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:

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

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

Zone

Principal Nodal Officer:

- A) Bhaskar Chavan (Maharashtra)
- B) Vinod Gangurde (Madhya Pradesh & Karnataka)

Grievance Redressal Officer: Viswanathan Gopalakrishnan