

OMBUDSMAN SCHEME FOR NON-BANKING FINANCIAL COMPANIES, 2018

➤ GROUND TO FILE A COMPLAINT WITH OMBUDSMAN:

- 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 NBFC;
- Guidelines on Fair Practices Code not followed.

➤ ANY CUSTOMER WHO HAS A GRIEVANCE AGAINST THE COMPANY CAN MAKE A COMPLAINT TO THE OMBUDSMAN WITHIN WHOSE JURISDICTION THE BRANCH/ REGISTERED OFFICE OF THE COMPANY COMPLAINED AGAINST, IS LOCATED:

- If reply is not received from the Company within one month, OR;
- the Customer remain dissatisfied with the reply;
- the Customer may file a complaint with NBFC Ombudsman (not later than one year after the reply from the Company);
- the complaint is not frivolous or vexatious in nature;
- the complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.

➤ THE COMPLAINT SHALL BE IN WRITING, SHALL BE DULY SIGNED BY THE CUSTOMER IN THE FORM SPECIFIED IN 'ANNEX II'

➤ SETTLEMENT OF COMPLAINT BY AGREEMENT:

- Settlement of the complaint by agreement between the complainant and the NBFC through conciliation or mediation;
- Meeting of the Company and the Customer together to promote an amicable resolution;
- Proceedings before the Ombudsman shall be summary in nature.

➤ IF A COMPLAINT IS NOT SETTLED BY AGREEMENT OMBUDSMAN MAY PASS AN AWARD EITHER ALLOWING OR REJECTING THE COMPLAINT.

➤ ANY CUSTOMER AGGRIEVED BY AN AWARD MAY WITHIN 30 DAYS OF THE DATE OF RECEIPT OF COMMUNICATION OF AWARD OR REJECTION OF COMPLAINT, MAY PREFER AN APPEAL BEFORE THE APPELLATE AUTHORITY.

ADDRESS AND AREA OF OPERATION OF THE OMBUDSMEN FOR NBFCs

	Centre	Address of the Office of NBFC Ombudsman	Area of Operation
1.	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Telephone No : 25395964 Fax No : 25395488 Email : cms.nbfcochennai@rbi.org.in	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
2.	Mumbai	C/o Reserve Bank of India RBI Byculla Office Building Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008 STD Code: 022 Telephone No : 2300 1280 Fax No : 23022024 Email : cms.nbfcomumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
3.	New Delhi	C/o Reserve Bank of India Sansad Marg New Delhi -110001 STD Code: 011 Telephone No: 23724856 Fax No : 23725218-19 Email : cms.nbfconewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
4.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Telephone No : 22304982 Fax No : 22305899 Email : cms.nbfcoolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand

FORM OF COMPLAINT (TO BE LODGED) WITH THE NBFC OMBUDSMAN (TO BE FILLED UP BY THE COMPLAINANT)

To:

The NBFC Ombudsman

Place of office of the NBFC Ombudsman

Dear Sir,

Sub: Complaint against(Name of the NBFC branch) of
.....(Name of the NBFC) Details of the complaint are
as under:

1. Name of the Complainant

2. Full Address of the Complainant
.....
.....
Pin Code

Phone No/ Fax No.

Email

3. Complaint against (Name and full
Address of the branch & NBFC)
.....
Pin Code

Phone No. / Fax No.

Email

4. Particulars of NBFC Account (If any)

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(Please state the number and the nature of account viz. deposit/ loan account etc. related to the subject matter of the complaint being made.)

5. (a) Date of representation already made by the complainant to the NBFC *(Please enclose a copy of the representation)*

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(b) Whether any reminder was sent by the complainant? YES/NO (Please enclose a copy of the reminder)

6. Subject matter of the complaint (*Please refer to Clause 8 of the Scheme*)

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7. Details of the complaint:

(If space is not sufficient, please enclose separate sheet)

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8. Whether any reply (Within a period of one month after the NBFC concerned received the representation) has been received from the NBFC? Yes/ No

(if yes, please enclose a copy of the reply)

9. Nature of Relief sought from the NBFC Ombudsman

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(Please enclose a copy of documentary proof, if any, in support of your claim)

10. Nature and extent of monetary loss, if any, claimed by the complainant by way of compensation (please refer to Clauses 12 (5) & 12 (6) of the Scheme) Rs.....

11. List of documents enclosed:

(Please enclose a copy of all the documents)

12. Declaration:

(i) I/ We, the complainant/s herein declare that:

a) the information furnished herein above is true and correct; and

b) I/ We have not concealed or misrepresented any fact stated in the

above columns and in the documents submitted herewith.

(ii) The complaint is filed before expiry of period of one year reckoned in accordance with the provisions of Clause 9(A)(a) and (b) of the Scheme.

(iii) The subject matter of the present complaint has never been brought before the Office of the NBFC Ombudsman by me/ us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(iv) The subject matter of the present complaint has not been decided by/ is not pending with any forum/ court/ arbitrator.

(v) I/ We authorise the NBFC to disclose any such information/ documents furnished by us to the NBFC Ombudsman and disclosure whereof in the opinion of the NBFC Ombudsman is necessary and is required for redressal of our complaint.

(vi) I/ We have noted the contents of the Ombudsman Scheme for NBFCs, 2018

Yours faithfully,

(Signature of Complainant)

NOMINATION – (If the complainant wants to nominate his representative to appear and make submissions on his behalf before the NBFC Ombudsman or to the Office of the NBFC Ombudsman, the following declaration should be submitted.)

I/We the above named complainant/s hereby nominate Shri/ Smt..... who is not an Advocate and whose address is as my/ our REPRESENTATIVE in all proceedings of this complaint and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/ us. He/ She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Complainant)

Note: If submitted online, the complaint need not be signed.