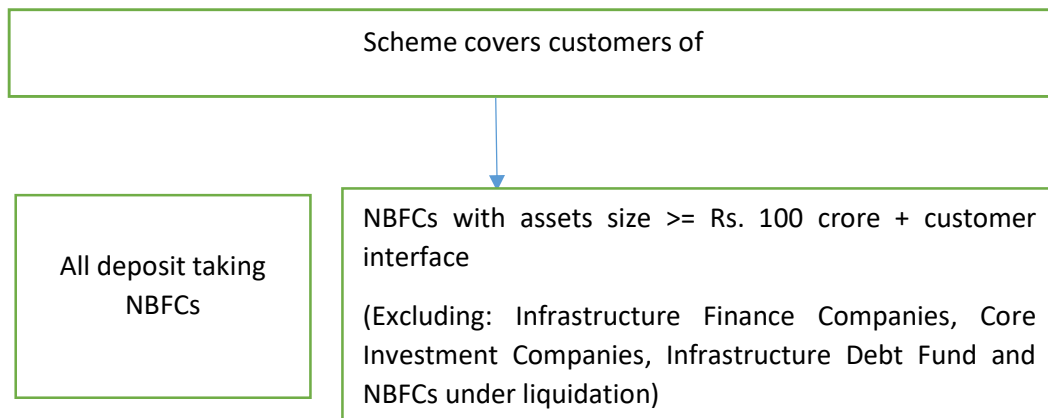


Ombudsman Scheme for Non-Banking Financial Companies, 2018

Purpose

In order to promote a conducive credit culture among NBFCs and to regulate the credit system of the country to its advantage, the Reserve Bank of India (“RBI”) was satisfied that it was necessary to provide for a system of redressal of complaints against deficiency in services concerning deposits, loans and advances and other specified matters. Towards this end, the RBI notified ‘The Ombudsman Scheme for Non-Banking Financial Companies, 2018’ (“Ombudsman Scheme”).

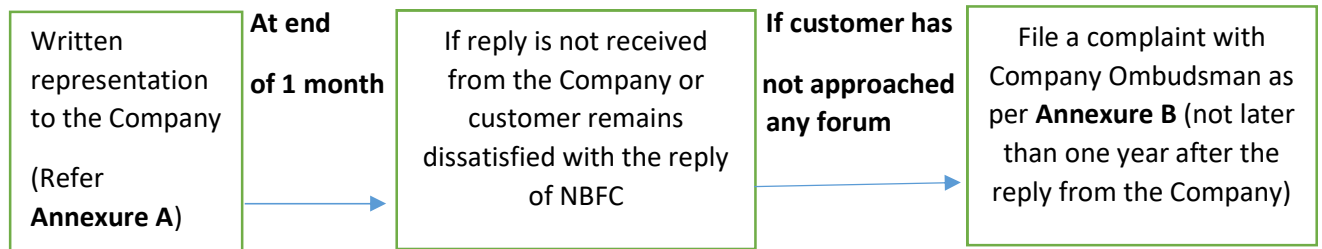
Salient Features



Grounds for filing a complaint by a customer:

- Interest not paid OR paid with delay
- Cheque not presented OR done with delay
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised 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

How can a customer file complaint?



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

Approved by the Board of Directors on 28th February, 2020

Details of Nodal Officer / Principal Nodal Officer appointed under the Ombudsman Scheme for Non-Banking Financial Companies, 2018 at Head Office/ Corporate Office-

Name of the Nodal Officer:	Mayank Mathur
Designation:	Head-Operations
Postal Address:	809-812,8th Floor, Vipul Square, Sushant Lok Rd, Sushant Lok Phase I, Sector 43, Gurugram, Haryana 122009
Base Location:	Gurugram
Area of operation:	PAN India
Telephone Number:	+91- 8448586881
Mobile Number:	+91-9810709182
Email ID	ombudsman@ayefin.com

Contact details of Grievance Redressal Officer (GRO)-

Name of the Nodal Officer:	Mayank Mathur
Designation:	Head-Operations
Postal Address:	809-812,8th Floor, Vipul Square, Sushant Lok Rd, Sushant Lok Phase I, Sector 43, Gurugram, Haryana 122009
Base Location:	Gurugram
Telephone Number:	+91- 8448586881
Mobile Number:	+91-9810709182
Email ID	customer.complaints@ayefin.com

Address and Area of Operation of the Ombudsmen for NBFCs-

S. No.	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.nbfckolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand
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Note: Copy of the Scheme is available with Branch Manager at every Branch locations; Head Service Quality at every Regional office and Head operations at Head office of the Company.

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)

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

6. Subject matter of the complaint

7. Details of the complaint: (If space is not sufficient, please enclose separate sheet)
.....
.....
.....

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 (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 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.