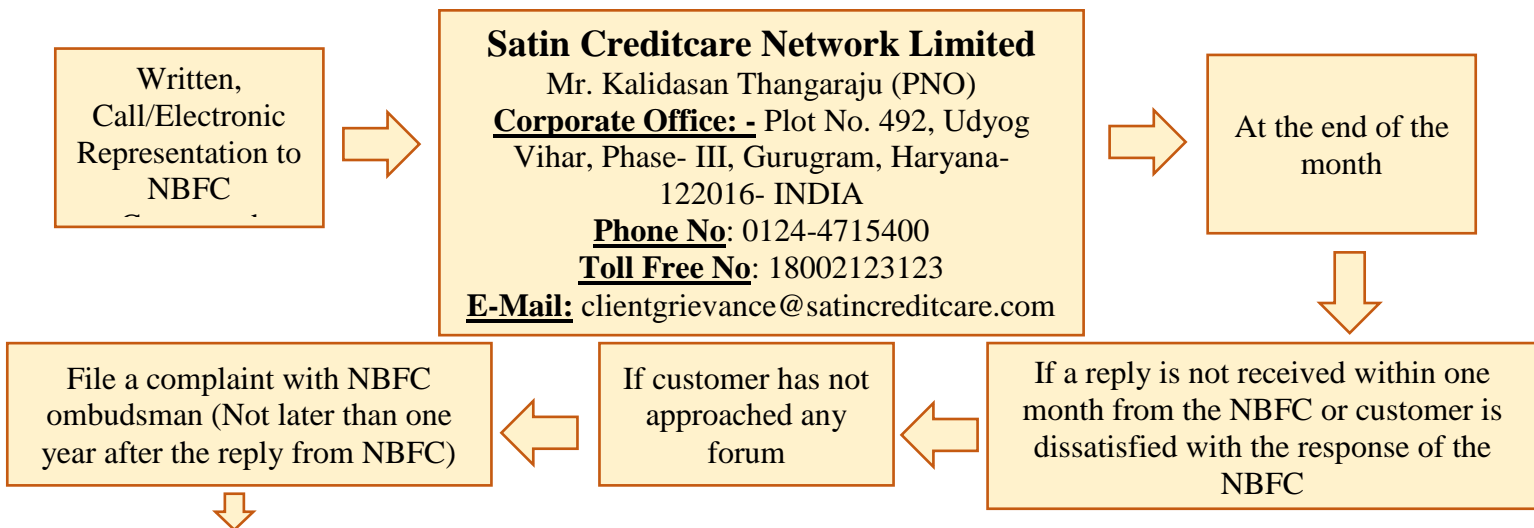


**THE INTEGRATED OMBUDSMAN SCHEME FOR NON-BANKING FINANCIAL COMPANIES, 2021**
**GROUND S FOR FILING COMPLAINT BY A CUSTOMER**

1. Failure to convey in writing, the amount of loan sanctioned along with terms and conditions including annualized rate of interest and method of application there of;
2. Failure or refusal to provide sanction letter/ terms and conditions of sanction in vernacular language or a language as understood by the borrower;
3. Failure or refusal to provide adequate notice on proposed changes being made in sanctioned terms and conditions in vernacular language as understood by the borrower;
4. Levying of charges without adequate prior notice to the borrower/ customer;
5. Non-observance of directions and any of the other provisions of Reserve Bank Guidelines on Fair Practices Code for NBFC.
6. Any other ground as may be specified by Reserve Bank of India (RBI).


**For Physical Complaints: Please write to:**

NBFC Ombudsman Centralized Receipt and Processing Centre, C/o Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017

**For Call:** Toll-free number – 14448 (9:30 am to 5:15 pm) Hindi, English, and in eight regional languages

**For Electronic Complaints:** Lodge the complaint at <https://cms.rbi.org.in>, E-Mail – [crpc@rbi.org.in](mailto:crpc@rbi.org.in),

**PROCEDURE FOR FILING COMPLAINT**

- A. The complaint shall be duly signed by the complainant or his authorized representative stating clearly.
  - (i) The name and address of the complainant,
  - (ii) The name and address of the branch or registered office of the NBFC against which the complaint is made,
  - (iii) The facts giving rise to the complaint,
  - (iv) The nature and extent of the loss caused to the complainant, and the relief sought for.
- B. A complaint made through electronic means shall also be accepted by the Ombudsman
- C. The Ombudsman shall also entertain complaints covered by this Scheme received by the Central Government or Reserve Bank or other financial regulators and forwarded to him for disposal.

**HOW DOES OMBUDSMAN TAKE DECISION?**

\*Brief Proceedings before Ombudsman \*Promotes settlement through conciliation-> If not reached, can issue Award/Order

**CAN A CUSTOMER APPEAL, IF NOT SATISFIED WITH OMBUDSMAN DECISION?**

YES, if ombudsman decision is appealable, the Executive Director in charge of the Consumer Education and Protection Department of RBI would be the Appellate Authority under the Scheme.

**Note:-**

- This is an alternative dispute resolution mechanism, Customer is at liberty to approach any other court/forum/authority to the redressal at any stage.
- The scheme is effective from 12<sup>th</sup> November 2021 onwards, for more details of the scheme, please visit [www.rbi.org](http://www.rbi.org)