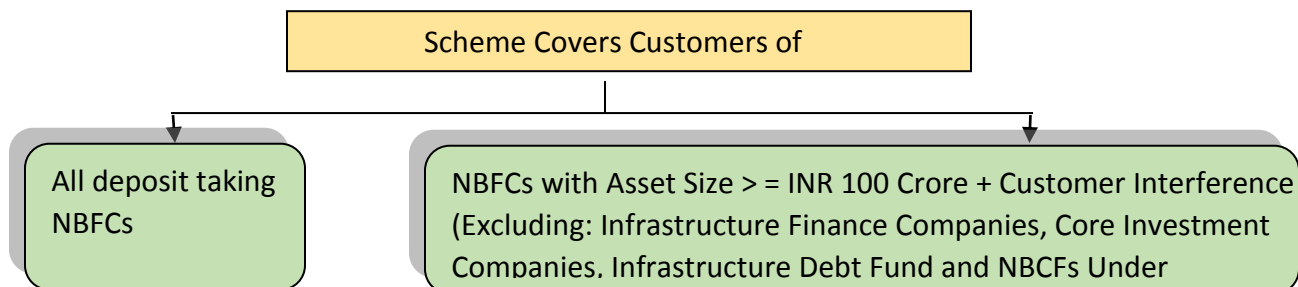


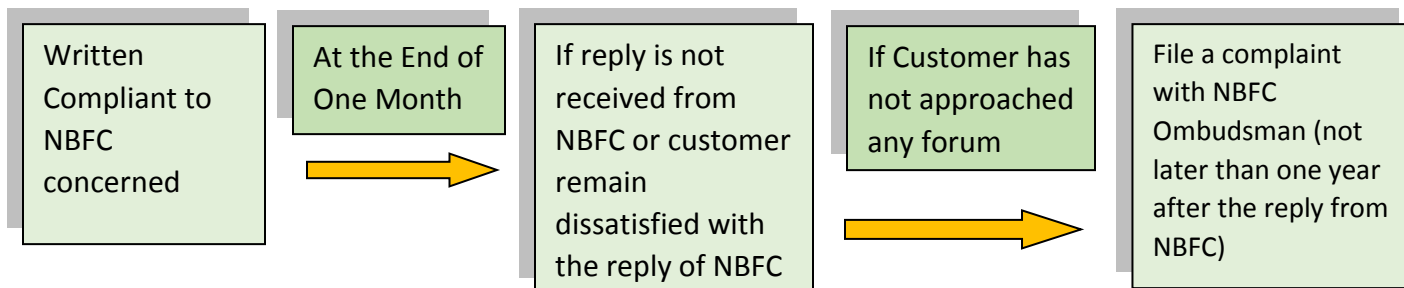
## THE OMBUDSMAN SCHEME FOR NON-BANKING FINANCIAL COMPANIES, 2018



### GROUND OF COMPLAINT

- ✓ 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/ Refusal in releasing securities/ documents
- ✓ Failure to provide legally enforceable built-in repossession in contract/ loan agreement
- ✓ Non-adherence to Guidelines on Fair Practices Code
- ✓ Non-observance of RBI directives to the NBFC

### 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 the 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

Refer to [www.rbi.org.in](http://www.rbi.org.in) for further details of the Scheme