

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

Scheme covers customers of

All deposit taking NBFCs

NBFCs with assets size >= Rs. 100 crore + customer interface (Excluding: Infrastructure Finance Companies, Core Investment Companies, Infrastructure Debt Fund and NBFCs under liquidation)

## 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 NBFC
- Guidelines on Fair Practices Code not followed

### How can a customer file complaint?

Written
representation
to NBFC
concerned

At the end of one month If reply is not received from NBFC or customer remain dissatisfied with the reply of NBFC If customer has not approached any forum

File a complaint with NBFC Ombudsman (not later than one year after the reply from NBFC)

#### 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.

For details of the scheme, please contact responsible person at Branch. Also the same is available at the website of the company