

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

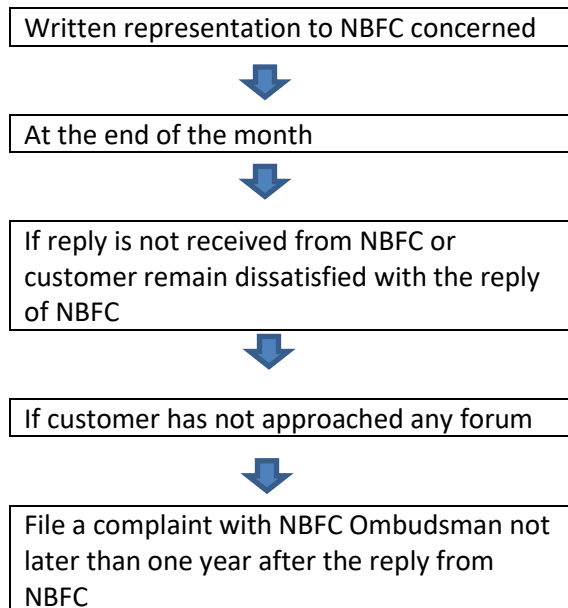
### Salient features

	Scheme covers customers of
All deposit taking NBFCs	NBFCs with asset size $\geq$ 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 & condition, 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 for Fair practices Code not followed

### **How can customers 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 customer appeal, if not satisfied with decision of Ombudsman?**

Yes, if Ombudsman's decision is appealable, appellate authority: Deputy Governor, RBI

Ombudsman detail of the Company:

Ritika Agarwal, Compliance Officer

Ph:91-124-4061961

Email Id: compliance@mitrata.in

**SOP**

1. Customer can contact the nodal officer incase of complaint on call or email.
2. Nodal officer will formalize the complaint through email to Compliance officer in same day.
3. Compliance officer will discuss the complaint with concern department and resolve the complaint within 5 working days.
4. Compliance officer will inform the resolution to CCI Team/Nodal officer.
5. Nodal officer will inform to the client within one working day.