

Ombudsman Scheme for Non-Banking Financial Companies, 2018

Salient Features:

A. Coverage:

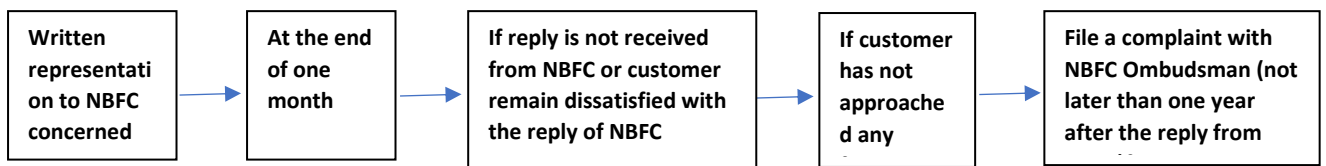
Scheme covers customers of:

All deposit taking NBFCs with assets size \geq Rs. 100 crore + customer interface (Excluding: Infrastructure Finance Companies, Core Investment Companies, Infrastructure Debt Fund and NBFCs under liquidation)

B. Grounds for filing a complaint by a customer:

- i. Cheque not presented OR done with delay
- ii. Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.
- iii. Notice not provided for changes in agreement, levy of charges
- iv. Failure to ensure transparency in contract/loan agreement
- v. Failure/ Delay in releasing securities/ documents
- vi. Failure to provide legally enforceable built-in repossession in contract/ loan agreement
- vii. RBI directives not followed by NBFC
- viii. Guidelines on Fair Practices Code not followed

C. How can a customer file complaint?



D. How does Ombudsman take decision?

- i. Proceedings before Ombudsman are summary in nature
- ii. Promotes settlement through conciliation \diamond If not reached, can issue Award/Order

E. Can a customer appeal, if not satisfied with decision of Ombudsman?

Yes, If Ombudsman's decision is appealable. Appeal can be filed with the Appellate Authority

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 for further details of the Scheme