

**ANAND RATHI GLOBAL FINANCE LIMITED**

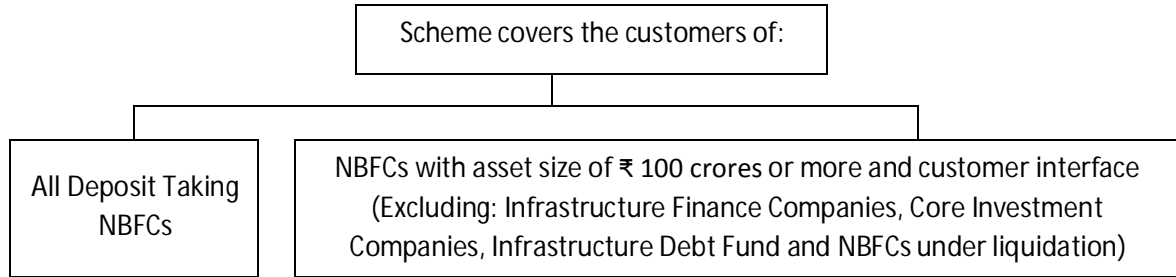
CIN: U67190MH1982PLC140380

Express Zone, A Wing, 10<sup>th</sup> Floor, Western Express Highway, Goregaon (East), Mumbai – 400 063.

E-mail id: lasrms@rathi.com

**Ombudsman Scheme for Non-Banking Financial Companies (NBFCs), 2018**

**Salient Features**



**Grounds for filing a complaint by a customer:**

- ❖ Cheque not presented OR done with delay;
- ❖ Not conveyed the amount of loan sanctioned, terms & conditions, annualised 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;
- ❖ Reserve Bank of India (RBI) directives not followed by NBFCs;
- ❖ Guidelines on Fair Practices Code not followed.

**How a customer can file a 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 file appeal, if not satisfied with decision of Ombudsman?**

Yes, Ombudsman's decision is appealable → Appellate Authority: **Deputy Governor, RBI**

**Note:** This is an Alternate Dispute Resolution mechanism. The Customer is at liberty to approach any other court/forum/authority for the redressal at any stage.

**Nodal officers Details :**

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