the reply from

NBFC)

# **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 ( <u>Excluding</u> : 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, 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 •
- RBI directives not followed by NBFC •
- Guidelines on Fair Practices Code not followed •

# How can a customer file complaint?

Written	At the end	from NBFC or customer has not	File a complaint	
representation	of one		with NBFC	
to NBFC	month		Ombudsman	
concerned		the reply of NBFC	any forum	(not later than one year after

### How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation  $\rightarrow$  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  $\rightarrow$  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 for further details of the Scheme