

Customer Grievance Redressal Mechanism

Grievance Redressal Mechanism and Salient features of Ombudsman Scheme for Non-Banking Financial Companies, 2018

The customer can lodge his complaint through email or write as per the guidelines of the Customer Grievance Redressal Policy.

Escalation matrix is as follows:

Level 1:

If a customer is not satisfied with the resolution provided by the customer service team of the Company within the given time frame, the customer can escalate the issue as under:

Chairman- Customer Grievance Redressal Committee

Kind Attn: Mr. Makarand Patankar
Neelkanth Corporate IT Park, 311/312, 3rd Floor
Kiro Road, Vidyavihar (W), Mumbai - 400086
Telephone No.: 022 62514646
Email – niyogin.compliance@niyogin.in

Level 2:

Grievance Redressal Officer

Mr. Parag Chopde - President and Chief Risk Officer
Neelkanth Corporate IT Park, 311/312, 3rd Floor
Kiro Road, Vidyavihar (W), Mumbai - 400086
Telephone No.: 022 62514646
Email – parag.chopde@niyogin.in

Please quote the reference of your earlier communication in this regard.

Level 3:

In case a grievance / complaint is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the Company falls. The details of DNBS is as given below:

Department of Non-Banking Supervision, Reserve Bank of India

Mumbai Regional Office,
3rd Floor, RBI Building,
Opposite Mumbai Central Railway Station,
Byculla, Mumbai – 400 008
Telephone No.: 022 2308 4121
Fax No.: 022 2302 2011 Email: dnbsmro@rbi.org.in

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Alternatively, if a reply is not received within, one month from the Company or the customer is dissatisfied with the response of the NBFC (+) If customer has not approached any forum, the customer may file a complaint with NBFC Ombudsman (not later than one year after the reply from NBFC):

Applicability	All Non- Banking Financial Companies (“NBFCs”) with asset size = > Rs. 100 crores and having customer interface excluding Infrastructure Finance Companies, Core Investment Companies, Infrastructure Debt Fund and NBFCs under liquidation.
Purpose	Alternate Dispute Resolution mechanism
Grounds for filing a complaint by a customer	<ul style="list-style-type: none"> • 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?	<ol style="list-style-type: none"> 1. Written representation to the Company 2. If at the end of one month: <ol style="list-style-type: none"> a. reply is not received from Company or customer remains dissatisfied with the reply of the Company and; b. the customer has not approached any forum; 3. The customer can file complaint with NBFC Ombudsman (not later than one year after the reply from the Company)
How does Ombudsman take decision	<ul style="list-style-type: none"> • Proceedings before Ombudsman are summary in nature • Promotes settlement through conciliation → If not reached, can issue Award/Order
Is not satisfied with Ombudsman	Ombudsman’s decision is appealable to the Appellate Authority: Deputy Governor, RBI
Details of Nodal Officer of the Company	<p>Mr. Himanshu Rajpal- President & Chief Business Officer Principal Nodal Officer/Nodal Officer Neelkanth Corporate IT Park, 311/312, 3rd Floor Kiroi Road, Vidyavihar (W), Mumbai – 400086 Email: himanshu.rajp@niyogin.in Contact: 022- 62514646</p>
Details of the Ombudsman	As per Annexure ‘A’

You may visit www.niyogin.com for further details of the Scheme. Further, such Scheme is available with the Designated person of the Company for perusal in the office premises.

Address and Area of Operation of NBFC Ombudsman

Sr. No.	Centre	Address and Area of the office of Ombudsman	Area of operation
1.	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Telephone No : 25395964 Fax No : 25395488 Email : nbfcchennai@rbi.org.in	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
2.	Mumbai	C/o Reserve Bank of India RBI Byculla Office Building, Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008 STD Code: 022 Telephone No : 23028140 Fax No : 23022024 Email : nbfc Mumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
3.	New Delhi	C/o Reserve Bank of India Sansad Marg New Delhi -110001 STD Code: 011 Telephone No: 23724856 Fax No : 23725218-19 Email : nbfcnewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
4.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Telephone No : 22304982 Fax No : 22305899 Email : nbfcokolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand