

Annexure A
Salient Features of Integrated Ombudsman Scheme, 2021

Applicability: - To services provided by Regulated Entity (RE) under the provisions of the Reserve Bank of India Act, 1934, the Banking Regulation Act, 1949, and the Payment and Settlement Systems, Act, 2007. Regulated Entity means a bank or a Non-Banking Financial Company or a System Participant as defined in the scheme or any other entity as may be specified by Reserve Bank from time to time to the extent not excluded under the scheme.

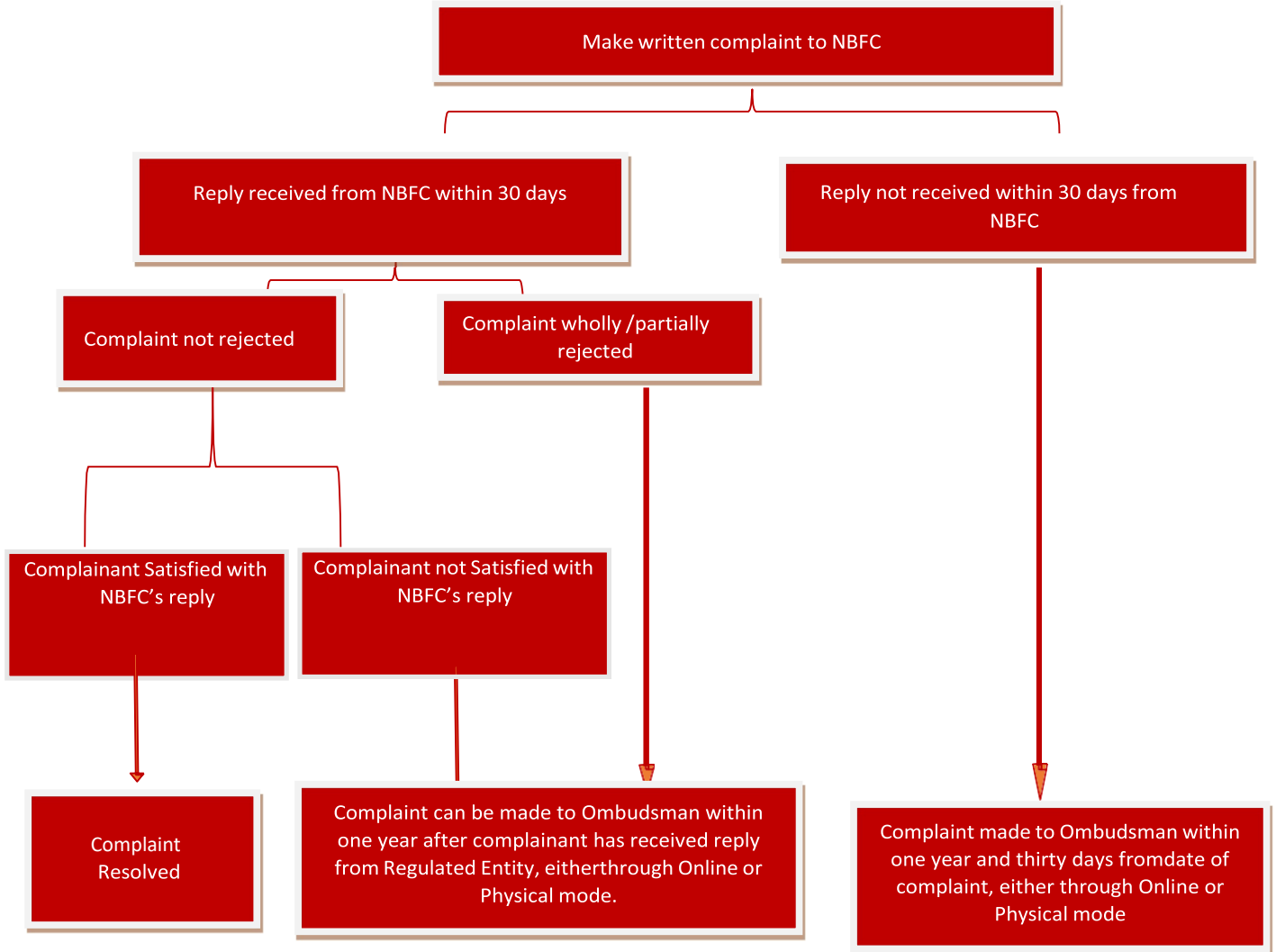
Matters not considered under the scheme: -

- Commercial Judgement/ commercial decision of a Regulated Entity (RE).
- Dispute between vendor and Regulated Entity relating to outsourcing contract.
- Grievance not addressed to Ombudsman directly.
- General grievances against Management or Executives of a Regulated Entity.
- Dispute in which action is initiated by a Regulated Entity in compliance with the order of a statutory or law enforcing authority.
- Service not within regulatory preview of the Reserve Bank.
- Dispute between Regulated Entities.
- Dispute involving the employer-employee relationship of a Regulated Entity.
- Dispute for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005.
- Dispute pertaining to customers of Regulated Entity not included under the Scheme.

Complaint under the scheme shall not lie unless:

- Complainant had before making a complaint under the scheme, made a written complaint to Regulated Entity and-
 - a. Complaint got rejected wholly or partially and the complainant is not satisfied with reply or complainant had not received a reply within 30 days after Regulated Entity received complaint and
 - b. Complaint is made to Ombudsman within 1 year after complainant received reply from Regulated Entity or where no reply is received within 1 year and 30 days from date of the complaint.
- The complaint is not in respect of the same cause of action which is already –
 - a. Pending before Ombudsman or settled or dealt with on merit by Ombudsman, whether or not received from the same complainant or along with 1 or more complainant or parties concerned.
 - b. Pending before any court, tribunal or arbitrator or settled or dealt with on merit by any Court, Tribunal or Arbitrator, whether or not received from the same complainant or along with 1 or more complainant or parties concerned.
 - c. Complaint in respect of the same cause of action does not include criminal proceeding pending or decided before a court or tribunal or any police investigation initiated in a criminal offence.
- Complaint is not abusive or frivolous or vexatious in nature.
- Complaint to Regulated Entity was made before the expiry of a period of limitation under the Limitation Act, 1963 for such claims.
- The complainant provides complete information as per clause 11 of the scheme.
- The complaint is lodged by the complainant personally or through the complainant personally other than the advocate unless complainant itself is an advocate.

Procedure to be followed by the customer to file a complaint:



Procedure to file Complaint:

A Complaint can be lodged either online through the portal <https://cms.rbi.org.in> or through electronic or physical mode (duly signed) to the Centralised Receipt and Processing Centre at the below address.:

Centralised Receipt and Processing Centre,
Reserve Bank of India,
4th Floor, Sector 17,
Chandigarh – 160017
Email - CRPC@rbi.org.in

How does Ombudsman take the decision?

- Ombudsman/Deputy Ombudsman endeavors to promote settlement of a complaint by agreement between the complainant and the RE through facilitation or conciliation or mediation.
- Proceedings before Ombudsman are summary in nature and shall not be bound by any rule of evidence.
- Complaint is deemed to be resolved when: -
- It is settled by RE upon the intervention of the Ombudsman or
- Complainant has agreed in writing or otherwise(recorded) that the manner and extent of the resolution of the grievance is satisfactory or
- Complainant has withdrawn complaint voluntarily
- Unless the complaint is rejected under clause 16 of the scheme, Ombudsman shall pass an award.

Appeal before Appellate Authority

If Complainant is not satisfied by award under clause 15(1) of this Scheme or Rejection of complaint under clause 16(2)(c) to 16(2)(f) under this scheme.



Complainant can appeal before the Appellate Authority within thirty days of date of receipt of award/rejection.

Name and Contact details of Principal Nodal Officer/ Grievance Redressal Officer:

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| Name | Ms. Monika Thadeshwar (Variava) |
| Address | 3rd Floor, 12B, Techniplex-II IT Park, Off. Veer Savarkar Flyover, Goregaon (West), Mumbai – 400 062, Maharashtra, India |
| Contact No. | +91 22 6249 2700 |
| E-mail ID | monika.thadeshwar@ashvfinance.com |