

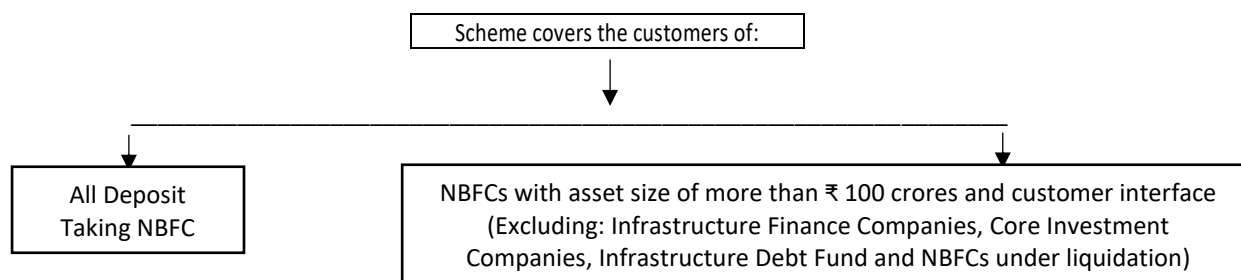
ASHV FINANCE LIMITED (Erstwhile Jain Sons Finlease Limited)

CIN: U65910MH1998PLC333546

12B, 3rd Floor, Techniplex-II IT Park, Off. Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062, Maharashtra, India.

Email: info@ashvfinance.com

Ombudsman Scheme for Non-Banking Financial Companies, 2018: Salient Features

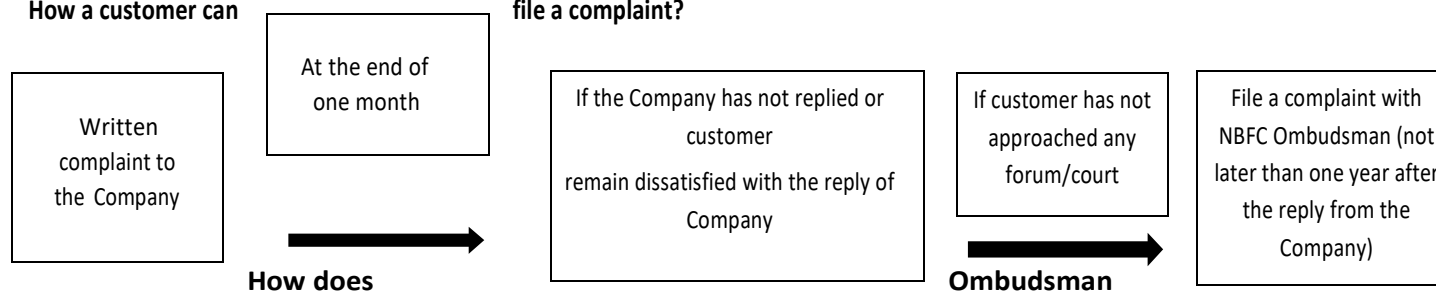


Grounds for filing a complaint by a customer:

- ❖ 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 a customer can

file a complaint?



take decision?

- Proceedings before Ombudsman are in the nature of Alternate Dispute Resolution mechanism.
- Ombudsman promotes the settlement of the complaint by mutual agreement between the complainant and the Company through conciliation or mediation.
- If not, pass an Award either allowing or rejecting the complaint along with reasons for passing such Award.

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

Yes, Ombudsman's decision is appealable (**within 30 days of the date of receipt of communication of Award or rejection of complaint**) ➡ Appellate Authority: **Deputy Governor, RBI**

Note: The Customer is at liberty to approach any other court/forum/authority for the redressal at any stage.

Refer to www.ashvfinance.com for further details of the Scheme

Contact details of the Ombudsman, Contact details of the Nodal Officer and Grievance Redressal & Compliance Officer of the Company, who can be approached by the customer:

Address and Area of Operation of NBFC Ombudsman

SN	Centre	Address of the Office of NBFC 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

Contact details

Nodal Officer		Grievance Redressal & Compliance Officer	
Name	Mr. Nikesh Kumar Sinha	Name	Ms. Monika Thadeshwar
Designation	Managing Director	Designation	Company Secretary and Compliance Officer
Address	3 rd Floor, 12B, Techniplex-II IT Park, Off. Veer Savarkar Flyover, Goregaon (West), Mumbai – 400 062, Maharashtra, India	Address	3 rd Floor, 12B, Techniplex-II IT Park, Off. Veer Savarkar Flyover, Goregaon (West), Mumbai – 400 062, Maharashtra, India
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