



Ombudsman Scheme for Non-Banking Financial Companies, 2018

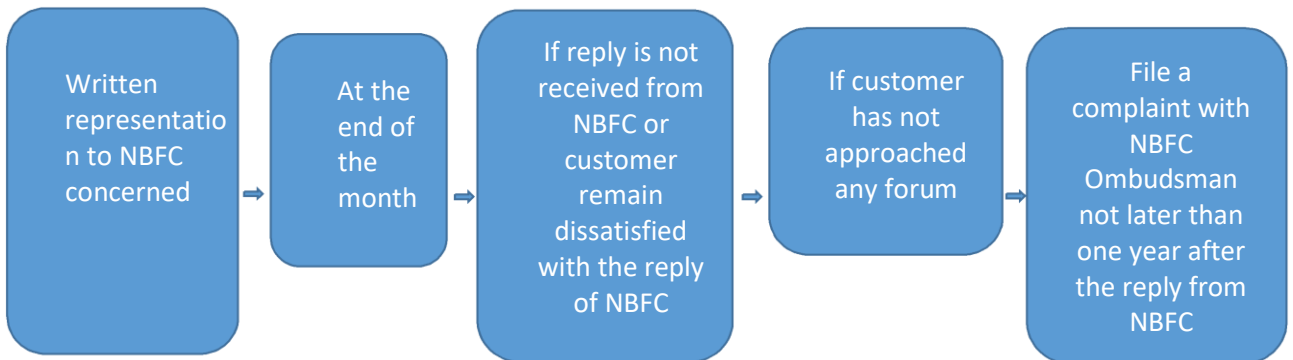
Salient features

	<u>Scheme covers customers of</u>
All deposit taking NBFCs	NBFCs with asset size \geq Rs.100 crore + customer interface (Excluding: 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 & condition, annualized 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 for Fair practices Code not followed

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

Yes, if Ombudsman's decision is appealable, 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 Company website for further details of Ombudsman Scheme
www.midlandmicrofin.com