

## **Salient Features of Ombudsman Scheme for Non-Banking Financial Companies, 2018**

The Integrated Ombudsman Scheme, 2021 of Reserve Bank of India was launched on 12<sup>th</sup> November 2021 in virtual mode by Hon'ble Prime Minister, Shri Narendra Modi Ji.

The Scheme emphasizes on strengthening the grievance redress mechanism for consumers of various services provided by the RBI regulated entities.

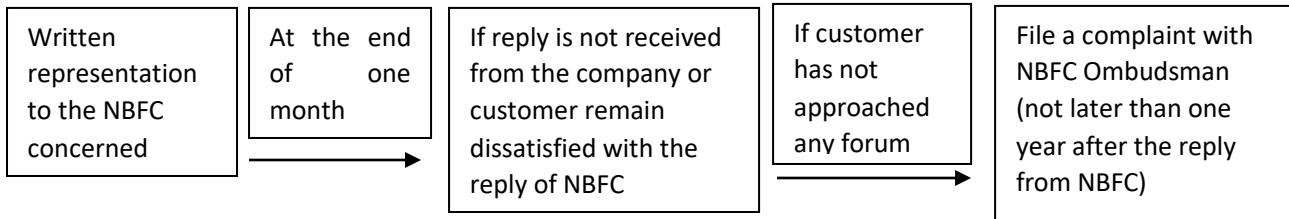
The following existing ombudsman schemes are being integrated into a single scheme which will offer the benefit of a single platform to customers for getting speedy resolution of their grievances:

- The Banking Ombudsman Scheme, 2006
- The Ombudsman Scheme for Non-Banking Financial Companies, 2018;
- The Ombudsman Scheme for Digital Transactions, 2019;

Any person may file a complaint with the Ombudsman having jurisdiction, on any one of the following grounds alleging deficiency in services:

- a) Failure to convey in writing, the amount of loan sanctioned along with terms and conditions including annualised rate of interest and method of application thereof.
- b) Failure or refusal to provide sanction letter/ terms and conditions of sanction in vernacular language or a language as understood by the borrower.
- c) Failure or refusal to provide adequate notice on proposed changes being made in sanctioned terms and conditions in vernacular language as understood by the borrower.
- d) Failure or inordinate delay in releasing the securities documents to the borrower on repayment of all dues.
- e) Levying of charges without adequate prior notice to the borrower/ customer.
- f) Failure to provide legally enforceable built-in repossession clause in the contract/ loan agreement.
- g) Failure to ensure transparency in the contract/ loan agreement regarding:
  - i. Notice period before taking possession of security
  - ii. Circumstances under which the notice period can be waived
  - iii. The procedure for taking possession of the security
  - iv. A provision regarding final chance to be given to the borrower for repayment of loan before the sale/ auction of the security
  - v. The procedure for giving repossession to the borrower
  - vi. The procedure for sale/ auction of the security
- h) Non-observance of directions issued by Reserve Bank to the non-banking financial companies
- i) Non-adherence to any of the other provisions of Reserve Bank Guidelines on Fair Practices Code for Non-Banking Financial Companies.

### How can a customer 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 a customer appeal, if not satisfied with decision of Ombudsman?

Yes, If Ombudsman's decision is appealable to Appellate Authority: Executive Director-in charge of Consumer Education and Protection Department of RBI

#### Note:

1. This is an Alternate Dispute Resolution mechanism.
2. Customer is at liberty to approach any other court/forum/authority for the redressal at any stage.

*The salient features of the Scheme are displayed in all the branch offices of the Company.*

### Modes of customer complaints:

- 1) Online Mode: Complaints can continue to be filed online on <https://cms.rbi.org.in>.
- 2) Other Modes: Complaints can also be filed through the dedicated e-mail: [CRPC@rbi.org.in](mailto:CRPC@rbi.org.in) or sent in physical mode to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4<sup>th</sup> Floor, Sector 17, Chandigarh - 160017 in the prescribed format.
- 3) Additionally, complaints can be made on the Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm). The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.

### Details of the Principal Nodal officer (PNO):

**Mr. Satish Mani**  
Principal Nodal Officer  
Fusion Micro Finance Limited  
Plot No. 86, Institutional Sector 32,  
Gurugram, Haryana – 122001  
Phone no.: 0124-6910608/6910600  
Email ID: [pno@fusionmicrofinance.in](mailto:pno@fusionmicrofinance.in)

### Details of Zonal Nodal Officers

S. No.	Zone Covered	Contact Details
1.	Nodal Officer- Head Office	Ph No: 011-46646634 Email Id: <a href="mailto:nodalofficer@fusionmicrofinance.in">nodalofficer@fusionmicrofinance.in</a>
2.	Nodal Officer – North	Ph. No.: 0124-6910642 Email Id: <a href="mailto:nodalofficernorthzone@fusionmicrofinance.in">nodalofficernorthzone@fusionmicrofinance.in</a>
3.	Nodal Officer – East	Ph. No.: 033-66573207 Email Id: <a href="mailto:nodalofficereastzone@fusionmicrofinance.in">nodalofficereastzone@fusionmicrofinance.in</a>
4.	Nodal Officer – West/ Central	Ph. No.: 0731-4729522 Email Id: <a href="mailto:nodalofficercentralzone@fusionmicrofinance.in">nodalofficercentralzone@fusionmicrofinance.in</a>
5.	Nodal Officer – South	Ph. No.: 044-66205795 Email Id: <a href="mailto:nodalofficersouthzone@fusionmicrofinance.in">nodalofficersouthzone@fusionmicrofinance.in</a>

### Address and Area of Operation of NBFC Ombudsman

S. No.	Centre	Address of the Office of NBFC Ombudsman	Area of Operation
1.	Chennai	C/o Reserve Bank of India FortGlacis, Chennai 600 001 STD Code: 044 Tel No. 25395964 Fax No. 25395488	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	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 Tel. No. 23724856 Fax No. 23725218-19	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 Tel. No. 22304982 Fax No. 22305899	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand