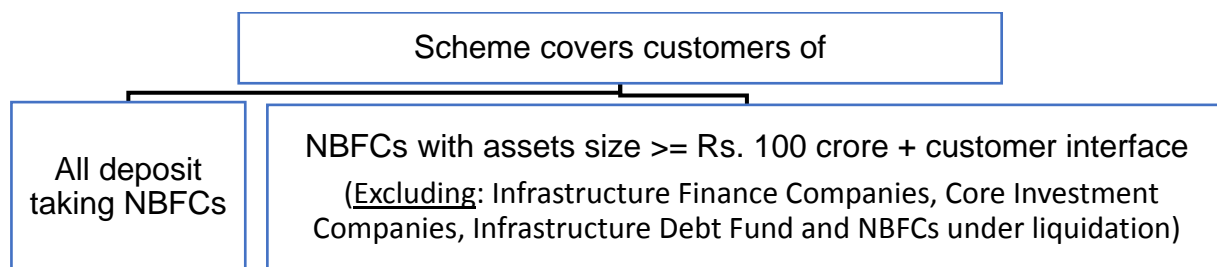


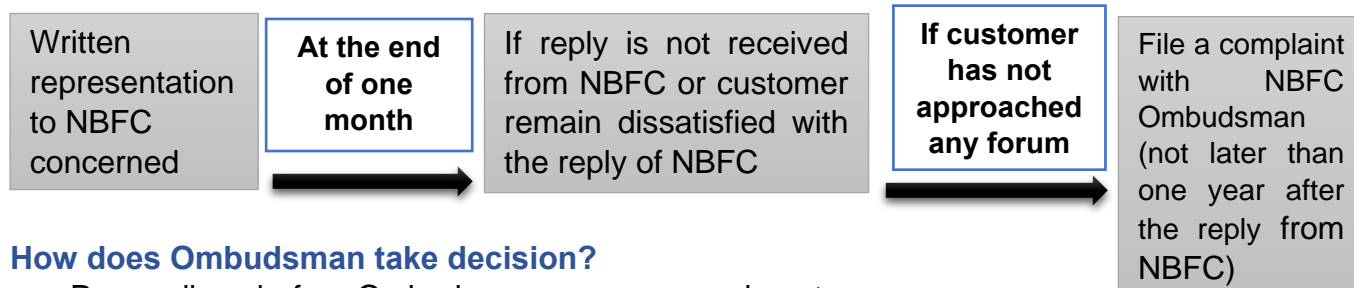
## Ombudsman Scheme for Non-Banking Financial Companies, 2018 : Salient Features



### 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 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 → 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 [www.rbi.org.in](http://www.rbi.org.in) for further details of the Scheme

**ADDRESS AND AREA OF OPERATION OF NBFC OMBUDSMAN**

| <b>Sr. No.</b> | <b>Centre</b> | <b>Address of the Office of NBFC Ombudsman</b>   | <b>Area of Operation</b>  |
|----------------|---------------|--|---|
| 1.             | Chennai       | C/o Reserve Bank of India<br>Fort Glacis,<br>Chennai 600 001<br><br>STD Code: 044<br>Telephone No : 25395964<br>Fax No : 25395488<br><br>Email : <a href="mailto:cms.nbfcchennai@rbi.org.in">cms.nbfcchennai@rbi.org.in</a>  | <ul style="list-style-type: none"> <li>• Tamil Nadu</li> <li>• Andaman and Nicobar Islands</li> <li>• Karnataka</li> <li>• Andhra Pradesh</li> <li>• Telangana</li> <li>• Kerala</li> <li>• Union Territory of Lakshadweep and</li> <li>• Union Territory of Puducherry</li> </ul>        |
| 2.             | Mumbai        | C/o Reserve Bank of India<br>RBI Byculla Office Building<br>Opp. Mumbai Central Railway<br>Station Byculla,<br>Mumbai-400 008<br><br>STD Code: 022<br>Telephone No : 23028140<br>Fax No : 23022024<br>Email : <a href="mailto:cmsnbfc@mumbai@rbi.org.in">cmsnbfc@mumbai@rbi.org.in</a> | <ul style="list-style-type: none"> <li>• Maharashtra</li> <li>• Goa</li> <li>• Gujarat</li> <li>• Madhya Pradesh</li> <li>• Chhattisgarh</li> <li>• Union Territories of Dadra and Nagar Haveli</li> <li>• Daman and Diu</li> </ul>   |
| 3.             | New Delhi     | C/o Reserve Bank of India<br>Sansad Marg<br>New Delhi -110001<br><br>STD Code: 011<br>Telephone No: 23724856<br>Fax No : 23725218-19<br>Email : <a href="mailto:cmsnbfc@newdelhi@rbi.org.in">cmsnbfc@newdelhi@rbi.org.in</a>   | <ul style="list-style-type: none"> <li>• Delhi</li> <li>• Uttar Pradesh</li> <li>• Uttarakhand</li> <li>• Haryana</li> <li>• Punjab</li> <li>• Union Territory of Chandigarh</li> <li>• Himachal Pradesh</li> <li>• Rajasthan</li> <li>• State of Jammu and Kashmir</li> </ul>            |
| 4.             | Kolkata       | C/o Reserve Bank of India<br>15, Netaji Subhash Road<br>Kolkata-700 001<br><br>STD Code: 033<br>Telephone No : 22304982<br>Fax No : 22305899<br>Email : <a href="mailto:cmsnbfc@kolkata@rbi.org.in">cmsnbfc@kolkata@rbi.org.in</a>   | <ul style="list-style-type: none"> <li>• West Bengal</li> <li>• Sikkim</li> <li>• Odisha</li> <li>• Assam</li> <li>• Arunachal Pradesh</li> <li>• Manipur</li> <li>• Meghalaya</li> <li>• Mizoram</li> <li>• Nagaland</li> <li>• Tripura</li> <li>• Bihar</li> <li>• Jharkhand</li> </ul> |

**CONTACT DETAILS OF THE NODAL AND PRINCIPAL NODAL OFFICER OF  
JM FINANCIAL CREDIT SOLUTIONS LIMITED**

|            |   |
|------------|---|
| Name:      | Mr. Hemant Pandya   |
| Address:   | 5 <sup>th</sup> Floor, Cnergy,<br>Appasaheb Marathe Marg,<br>Prabhadevi,<br>Mumbai – 400025 |
| STD Code:  | 022   |
| Telephone: | 66303030/9619094999   |
| Fax:       | 66303223  |
| Email:     | <a href="mailto:Hemant.pandya@jmfl.com">Hemant.pandya@jmfl.com</a>                          |

The Ombudsman Scheme for Non-Banking Financial Companies, 2018 (“the Scheme”) is available with Mr. Hemant Pandya. If anyone desires to obtain the copy of the Scheme can contact Mr. Hemant Pandya at the contact details mentioned above.

Further, the Scheme is also available on the website of the Company at [www.jmfinancialcreditsolutions.com](http://www.jmfinancialcreditsolutions.com).