

2020

Ombudsman Scheme V1.0

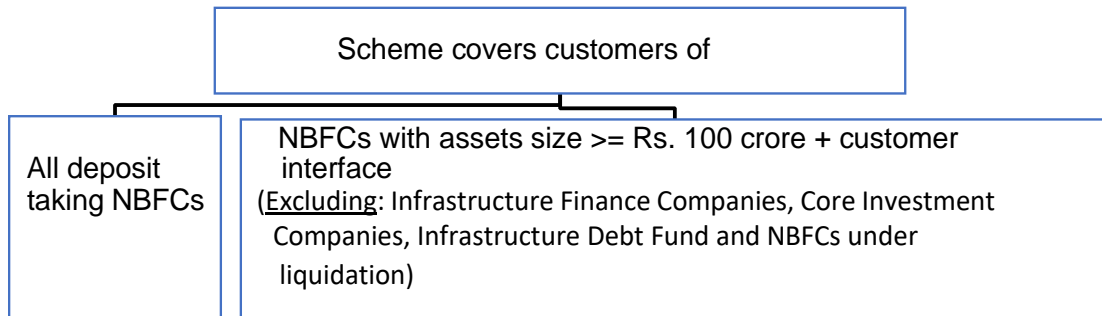
This document details the Salient Feature of Ombudsman Scheme applicable for NBFCs.



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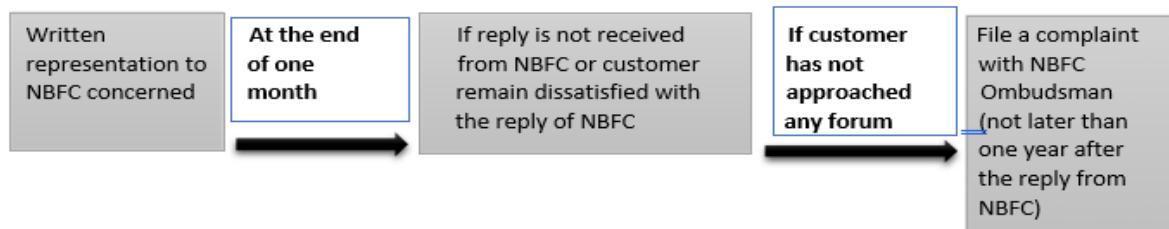
Ombudsman Scheme for Non-Banking Financial Companies, 2018: Salient Features



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 the [Ombudsman Scheme for NBFC, 2018](#) for further details of the Scheme

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 : nbfcomumbai@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

Mode of Complaint

Capital Float aims to provide the best customer service possible and is consistently striving on creating a robust and efficient customer service platform. We at Capital Float aim to delight our customers with our services. Considering customer profile, their literacy level and vulnerability, Capital Float has identified various channels of sourcing customer complaints proactively:

Level	Contact Details
Level 1	Capital Float, New No.3 (Old 211), Gokaldas Platinum, Upper Palace Orchards, Bellary road, Sadashivnagar 560080 Telephone : 1860 419 0999 Email : myloan@capitalfloat.com
Level 2	Complaints Management Cell Capital Float, New No.3 (Old 211), Gokaldas Platinum, Upper Palace Orchards, Bellary road, Sadashivnagar 560080 Email : customerservice@capitalfloat.com
Level 3	Grievance Redressal Officers Capital Float, New No.3 (Old 211), Gokaldas Platinum, Upper Palace Orchards, Bellary road, Sadashivnagar 560080 Email : head.customercare@capitalfloat.com
Level 4	Nodal Officers Capital Float, New No.3 (Old 211), Gokaldas Platinum, Upper Palace Orchards, Bellary road, Sadashivnagar 560080 Email : ceo@capitalfloat.com