

SALIENT FEATURES
THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

The Scheme integrates the existing three Ombudsman schemes of RBI namely,

- I. The Banking Ombudsman Scheme, 2006;
- II. The Ombudsman Scheme for Non-Banking Financial Companies, 2018; and
- III. The Ombudsman Scheme for Digital Transactions, 2019.

Salient Features of the Scheme:

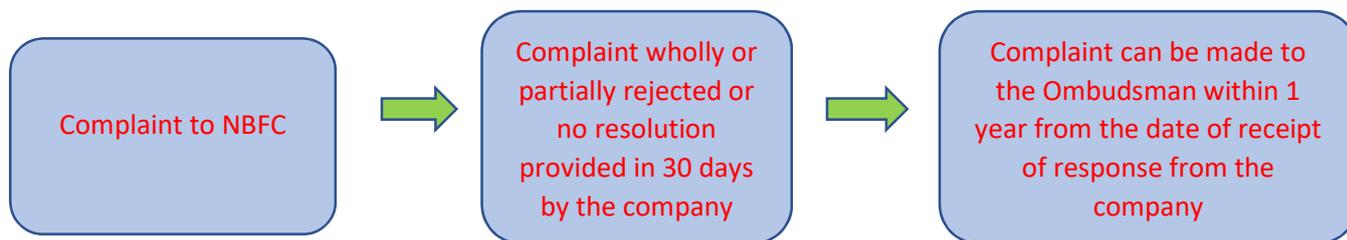
- i. The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions (grounds for non-maintainability of complaint).
- ii. The Scheme has done away with the jurisdiction of each ombudsman office.
- iii. A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.
- iv. The responsibility of representing the NBFC and furnishing information in respect of complaints filed by customers against the NBFC would be that of the Principal Nodal Officer.

Grounds for Non-Maintainability of Complaint

1. No complaint for deficiency in service shall lie under the Scheme in matters involving:
 - a) commercial judgment/commercial decision of the NBFC;
 - b) a dispute between a vendor and the NBFC relating to an outsourcing contract;
 - c) a grievance not addressed to the Ombudsman directly;
 - d) general grievances against Management or Executives of the NBFC
 - e) a dispute in which action is initiated by the NBFC in compliance with the orders of a statutory or law enforcing authority;
 - f) a service not within the regulatory purview of the Reserve Bank;
 - g) a dispute between NBFC and other Regulated Entities; and
 - h) a dispute involving the employee-employer relationship of the NBFC.
2. A complaint under the Scheme shall not lie unless:
 - (a) the complainant had, before making a complaint under the Scheme, made a written complaint to the Regulated Entity concerned as per the process given under the scheme
 - (b) the complaint is not in respect of the same cause of action which is already:
 - (i) pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman
 - (ii) pending before any Court, Tribunal or Arbitrator or any other Forum or Authority; or, settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other Forum or Authority
 - (c) the complaint is not abusive or frivolous or vexatious in nature
 - (d) the complaint to the Regulated Entity was made before the expiry of the period of limitation prescribed under the Limitation Act, 1963
 - (e) the complainant provides complete information as specified in clause 11 of the Scheme

- (f) the complaint is lodged by the complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person.

Procedure for Making Complaint



Procedure of Filing Complaint with Ombudsman:

- i. Complaints can continue to be filed online on <https://cms.rbi.org.in>.
- ii. Complaints can also be filed through the dedicated e-mail or sent in physical mode to:

‘Centralised Receipt and Processing Centre’

Reserve Bank of India,
4th Floor, Sector 17,
Chandigarh - 160017 in the format prescribed and appended herewith.

The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.

- iii. A copy of the complaint shall also be forwarded to the Regulated Entity against whom the complaint is filed with a direction to submit its written version.

How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature and shall not be bound by any rules of evidence.
- Unless the Ombudsman has granted additional time to Regulated Entity(RE) to file its reply, the RE is required to file its written reply to the Ombudsman within 15 days of receipt of the complaint
- Promotes settlement through facilitation/conciliation/ mediation If not reached can issue Award/Order
- The Award shall contain, inter alia, the direction, if any, to the Regulated Entity for specific performance of its obligations and in addition to or otherwise, the amount, if any, to be paid by the Regulated Entity to the complainant by way of compensation for any loss suffered by the complainant.
- If the award by Ombudsman includes payment by way of compensation, then such compensation shall not exceed the amount of consequential loss suffered by the complainant or Rs. 20 Lakhs, whichever is lower.
- The compensation that can be awarded by the Ombudsman shall be exclusive of the amount involved in the dispute.
- The Ombudsman may also award a compensation not exceeding Rs. 1 Lakh taking into account the loss of the complainant’s time, expenses incurred, harassment and

mental anguish suffered.

- Award shall lapse: if acceptance of award not submitted by complainant → within 30 days of receipt of award.
- The Regulated Entity: intimate compliance of award to ombudsman → within 30 days from receipt of the letter of acceptance

Name and Contact Details of the Principal Nodal Officer of the Company:

Mr. Virendra Kumar Bhargawa

Nodal Officer,

C/o Digamber Capfin Limited

J-54-55, II Floor, Anand Moti, Himmat Nagar,

Tonk Road, Gopalpura, Jaipur, Rajasthan-302018

The Customer Grievance Redressal Mechanism of the Company and detailed Integrated Ombudsman Scheme are displayed on our website at **www.digamberfinance.com**