

Ombudsman Mechanism of Ambit Finvest Private Limited (“Company”)

Introduction:

The Reserve Bank of India (RBI) had vide [Notification Ref.CEFD.PRS.No.3590/13.01.004/2017-18 dated February 23, 2018](#) issued Ombudsman Scheme for Non-Banking Financial Companies, 2018 (“Scheme”) and the same was made applicable to Non-Deposit Taking NBFCs having customer interface, with assets size of Rupees 100 crore or above, as on the date of the audited balance sheet of the previous financial year, vide RBI notification dated April 26, 2019.

Purpose of Scheme:

The Scheme is introduced with the object of enabling resolution of complaints free of cost, relating to certain aspects of services rendered by certain categories of non-banking financial companies registered with the Reserve Bank, to facilitate the satisfaction or settlement of such complaints, and matters connected therewith.

Salient features of the Scheme:

1. RBI appoints the Ombudsman to carry out the functions entrusted by or under the Scheme. The Ombudsman shall receive and consider complaints relating to the deficiencies in services filed on any one or more of the grounds mentioned in Clause 8 and facilitate their satisfaction or settlement by agreement or through conciliation and mediation between the non-banking financial company concerned and the aggrieved party or by passing an Award in accordance with the provisions of the Scheme.
2. Procedure for redressal of grievance is covered under the Chapter IV of the Scheme. It inter alia covers the grounds of complaint, procedure for filing complaint, power to call for information, settlement of complaint by agreement, Ombudsman award, rejection of complaint by Ombudsman, Appeal provisions, award enforcement/implementation and the obligations of the non banking finance company.
3. Complaint can be made to the Ombudsman within whose jurisdiction the Branch/ Registered Office of the Company complained against is located.
4. A Complaint can be either by the person who has a grievance against the Company or his authorized representative (other than an Advocate);
5. The Complaint should be on the grounds as mentioned in Clause 8 of the Scheme and to be made in writing or through electronic means, in the form specified in ‘Annex II’ of the Scheme;
6. The Ombudsman shall not entertain a complaint falling under Clause 9-A of the Scheme;
7. The Ombudsman may reject a complaint at any stage if falls within the Criteria mentioned under Clause 13 of the Scheme.
- 8. Settlement of the Complaint**
 - a. The Ombudsman shall send a copy of the complaint to the branch or registered office of the NBFC named in the complaint, under advice to the designated Nodal Officer (NO) and endeavour to promote a settlement of the complaint by agreement between the complainant and the NBFC through conciliation or mediation.
 - b. Ombudsman would provide opportunity to the complainant to furnish his/ her submissions within a time limit on written submissions made by the NBFC.
 - c. The Ombudsman is of the opinion that the documentary evidence furnished and written submissions by both the parties are not conclusive enough to arrive at a decision, he/ she may convene a meeting of NBFC and the complainant together to promote an amicable resolution.
 - d. Wherever a conciliation meeting is held and mutually acceptable agreement arrived at, the proceedings of the meeting shall be documented and signed by both the parties specifically stating that both are agreeable to the resolution
 - e. The proceedings before the Ombudsman shall be summary in nature.
- 9. Award by the Ombudsman**
 - a. If a complaint is not settled by agreement within a specified period as the Ombudsman may allow the parties, he may, after affording the parties a reasonable opportunity to present their case, either in writing or in a meeting, pass an Award either allowing or rejecting the complaint.
 - b. A copy of the Award shall be sent to the complainant and the NBFC free of cost.

- c. An Award allowing the complaint shall lapse and be of no effect unless the complainant furnishes to the NBFC and the Ombudsman concerned within a period of 30 days from the date of receipt of copy of the Award, a letter of acceptance of the Award in full and final settlement of his claim.

Center, 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 : nbfcochennai@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 : nbfconewdelhi@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 : nbfcoolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand

Details of Nodal Officer and Principal Nodal Officer for all the Branches of the Company

Branch and Address	Nodal Officer	Contact No	Principal Nodal Officer	Contact No
Centre: Chennai				
Bangalore Office No 3, First Floor, Empire Infantry, Infantry Road, Bangalore – 560001	Deepak Shah	9820313675	Deepak Shah	9820313675
Centre: Mumbai				
Mumbai 223, 211, 212, 521, The Summit Business Bay, Behind Guru Nanak Petrol Pump, Opp Cinemax, Off Andheri Kurla Road, Near Western Express Highway, Andheri East, Mumbai- 400093	Manindra Sinha	9833379855	Manindra Sinha	9833379855
Nasik Flat No 8, 2nd Floor, Chandrakauns Apt, Pandit Colony, Sharanpur Road, Nasik- 422002	Manindra Sinha	9833379855	Manindra Sinha	9833379855
Pune Rachana House Office No 07 2nd Floor Opp. Westside FC Road Gudluck Chowk Pune-411004	Manindra Sinha	9833379855	Manindra Sinha	9833379855
Mira Road 511, 5th Floor, Above Brand Factory, Pleasant Park, Kashmirira Road, Miraroad East, Thane - 401107	Manindra Sinha	9833379855	Manindra Sinha	9833379855
Indore 302, Vibrant Business Tower, 9a-9b, Manoramaganj, Indore - 452001	Sharad Garg	9826044458	Manindra Sinha	9833379855
Ahmedabad 804, Samedh Complex, Beside Associate Petrol Pump, C. G. Road, Ahmedabad - 380009	Saurabh Paul	7738895388	Manindra Sinha	9833379855
Himmatnagar Shop No-106, Mepal Crystal, 1st Floor, Kankol, Taluka - Himmat Nagar, Dist - Sabarkantha, Gujarat - 383001	Saurabh Paul	7738895388	Manindra Sinha	9833379855

Centre: New Delhi

Delhi 310-313, 3rd Floor, Ashoka Estate, 24, Barakhamba Road, New Delhi - 110001.	Anurag Mathur	9899662966	Saurabh Arora	9560877177
Delhi Flat No. 1201, 12th Floor, Vikram Tower 16, Rajendra Place, New Delhi, 110008.	Saurabh Arora	9560877177	Saurabh Arora	9560877177
Jaipur Office No.402, Fourth Flr, City Corporate Park, Plot No. D-3, Malviya Marg, C- Scheme, Jaipur- 302001	Saurabh Arora	9560877177	Saurabh Arora	9560877177
Banswara 130, Udaipur Main Road, Mohan Colony, Banswara, Rajasthan 327001	Sharad Garg	9826044458	Manindra Sinha	9833379855
Ludhiana Office No 503, 5th Floor Apra Tower, Ferozchandhi Market, Ludhiana, Punjab, India- 141010	Deepak Shah	9820313675	Saurabh Arora	9560877177

A copy of the Scheme is available on the website of the Company and also with the **Nodal Officer** of the Branch for perusal.