

For complaints/ disputes, please contact:

CUSTOMER GRIEVANCE REDRESSAL OFFICER:

Name: Smt. Bama Balakrishnan,
Northern Arc Capital Limited
Designation: Chief Financial Officer,
Address: IIT M Research Park, Phase 1, 10th Floor,
No. 1, Kanagam Village,
Taramani, Chennai – 600113
Phone No: 044-66687364 Fax No: 66687010
Mobile: 9840342055
Email ID: bama.balakrishnan@northernarc.com
Toll Free: **1800 4198 766.**

In case the complaint/ dispute is not redressed within a period of one month, the customer may appeal to the Officer-in Charge of the Regional Office of DNBS of RBI:

Designation: General Manager
Address: Department of Non-Banking Supervision,
Reserve Bank of India, Fort Glacis,
Rajaji Salai, Chennai – 600 001
Phone No: 044-25393406 Fax No: 044-25393797
Email ID: dnbschennai@rbi.org.in

PRINCIPAL NODAL OFFICER/NODAL OFFICER

(Across all locations)

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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 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 – 110 001 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

Annexure – A

Ombudsman Scheme for Non-Banking Financial Companies, 2018:

Salient Features

**All Deposit taking
NBFCs**

Scheme covers customers of:

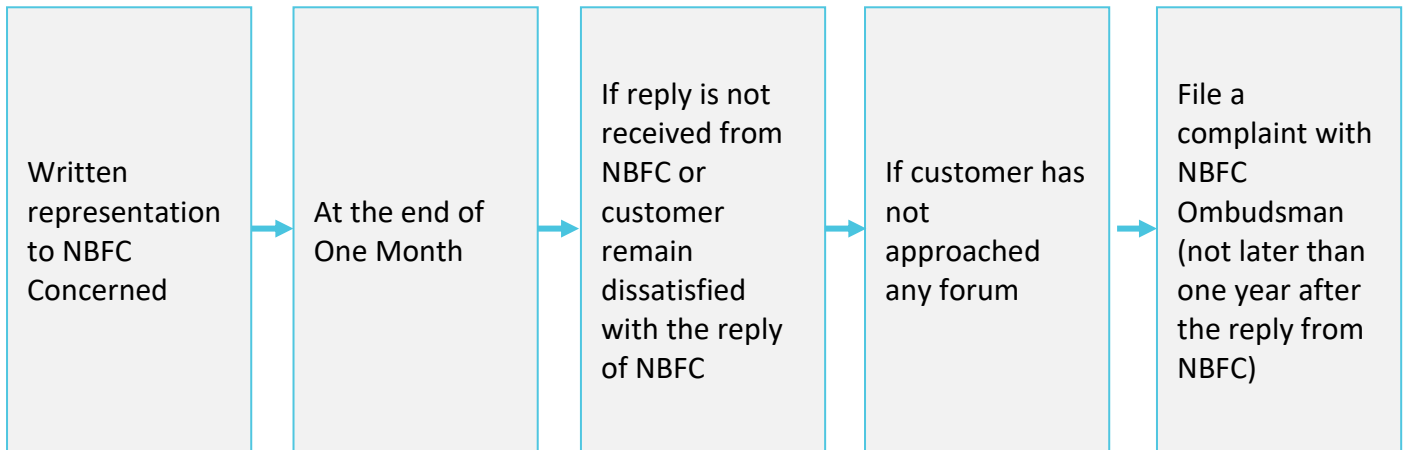
NBFCs with assets size \geq Rs. 100 crore + customer interface

(Excluding: Infrastructure Finance Companies, Core Investment Companies, Infrastructure Debt Fund, and NBFCs under liquidation)

Grounds for filing a complaint by a customer:

- Interest 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 for further details of the Scheme