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.

The Scheme adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral.

Salient Features of the Scheme:

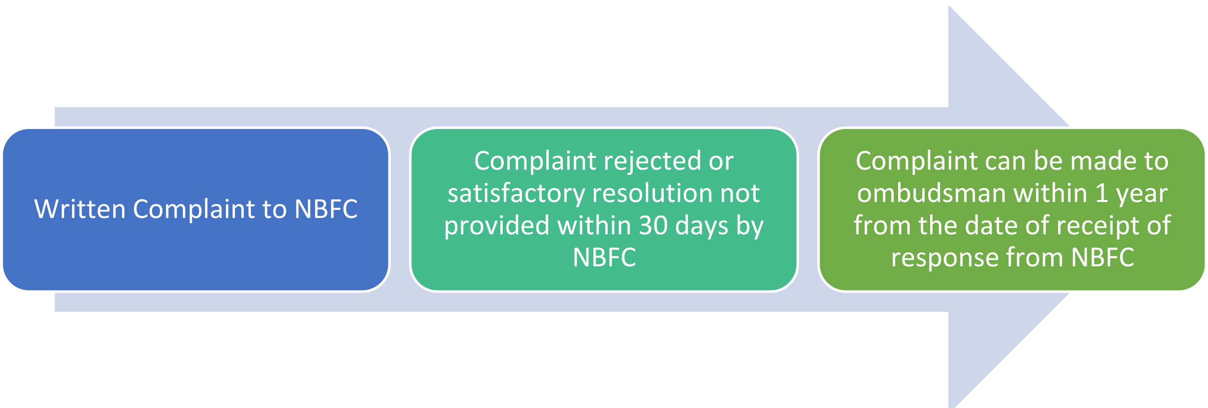
i. The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions (grounds for non –maintainability of complaint).
ii. The Scheme has done away with the jurisdiction of each ombudsman office.
iii. A Centralised Receipt and Processing Centre has been 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

No complaint for deficiency in service shall lie under the Scheme in matters involving:

i. commercial judgment/commercial decision of the NBFC;
ii. a dispute between a vendor and the NBFC relating to an outsourcing contract;
iii. a grievance not addressed to the Ombudsman directly;
iv. general grievances against Management or Executives of the NBFC
v. a dispute in which action is initiated by the NBFC in compliance with the orders of a statutory or law enforcing authority;
vi. a service not within the regulatory purview of the Reserve Bank;
vii. a dispute between NBFC and other Regulated Entities; and
viii. a dispute involving the employee-employer relationship of the NBFC

Procedure for making Complaint:



SALIENT FEATURES

THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

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 at crpc@rbi.org.in 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.

iii. Complainant can also call on the Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm). The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.

iv. The Executive Director-in charge of Consumer Education and Protection Department of RBI would be the Appellate Authority under the Scheme

Name and Contact Details of the Nodal Officer of the Company

Ms. Anubha Khandelwal,
Principal Nodal Officer,
M-8, Adarsh Plaza,
Khasa Kothi circle,
Jaipur-302001
E-Mail: customercare@skfin.in
Office: 0141-4161552
Toll free: 1800-103-9039

A copy of the Scheme is available on the RBI website and on the CMS portal (https://cms.rbi.org.in). The Company has also displayed the Integrated Ombudsman Scheme at its website and all branches. The Scheme is effective from 12th November 2021.

For any further details on complaint handling procedure, customer may refer to scheme displayed on the website at www.skfin.in