

## SALIENT FEATURES

### THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

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

1. The Banking Ombudsman Scheme, 2006;
2. The Ombudsman Scheme for Non-Banking Financial Companies, 2018; and
3. 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:



**Procedure for filing complaints 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 the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the [format](#).
- iii. Complainant can also call on the Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) – is being operationalised in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course.

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

Name and Address of Principal Nodal Officer of the Company

Mr. Y. Lakshman Rao,

Principal Nodal Officer,

# 6-3-902/A, 4th Floor, Central Plaza,

Near Yashoda Hospital, Raj Bhavan Road,

Somajiguda, Hyderabad - 500 082.

Call: +91 70957 66999

Email: [nodalofficer@ikffinapp.com](mailto:nodalofficer@ikffinapp.com)

**Notice about Availability of the Scheme:**

The salient features of the scheme is available in English, Hindi and Regional language at Head Office and at all our branches. Copy of this scheme will be provided to customers upon request.