



Ombudsman Scheme

Namdev Finvest Private Limited

Registered Office:

S-1, S-7-8, SHREE NATH PLAZA, SECOND FLOOR,
NEER SAGAR MARKET, BHANKROTA,
JAIPUR, RAJASTHAN-302026
INDIA

CIN NO: U65921RJ1997PTC047090

Har Pal Aap Ke Saath ..



Policy Name	Ombudsmen Scheme	
Version	1.1	
Last Updated	June-2024	
Next review	FY 2025-26	
Recommended by	Sakshi Sharma	
Approver	Board of Directors	June-2024

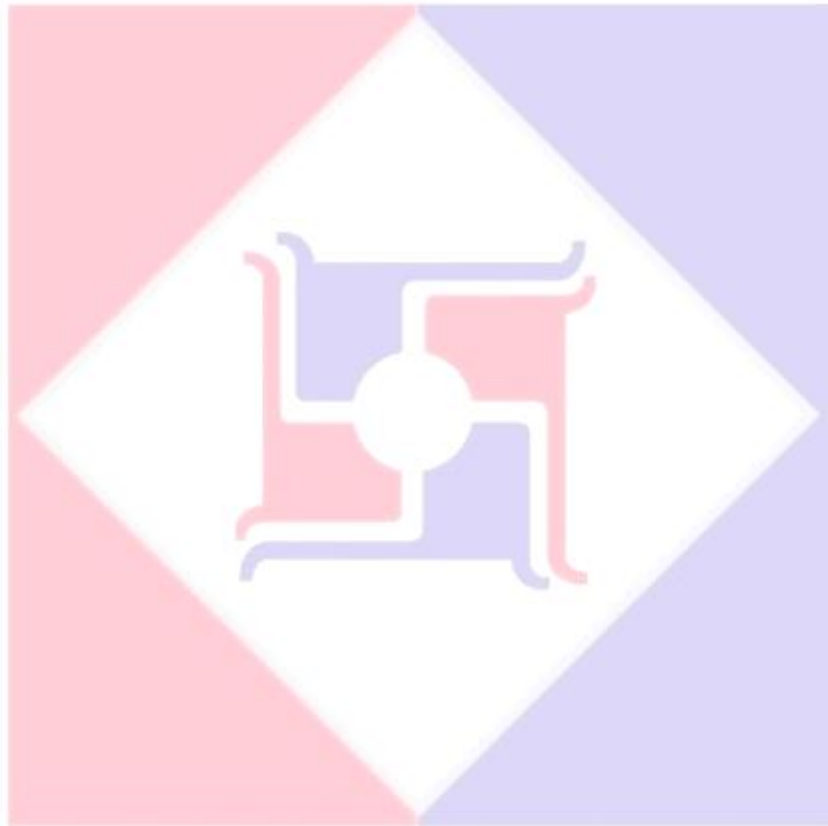


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1. Introduction

Namdev Finvest Private Limited (NFPL) is a Non-Banking Financial Company having valid Certificate of Registration with Reserve Bank of India vide registration No. B-10.00260 on 20th August 1997 under current RBI classification as NBFC – Non-Deposit taking Asset Finance Company.

It is focused on offering finance to MSME, Two-wheelers, Solar panel loan, Electric Vehicle (EV) loan, EV charging station loan and all kind of light commercial vehicles segment.

2. Grievance Redressal Mechanism

Grievance Redressal Mechanism has been set up by us for the resolution of any dispute or grievance or complaint in respect of Policy. You are requested to submit your written complaint at any of the below mentioned touch points:

Step 1

Mr. Vikram Singh

Nodal Officer

Namdev Finvest Private Limited

S1-S7-S8, Second Floor, Shree Nath Plaza,

Near Sagar Market, Bhankrota, Ajmer Road,

Jaipur-302026

Ph.:1800-103-5800 | +91-141-2250026 | +91-9001716888

Email: nodal.officer1@namfin.in

Step 2

If you do not receive any resolution to your complaint within a period of two weeks or if the response is not as per your expectations, please feel free to contact our Grievance Redressal Officer, at any of the below touch points:



Mr. Rakesh Kumar Saini

National Credit Head

Namdev Finvest Private Limited

S1-S7-S8, Second Floor, Shree Nath Plaza,

Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026

Ph: - 1800-103-5800 | +91-141-2250026 | Ext-8052

Email ID: - grievancescell@namfin.in

3. Annexure A

Ombudsman Scheme for Non-Banking Financial Companies, 2018: Salient Features

Scheme covers

All deposit taking and non-Deposit taking NBFCs

NBFCs with assets size \geq Rs. 100 crores + customer interface
(Excluding: Infrastructure Finance Companies, Core Investment Companies, Infrastructure Debt Fund and NBFCs under liquidation)

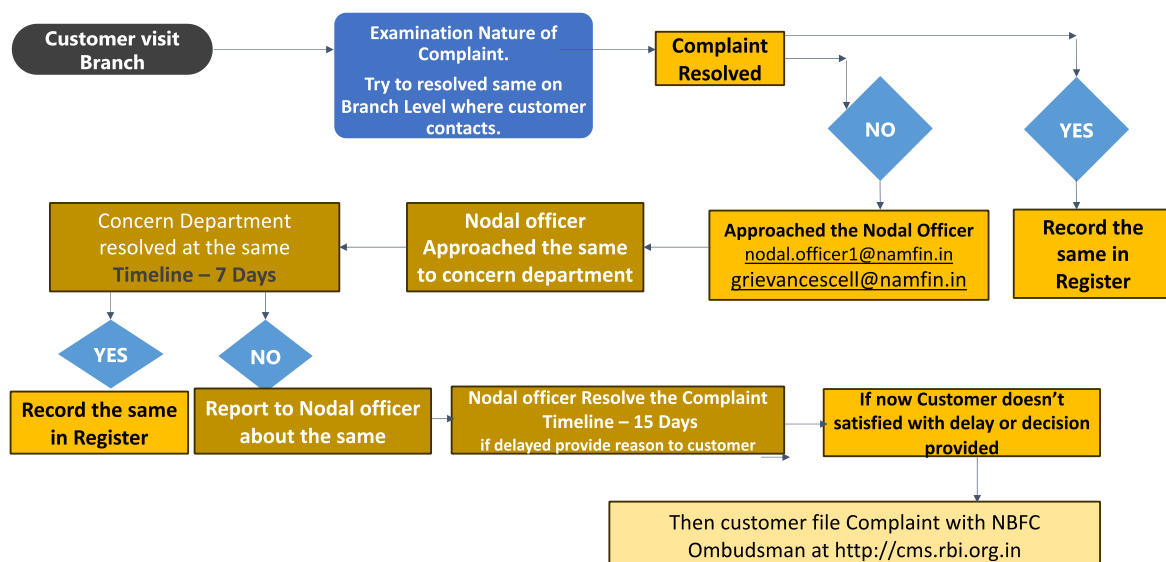


Grounds for filing a complaint by a customer:

- ❓ Interest/Deposit 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 customer file a complaint?

Grievances Redressal System - Customer





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

ANNEXURE- I

Address and Area of Operation of NBFC Ombudsman

Sr. No.	Centre	Centre Address of the Office of NBFC Ombudsman	Area of Operation
1.	New Delhi	C/o Reserve Bank of India Sansad Marg, New Delhi - 110001 STD Code: 011 Tel. No. 23724856 Fax No. 23725218-19 Email : cms.nbfconewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
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: 2300 1280 Fax No: 23022024 Email : cms.nbfcomumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman, and Diu

Refer to www.rbi.org.in for further details.