

Ombudsman Scheme

Namdev Finvest Limited
(Formerly Known as Namdev Finvest Private Limited)

Registered Office:

“Namdev House”

Plot No. 21, Neer Sagar-A, Bhankrota,
Jaipur, Rajasthan – 302026, India

CIN: U65921RJ1997PLC047090

Policy Name	Ombudsmen Scheme	
Version	3.0	
Effective date of this version	May 2026	
Next review date	FY 2027-28	
Prepared and proposed by	Ms. Sakshi Sharma	
Approver	Board of Directors	May 2026



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1. Introduction

Namdev Finvest Limited (NFL) formerly known as **Namdev Finvest Private Limited** 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 2007 under current RBI classification as NBFC – Non-Deposit taking Investment and credit company (“NBFC-ICC”) under NBFC Middle Layer – RBI (NBFC-Scale Based Regulation) Directions, 2023.

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 Limited
(Formerly Known as Namdev Finvest Private Limited)
Namdev House, Plot No. 21, Neer Sagar – A,
Bhankrota, Jaipur – 302026 Rajasthan
Ph.:1800-103-5800 | +91-141-2250026
Email: nodal.officer1@namfin.in

Step 2

If you do not receive any resolution to your complaint within a period of one 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 Limited
(Formerly Known as Namdev Finvest Private Limited)

Namdev House, Plot No. 21, Neer Sagar – A,

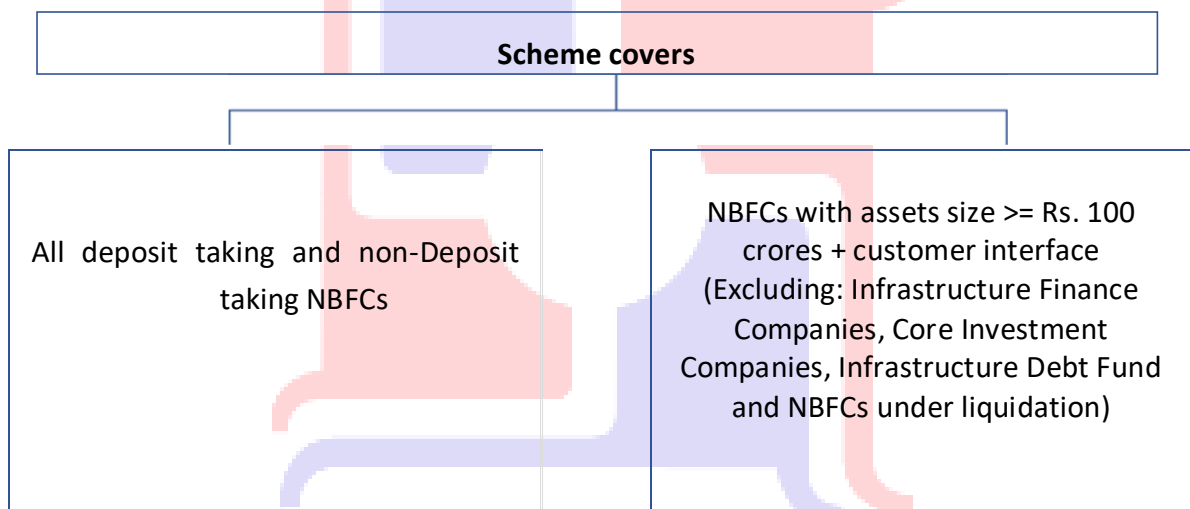
Bhankrota, Jaipur – 302026 Rajasthan

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

Email ID: - grievancescell@namfin.in

3. Annexure A

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

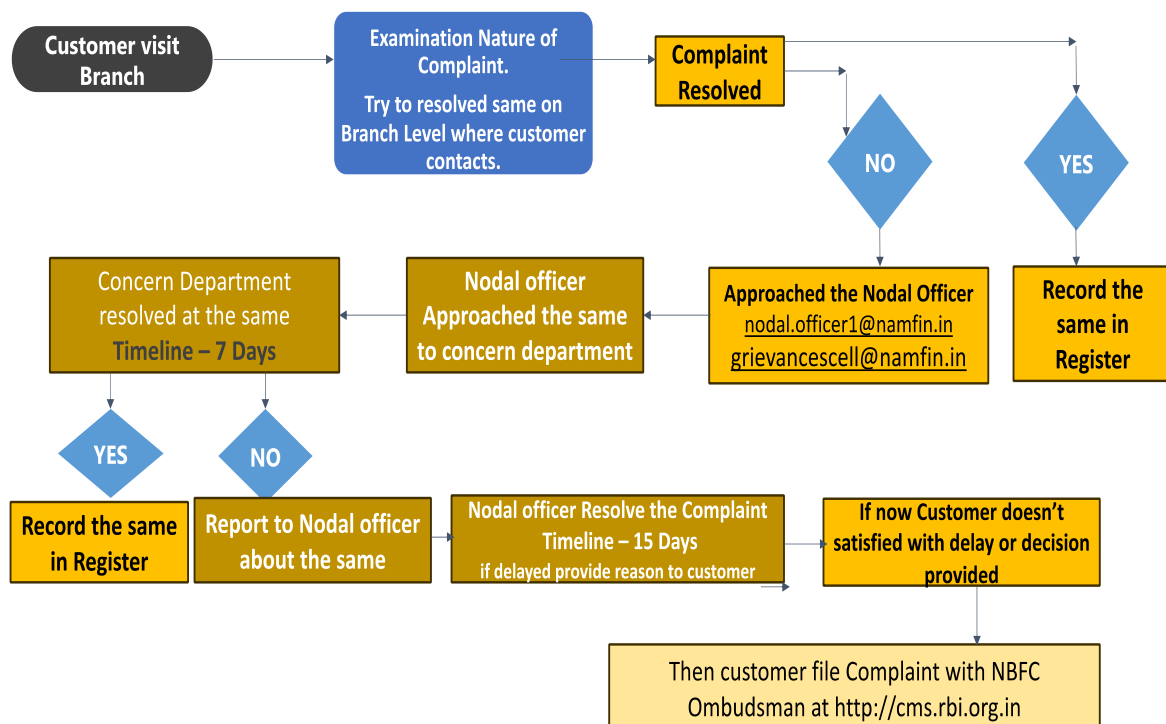


Grounds for filing a complaint by a customer:

- ❓ 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.