

**Namdev Finvest Private Limited**

Har Pal Aap Ke Saath ..



# 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**

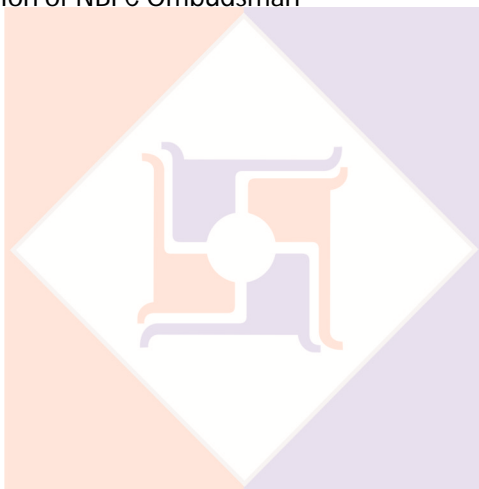
**CIN NO: U65921RJ1997PTC047090**

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Annexure-1.....

Address and Area of Operation of NBFC Ombudsman



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## 1. Introduction

**NamdevFinvest Private Limited** was incorporated on 11<sup>th</sup> April 1997 as a Private Limited Company under the Companies Act, 1956. The company also registered itself as a Non-Banking Finance Company (Non-Deposit taking- Asset Financing Company) under Reserve Bank of India vide registration No. B-10.00260.

It is focused on offering financing of MSME, Loan Against Property, Two-wheelers, Farm Equipment, Solar loans and Light Commercial Vehicle.

## 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 touchpoints:

### Step1

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: [nodalofficer1@namfin.in](mailto:nodalofficer1@namfin.in)

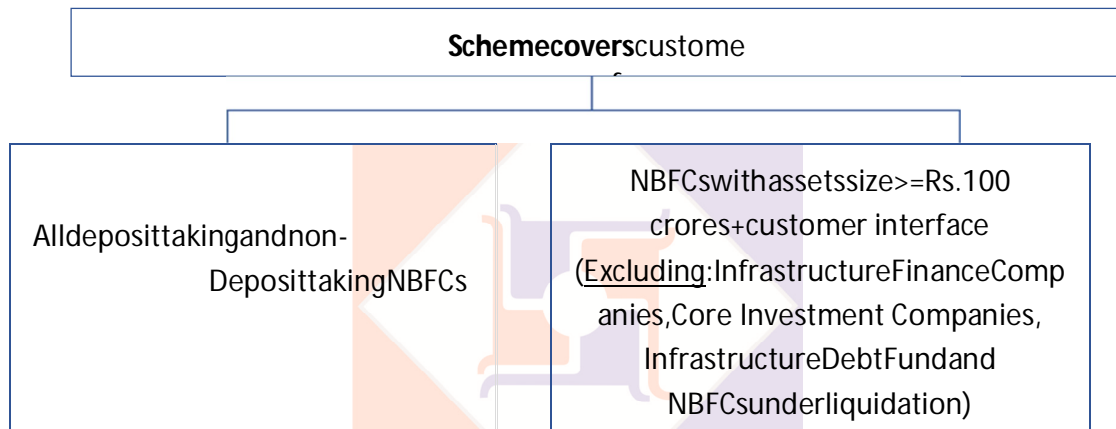
### Step2

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 touchpoints:

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: - Rakesh.saini1@namfin.in

**Annexure A**

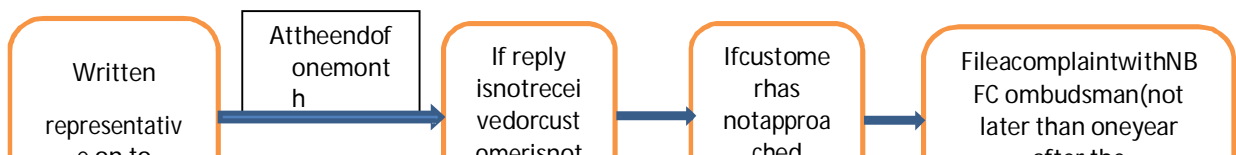
Ombudsman Scheme for Non-Banking Financial Companies, 2018: Salient Features



**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 loans 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?**



## How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promote 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](http://www.rbi.org.in) for further details of the Scheme

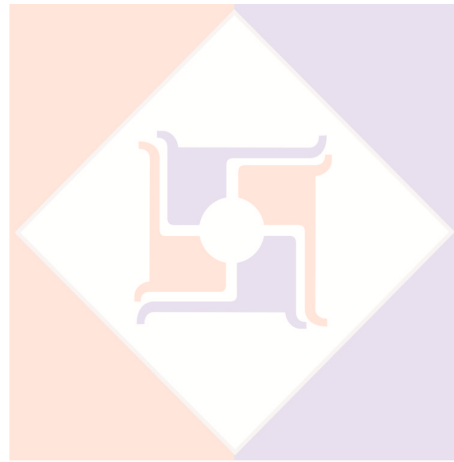
### ANNEXURE-I

#### Address and Area of Operation of NBFC Ombudsman

SN	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 STDC 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-	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union

		400008 STDCode:022 TelephoneNo:23001280 FaxNo:23022024 Email:cms.nbfcomumbai@rbi. org.in	TerritoriesofDadraandNagarHa veli,Daman,andDiu
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Refertowww.rbi.org.inforfurtherdetails.



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