

## **GRIEVANCE REDRESSAL MECHANISM & SALIENT FEATURES OF OMBUDSMAN SCHEME**

The customer can lodge his complaint through any of the modes, that is, by visiting the branch/ office, writing a letter, through email, direct calling and through our website.

Escalation matrix is as follows:

### Level 1:

If the customer is not satisfied with the resolution provided by customer service team / executives of the company OR no response is received within 15 days, the customer could write to:

#### **Grievance Redressal Officer (GRO) – Mr. Jay Mistry**

Address: Centrum House, C.S.T. Road, Vidyanagari Marg, Kalina, Santacruz (East) or

Send an email to: [cs@centrum.co.in](mailto:cs@centrum.co.in) or

Call on: 9004221626 (mobile), 022-42159837 (landline) between 09:30 AM to 06:00 PM, Monday to Friday.

Reply to the complaint will be given within 7 working days.

### Level 2:

If the customer is not satisfied with the resolution provided by the GRO or if the customer does not hear from us in 30 days, then he may escalate his grievance to the regulator at the below address:

The Officer Incharge,  
Reserve Bank of India,  
Department of Non-Banking Supervision,  
Mumbai Regional Office,  
3rd Floor, Dr. A.B.Nair Road,  
Mumbai Central Station (Next to Maratha Mandir Theatre),  
Byculla, Mumbai-400008

Email id: [helpdnbs@rbi.org.in](mailto:helpdnbs@rbi.org.in)

Alternatively, if a reply is not received within a period of 30 days from the Company or the customer is dissatisfied with the response of the NBFC (+) If customer has not approached any forum, the customer may file a complaint with NBFC Ombudsman (not later than one year after the reply from NBFC) **on the following grounds:**

- Cheques not presented or done with delay
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.
- Failure or refusal to provide sanction letter/ terms and conditions of sanction in vernacular language or a language as understood by the borrower
- Failure or refusal to provide adequate notice for proposed changes in sanctioned terms and conditions in vernacular language or a language as understood by the borrower
- Failure/ Delay in releasing securities documents on repayment of all dues
- Levying of charges without adequate prior notice to the borrower
- 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

(1) How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation-> If not reached, can issue Award/Order

(2) 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

**A COPY OF THE OMBUDSMAN SCHEME IS AVAILABLE WITH THE COMPANY OFFICIAL.**