



The Reserve Bank- Integrated Ombudsman Scheme-2021

The Ombudsman Scheme covers customers of all Regulated Entities including

Non-Banking Financial Company” (NBFC) as defined in Section 45-I (f) of the Reserve Bank of India Act, 1934 and registered with the Reserve Bank but excluding a Core Investment Company (CIC), an Infrastructure Debt Fund-Non-Banking Financial Company (IDF-NBFC), a Non-Banking Financial Company - Infrastructure Finance Company (NBFC-IFC), a company in resolution or winding up/liquidation, or any other NBFC specified by the Reserve Bank.

Grounds of Complaint

Any customer may file a complaint about an act or omission of a Regulated Entity resulting in a deficiency in service.

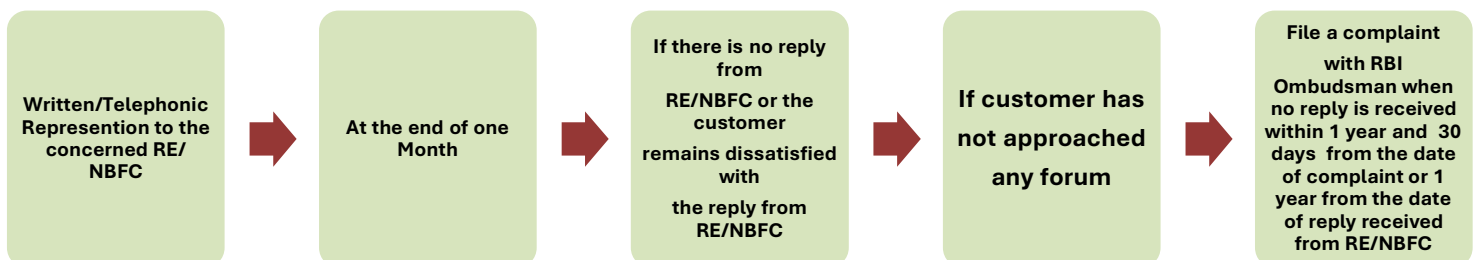
May file a complaint under this Scheme either personally or through an authorized representative towards

“Deficiency of Service” as defined under para 3 (g) of the Scheme.

Grounds for non-maintainability of a Complaint

To know about the complaints which are not maintainable under this Scheme, please refer to clause 10 of RBI Integrated Ombudsman Scheme, 2021

How can a Customer File a Complaint?



Contact details of PNO M/s AMPL

Name and Details of Principal Nodal Officer: Mr. Suraj Bali Painkra
E mail id: suraj@ampl.org.in
Contact: 8280336056
Address: 1203, Annapurna Finance Pvt. Ltd, Besides Naka Gate, Khandagiri Chandaka road, Khandagiri, Bhubaneswar. Odisha. (751030)

Complaint lodging with RBI Ombudsman

Complaint Lodging Portal of the Ombudsman:

<https://cms.rbi.org.in>

In physical mode complaint may be sent to - Centralised Receipt and Processing Centre Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017
Contact Centre with toll free number- 14448 (9.30 AM to 5.15 PM)

How does the Ombudsman take any decision?

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

Can a customer appeal if not satisfied with the decision of the Ombudsman?

Yes, if the customer is not satisfied with the decision of Ombudsman, may appeal before the Appellate Authority, the Executive Director, In Charge of the CEPD, RBI, Mumbai.

Note:

- This is an Alternate Dispute Resolution mechanism
- The 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