MIRAE ASSET
Financial Services

RBI Integrated Ombudsman Scheme – Salient Features

The Reserve Bank- Integrated Ombudsman Scheme-2021

The Integrated Ombudsman Scheme, 2021 is effective from November 12, 2021. The Scheme adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral.

APPLICABILITY: All entities regulated by Reserve Bank of India (i.e. Banks / NBFCs / Payment System Operators).

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?

Written/Telephonic Representation to the concerned RE/ NBFC → At the end of one Month → If there is no reply from RE/NBFC or the customer remains dissatisfied with the reply from RE/NBFC → If customer has not approached any forum → File a complaint with RBI Ombudsman when no reply is received within 1 year and 30 days from the date of complaint or 1 year from the date of reply received from RE/NBFC

Contact details of PNO of Company

Name and Details of Principal Nodal Officer: Mr. Govind Lalwani
E mail id: govind.lalwani@miraeassetfin.com
Contact: +91-9660114744
Address: 10th Floor, Gigaplex Building No 9, Raheja MindSpace, Airoli Knowledge IT Park Road, Airoli, Navi Mumbai - 4000708

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, The complainant aggrieved by an Award or rejection of a complaint by Ombudsman Office, may, within 30 days of date of receipt of award or rejection of complaint, prefer an appeal to Executive Director, Consumer Education & Protection Department (CEPD), RBI.

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