GODREJ FINANCE

RESERVE BANK – INTEGRATED OMBUDSMAN SCHEME 2026

SALIENT FEATURES

❖ **APPLICABILITY**:

The Integrated Ombudsman Scheme, 2026 ("the Scheme") is effective from July 1, 2026. It aims to provide a cost-effective, expeditious, non-adversarial alternate grievance redress mechanism for the resolution of complaints against Regulated Entities covered under the Scheme.

Applicable on Banks or a Non-Banking Financial Company, or a Non-bank Prepaid Payment Instruments Issuer or a Credit Information Company or any other entity as may be specified by the Reserve Bank of India ("RBI") from time to time, to the extent not excluded under the Scheme;

❖ **DEFINITIONS:**

'Deficiency in service' means a shortcoming or an inadequacy in any service which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer;

'Appellate Authority' means the Executive Director in-Charge of Consumer Education and Protection Department of the Reserve Bank;

'Authorised Representative' means a person, other than an advocate, duly appointed and authorised in writing to represent the Complainant in the proceedings before the RBI Ombudsman;

'Award' means the direction issued under clause 15 of the Scheme by the RBI Ombudsman to the Regulated Entity for specific performance of its obligations within the time limit prescribed;

'Complaint' means a representation in writing, alleging a deficiency in service on the part of a Regulated Entity, submitted by its customer or his/her authorised representative, and seeking relief under the provisions of the Scheme;

'Customer' means a person who uses, or is an applicant for, a service provided by a Regulated Entity.

❖ **PROCEDURE FOR GRIEVANCE REDRESSAL UNDER THE SCHEME**:

- **Grounds of Complaint:**

  Any act/omission of Regulated Entity ("RE") resulting in deficiency in service may file complaint personally or through an authorised representative;

- **Grounds for maintainability of a Complaint:**

  a. A complaint under the Scheme shall be maintainable only if following conditions are satisfied:

     i. the complaint is addressed to the RBI Ombudsman directly. However, it does not include a communication in which RBI is merely endorsed/marked in copy (whether by e-mail or in physical form); and

ii. the complaint is lodged by the Complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person; and

iii. the Complainant provides complete information as specified in clause 11 of the Scheme; and

iv. the complaint is not abusive or frivolous or vexatious in nature; and

v. the Complainant had first made a complaint in writing or through any other mode to the Regulated Entity concerned, where proof of having made a complaint can be produced by the Complainant, before making a complaint under the Scheme; and

vi. the Complainant has not received any reply within 30 days or within the time specified by the Reserve Bank, National Payments Corporation of India, or under Card Network guidelines, if any, whichever is higher after the Regulated Entity received the complaint; or the Complainant is not satisfied with the reply / resolution provided by the Regulated Entity; and

vii. the complaint is made to the RBI Ombudsman within 90 days from the date on which the timeline specified in sub-clause (1)(f) expires or the date of the last communication from the concerned Regulated Entity, whichever is later and;

viii. the complaint to the Regulated Entity was made before the expiry of the period of limitation prescribed under the Limitation Act, 1963, for such claims.

b. The complaint is not in respect of the same grievance which is already:

i. pending before the Office of the RBI Ombudsman, whether or not received from the same Complainant or along with one or more Complainants;

ii. settled or dealt with on merits, by the Office of the RBI Ombudsman, whether or not received from the same Complainant or along with one or more Complainants;

iii. pending before any Court, Tribunal or Arbitrator or any other judicial or quasi-judicial forum, whether or not received from the same Complainant or along with one or more of the Complainants;

iv. settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other judicial or quasi-judicial forum, whether or not received from the same Complainant or along with one or more of the Complainants;

- **Grounds for non-maintainability of a Complaint under the scheme are those involving matters such as**:

a. Commercial judgement/decision of a Regulated Entity;
b. Dispute between a vendor and a Regulated Entity;
c. Grievances against Management or Executives of a Regulated Entity;
d. Dispute in which action is initiated in compliance with the orders of judicial/quasi-judicial or statutory or law enforcing authority;
e. Service not within the regulatory purview of RBI;
f. Dispute between Regulated Entities;
g. Dispute involving the employee-employer relationship of a Regulated Entity;
h. Grievance for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005 and
i. Grievance pertaining to customers of Regulated Entity not included under the Scheme.

Complaints not meeting the eligibility conditions as specified under sub-clause (1) of the Scheme and complaints that are mentioned in sub-clause (2) of the Scheme, shall be rejected at the outset as non-maintainable without further examination, with appropriate communication to the Complainant

❖ **PROCESS FOR FILING COMPLAINT:**

Complaint to Regulated Entity

At the end of one month →

If complainant has not received any reply within the timeline prescribed by RBI/NPCI/Card Network guidelines (where applicable) or within 30 days of receipt of the complaint by the RE, whichever is later

OR

complainant is not satisfied with the reply/resolution received from the Regulated Entity

If customer has not approached any other forum →

File Complaint with Ombudsman

(Within 90 days from the date on which the timeline specified expires or the date of the last communication from the concerned Regulated Entity, whichever is later)

The name and contact details	**Complaint lodging portal of the RBI Ombudsman:**
Name: Sonal Kumar **Designation:** Principal Nodal Officer **Telephone No:** +91 8047168295 **Email ID:** nodalofficer@godrejfinance.com ***(If complainant has not received a satisfactory response within 15 working days)***	**https://cms.rbi.org.in** **Contact details of Centralized Receipt and Processing Centre (CRPC) for email or physical mode:** **Email ID:** crpc@rbi.org.in **Address:** Centralized Receipt and Processing Centre (CRPC), Reserve Bank of India, Sector 17, Chandigarh – 160017 **Toll Free No. –** 14448 ***(In case no response within 30 days of Complaint or If complaint is rejected wholly/partly and customer remains dissatisfied with response)***

❖ APPEAL BEFORE APPELLATE AUTHORITY:

The complainant aggrieved by an Award under clause 15(1) of the Scheme, prefer an appeal before prefer an appeal to Executive Director, Consumer Education & Protection Department (CEPD), RBI within 30 days from the date of receipt of the Award;

The Appellate Authority may, if it is satisfied that the complainant had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.

❖ RESOLUTION OF COMPLAINTS:

- Proceedings before RBI Ombudsman are summary in nature.
- The Regulated Entity shall, on receipt of the complaint, file its written response to the averments in the complaint enclosing therewith copies of the documents relied upon, within 15 days before the Office of the RBI Ombudsman.
  Provided that the Office of the RBI Ombudsman may, at the request of the Regulated Entity in writing grant such further time as may be deemed fit to file its written response and documents.
- The RBI Ombudsman may, if deemed necessary and based on the circumstances of the complaint, issue an advisory to the Regulated Entity at any stage to take such action as may lead to full or partial resolution and settlement of the complaint, and
  (a) if the Regulated Entity takes action and complies with the advisory within the stipulated time and the Complainant accepts the same, the complaint shall be closed under Clause 14(8)(b);
  (b) in the event the Complainant does not respond within the stipulated time or raises any objection that is found to be without merit, the complaint shall be closed under Clause 14(8)(a) or Clause 14(8)(d), respectively;
- Promotes settlement through facilitation, conciliation or mediation, if not reached, can issue Award/Order.

❖ NOTE:

- This is an Alternate Dispute Resolution mechanism.
- Complainant is at liberty to approach Court, Tribunal or Arbitrator or any other forum or authority.
- Refer to https://www.rbi.org.in for further details of the Scheme.