

Ombudsman Scheme of IREDA

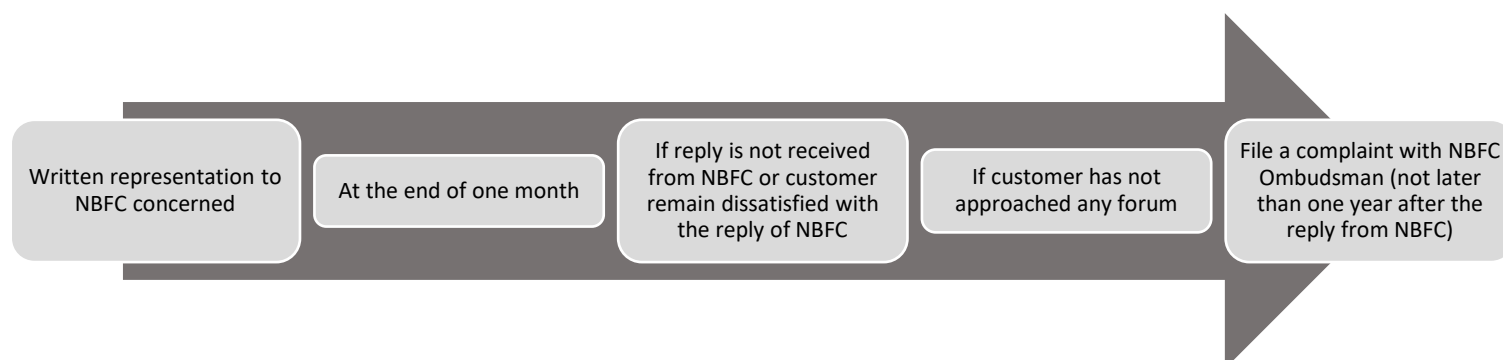
Salient Features

Grievance Redressal Officer, IREDA	Ombudsman – RBI
<p>Surendra Kumar Sharma Executive Director (F&A) Office Address : IREDA Business Centre, NBCC Office Complex, Block No II, Plate B, 7th Floor, East Kidwai Nagar New Delhi – 110023 E Mail : sksharma@ireda.in Mobile : 9871011527 Tel : 011-2434-7729-99</p> <p>Nodal Officer: R Basu Sr Manager (F&A) Office Address: IREDA Business Centre, NBCC Office Complex, Block No II, Plate B, 7th Floor, East Kidwai Nagar New Delhi – 110023 E Mail: ranginbasu@ireda.in Mobile: 9650796776 Tel: 011-2434-7729-99</p>	<p>Complaints can also be registered on the portal (https://cms.rbi.org.in). Complaints in electronic mode (E-mail) and physical form, including postal and hand-delivered complaints, shall be addressed and sent to the place where the Centralised Receipt and Processing Centre of the Reserve Bank is established, for scrutiny and initial processing.</p>

Grounds for filing a complaint by a customer such as:

Not conveyed the amount of loan 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 a customer file complaint?



How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes 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