



Integrated Ombudsman Scheme, 2021

Laxmi India Finance Limited
(Formerly known as Laxmi India Finance
Private Limited)
(Formerly known as Laxmi India Finleasecap
Private Limited)

(Sapne Dekho, Bade Dekho, Hamare Saath
Unhe Pura Hote Dekho)



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Table of Contents

I. Introduction:	4
II. Following are the salient features of the Integrated Ombudsman Scheme, 2021:	4
III. Procedure for Redressal of Grievance Under the Scheme	4
IV. Grounds for non-maintainability of a Complaint:.....	4
V. Principal Nodal Officer/Grievance Redressal Officer	5
VI. Procedure for Filing a Complaint / Grievance Redressal Mechanism.....	6
VII. Appeal before the Appellate Authority	6



THE RESERVE BANK – INTEGRATED OMBUDSMAN SCHEME, 2021

I. Introduction:

Laxmi India Finance Limited (Formerly known as Laxmi India Finance Private Limited) (Formerly known as Laxmi India Finleaseap Private Limited) (hereinafter referred as “the Company” or “LIFL”) “a Non-Banking Financial Company (‘NBFC’) holding a valid Certificate of Registration (“CoR”) with Reserve Bank of India (‘RBI’) vide registration no. B-10.00318 dated March 31, 2023 classified as NBFC - Investment and Credit Company (NBFC-ICC) under NBFCs-Middle Layer (NBFCs-ML) as per Master Direction- Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, with more than 20 years of experience in asset finance business.

It is focused on offering financing of MSME, Loan against property, Vehicle Loan, Loan for Vehicle Insurance, Personal and Business Loan.

The Scheme integrates the existing three Ombudsman schemes viz. (i) the Banking Ombudsman Scheme, 2006; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019 and replaced into one ombudsman scheme i.e. the Reserve Bank - Integrated Ombudsman Scheme, 2021. The Integrated Ombudsman Scheme, 2021 is effective from November 12, 2021.

II. Following are the salient features of the Integrated Ombudsman Scheme, 2021:

- It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.
- The Scheme defines ‘deficiency in service’ as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of “not covered under the grounds listed in the scheme”.
- The Scheme has done away with the jurisdiction of each ombudsman office.

III. Procedure for Redressal of Grievance Under the Scheme

Any customer aggrieved by an act or omission of a Non-Banking Finance Company/Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an **authorised representative**.

Explanation: “**Authorised Representative**” means a person, other than an advocate, duly appointed and authorised in writing to represent the complainant in the proceedings before the Ombudsman;

IV. Grounds for non-maintainability of a Complaint:

(1) No complaint for deficiency in service shall lie under the Scheme in matters involving:

- a) commercial judgment/commercial decision of a Regulated Entity;
- b) a dispute between a vendor and a Regulated Entity relating to an outsourcing contract;
- c) a grievance not addressed to the Ombudsman directly;
- d) general grievances against Management or Executives of a Regulated Entity;



- e) a dispute in which action is initiated by a Regulated Entity in compliance with the orders of a statutory or law enforcing authority;
 - f) a service not within the regulatory purview of the Reserve Bank;
 - g) a dispute between Regulated Entities; and
- a dispute involving the employee-employer relationship of a Regulated Entity.

(2) A complaint under the Scheme shall not lie unless:

a) the complainant had, before making a complaint under the Scheme, made a written complaint to the Regulated Entity concerned and

i. the complaint was rejected wholly or partly by the Regulated Entity, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the Regulated Entity received the complaint; and

ii. the complaint is made to the Ombudsman within one year after the complainant has received the reply from the Regulated Entity to the complaint or, where no reply is received, within one year and 30 days from the date of the complaint.

b) the complaint is not in respect of the same cause of action which is already:

(i) pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman, whether or not received from the same complainant or along with one or more complainants, or one or more of the parties concerned;

(ii) pending before any Court, Tribunal or Arbitrator or any other Forum or Authority; or, settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other Forum or Authority, whether or not received from the same complainant or along with one or more of the complainants/parties concerned

c) the complaint is not abusive or frivolous or vexatious in nature;

d) 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;

e) the complainant provides complete information as specified in clause 11 of the Scheme;

f) the complaint is lodged by the complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person.

V. Principal Nodal Officer/Grievance Redressal Officer

Grievance Redressal Mechanism has been set up by the Company for resolution of any dispute or grievance or complaint from the customer(s). The customer is requested to submit his/her written complaint to the below mentioned officer:

Mr. Gaindi Lal Kumawat

E-mail us at: customerhelpdesk@lifc.in

Landline No.: +91 0141 - 4031166 (11.00 A.M. to 05.00 P.M.)

Contact No.: +91 8440009995

Write to us at: 2, DFL, Gopinath Marg, M.I. Road, Jaipur-302001, Rajasthan.

Further, Mr. Gaindi Lal Kumawat is appointed as Principal Nodal Officer/Grievance Redressal Officer of the Company to represent the Company before Ombudsman and the Appellate Authority under the scheme.



VI. Procedure for Filing a Complaint / Grievance Redressal Mechanism

- a) The Customer may submit a written complaint to the designated Branch manager and in case of non-disposal of complaint by the designated Branch manager, the customer may submit a written complaint to the Grievance Redressal Officer in the manner as described above.
- b) Further, if the customer(s) is not satisfied with the response or do not receive a response from the company within 30 days of receiving the complaint. The complaint may be lodged online through <https://cms.rbi.org.in>
- c) The complaint may also be submitted through electronic or physical mode to the Centralized Receipt and Processing Centre set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017. Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) – is also being operationalised in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course.

The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorized representative. The complaint shall be submitted in electronic or physical mode in such format and containing such information as may be specified by Reserve Bank.

VII. Appeal before the Appellate Authority

The complainant aggrieved by an Award or rejection of a complaint by Ombudsman Office, may, within 30 days of the date of receipt of the Award or rejection of the complaint, prefer an appeal before the Appellate Authority.

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.

I. The format of Complaint

The format of complaint can be download/accessed from https://rbi docs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121_A.pdf or from the “Reserve Bank - Integrated Ombudsman Scheme, 2021.”

A copy of the scheme is available on the RBI website and can be downloaded from https://rbi docs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf and on the CMS portal (<https://cms.rbi.org.in>)