

## Client Grievance Redressal Mechanism

Policy Owner

 **DIGAMBER FINANCE**<sup>®</sup>

We at Digamber Capfin Limited, dedicated to provide the highest quality of services to our clients. To accomplish this, we have started a dedicated client Grievance Cell to timely and efficiently address their grievances. We have developed the mechanism to solve the client grievances on the priority basis.

In this regard, we have appointed a designated Grievance Redressal Officer, who takes up client complaints by taking necessary steps and thereby complies to the regulatory requirement and as proposed in the Fair Practice Code (FPC) of RBI. Investigation officer assist Grievance Redressal officer in resolving the matter.

Company has also given Toll free no. to their customers for fastest solution. The toll-free Number is: **18001806365**

The necessary steps to assure client grievances are as following. Upon receipt of any complaint, the designated Grievance Redressal Officer shall appoint an Investigation Officer to investigate the same.

The client or his/her representative shall report to Investigation Officer, in case he/she has any queries or complaint. Investigation officer will report to the Grievance Redressal Officer in return. Client has to disclose the following things to the investigation officer/ Grievances Redressal Officer: -

1. Her Name
2. Her village
3. Her center number as written in the loan card.
4. Branch to which she has been associated.
5. Name of the RO who handles the center.
6. Name of the center leader.

Upon receipt of the complaint the Grievances Redressal Officer registers the complaint and speaks to all relevant stake holders (RO, BM, UM, and AM) to enquire about the grievance raised by the complainant. If he finds the

complaint genuine and need immediate Redressal at next immediate level, he mobilizes immediate support and ensures timely Redressal of the complaint by taking help from the BM, UM, AM locally.

The grievance Redressal officers classify the complaint in the following categories:

1. Advance Collection, Bribe
2. Agent Involvement, Death Case
3. Late Coming by RO
4. Misbehavior by Staff,
5. New loan/Next Cycle Loan,
6. Penalty for Late Coming
7. Product Information
8. Request for Concession
9. Staff Contact Info
10. Drop Out
11. Fund not received in Bank Account
12. Miscellaneous

The Grievances Redressal Officer manages and maintains a control sheet where he notes down the all the grievances call and action taken subsequent to the grievance. He mentions the remedial action against all grievances cases and marks each such case as

1. Closed
2. Open

Closed cases are all those cases which are resolved by immediate intervention of supervisory authorities at the field to the satisfaction of client. All those cases which are open and could not be resolved are flagged up to corporate office by describing the nature of the complaint. Corporate Office suggests appropriate action for all such cases and resolves it to the satisfaction of client and in adherence to the FPC norm. The maximum time to resolve cases are 15 working days.

A copy of the control sheet duly updated by the Grievance Redressal Officer goes to the top management as scheduled. The look at each and every complaint and appraise the Grievance Redressal Officer time to time.

A summary of all such complaints is summarized and presented during the quarterly board meeting so that the board can appraise and guide the management on best practices on grievance redressal which helps DCL to be a customer centric organization.

**Complain can be sent through the following process:**

- 1. Toll free no. i.e., 1800-1806-365**
- 2. Through Email: [co\\_client@digamberfinance.in](mailto:co_client@digamberfinance.in)**
- 3. Written complain to:**

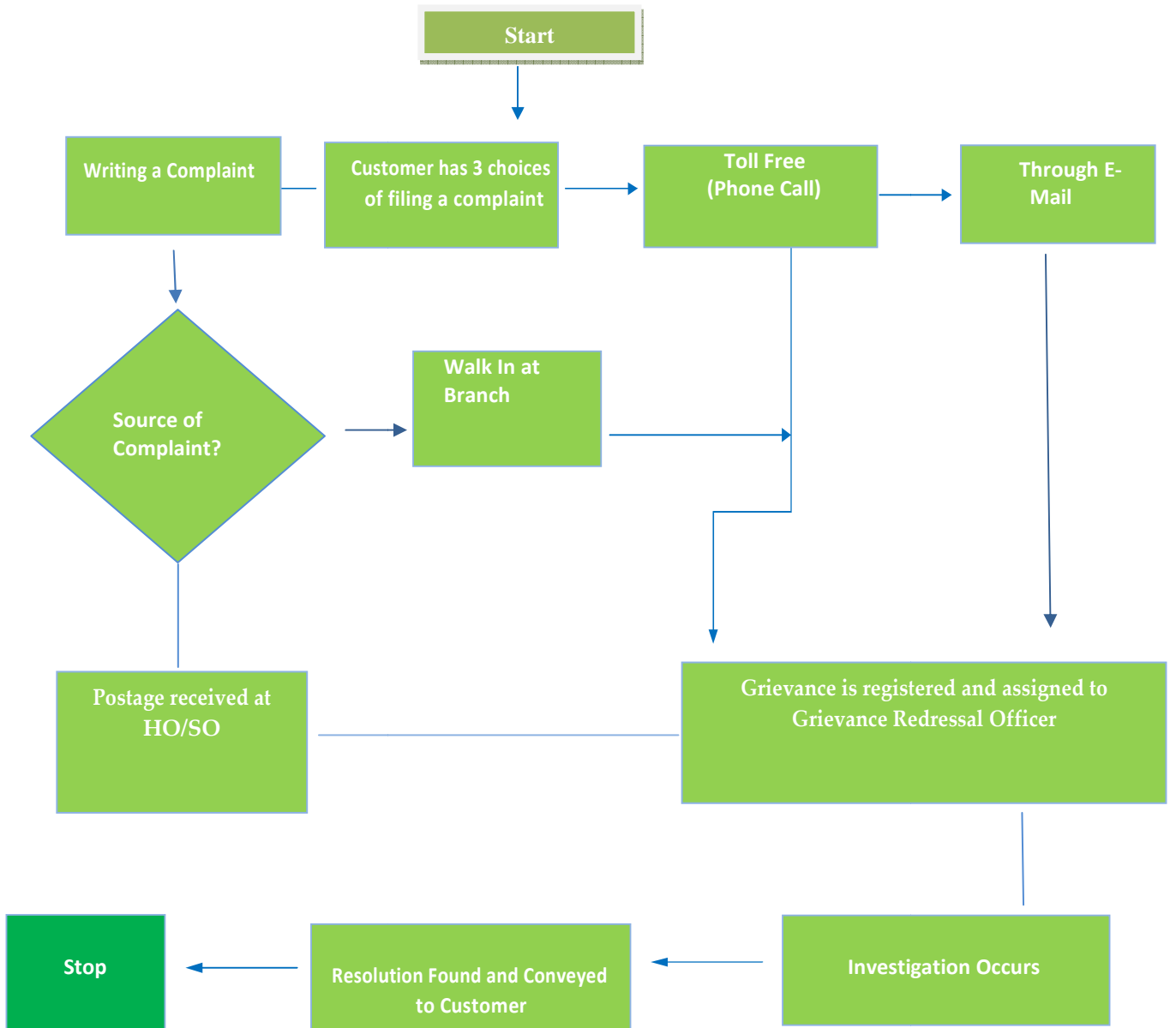
**To,  
The Principal Nodal officer,  
Virendra Kumar Bhargawa (Vice President)  
C/o DIGAMBER CAPFIN LIMITED  
J-54-55, II Floor, Anand Moti, Himmat Nagar,  
Tonk Road, Gopalpura, Jaipur, Rajasthan-302018**

Customers may approach the Grievance cell of the Reserve Bank of India (RBI) if:

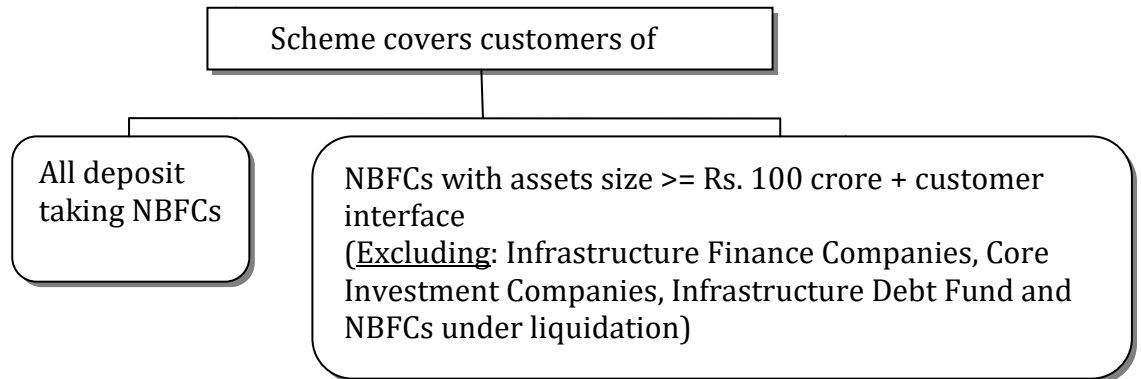
1. The complaint is wholly or partially rejected by the company or;
2. They are not satisfied with the response received from the company or;
3. They have not received a response within One month from the date of representation received by the company.

Further, Mr. Virendra Kumar Bhargawa is appointed as the Principal Nodal Officer of the company to represent the company before Ombudsman and the Appellate Authority under the scheme.

## Client Grievance Redressal Mechanism



**Integrated Ombudsman Scheme for Non-Banking Financial Companies, 2021:**  
**Salient Features**



The Reserve Bank appoints one or more of its officers as Ombudsman and Deputy Ombudsman, to carry out the functions entrusted to them under the Scheme. The offices of the Ombudsman shall be at such places as specified by the Reserve Bank.

The Reserve Bank shall establish the Centralised Receipt and Processing Centre at a place as decided by it to receive the complaints filed under the Scheme and process them.

Further complaints under the Scheme made online shall 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.

**Powers and Functions:**

- (1) The Ombudsman/Deputy Ombudsman shall consider the complaints of customers of company relating to deficiency in service.
- (2) There is no limit on the amount in a dispute that can be brought before the Ombudsman for which the Ombudsman can pass an Award. However, for any consequential loss suffered by the complainant, the Ombudsman shall have the power to provide compensation up to Rupees 20 lakh, in addition to, up to Rupees One lakh for the loss of the complainant's time, expenses incurred and for harassment/ mental anguish suffered by the complainant.

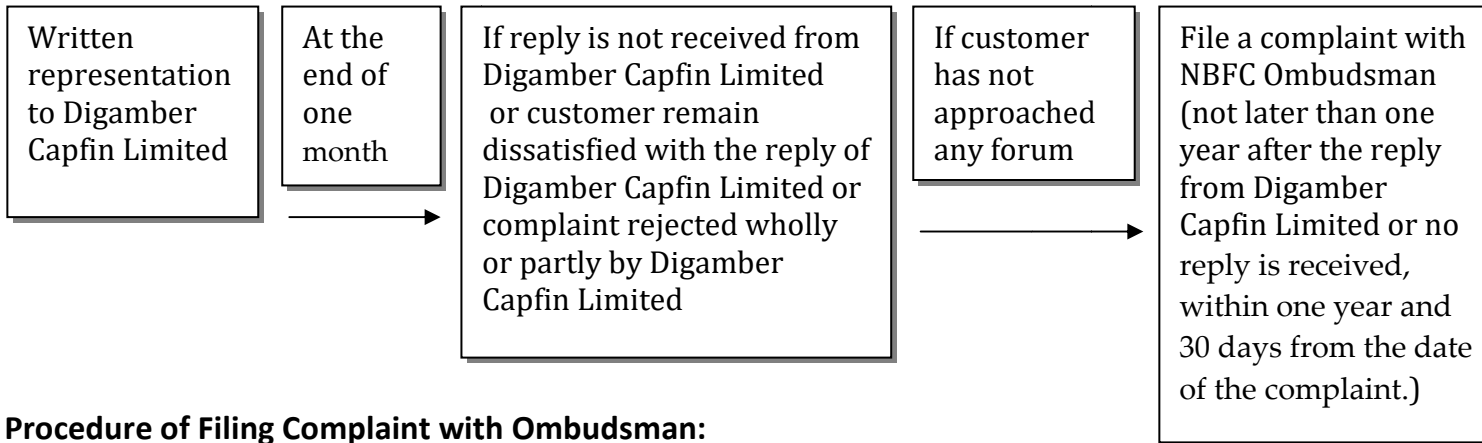
**Grounds for filing a complaint by a customer:**

Any customer aggrieved due to any deficiency in service i.e., a shortcoming or an inadequacy in any financial service which may or may not result in financial loss or damage to the customer may file a complaint under the Scheme personally or through an authorized representative as defined under the scheme.

**Grounds for Non-Maintainability of 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
  - (h) 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 as per the process given under the scheme
  - (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
    - (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
  - (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
  - (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.

### How can a customer file complaint?



### Procedure of Filing Complaint with Ombudsman:

1. The complaint may also be filed online on (<https://cms.rbi.org.in>).
2. Complaints can also be filed through the dedicated e-mail i.e. [crpc@rbi.org.in](mailto:crpc@rbi.org.in) or sent in physical mode in the format prescribed and appended herewith to:

‘Centralised Receipt and Processing Centre’  
Reserve Bank of India, 4th Floor, Sector 17,  
Chandigarh - 160017

Eligible complaints assigned to the offices of the Ombudsman for further examination shall be forwarded to the Regulated Entity against whom the complaint is filed with a direction to submit its written version.

### How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature and shall not be bound by any rules of evidence.
- Unless the Ombudsman has granted additional time to Regulated Entity(RE) to file its reply, the RE is required to file its written reply to the Ombudsman within 15 days of receipt of the complaint
- Promotes settlement through facilitation/ conciliation/ mediation → If not reached, can issue Award/Order. There shall be no right of appeal to the Company in respect of the Award issued on account of non-response or non-furnishing of information sought within the stipulated time.
- The Award shall contain, inter alia, the direction, if any, to the Regulated Entity for specific performance of its obligations and in addition to or otherwise, the amount, if any, to be paid by the Regulated Entity to the complainant by way of compensation for any loss suffered by the complainant.



- If the award by Ombudsman includes payment by way of compensation, then such compensation shall not exceed the amount of consequential loss suffered by the complainant or Rs. 20 Lakhs, whichever is lower.
- The compensation that can be awarded by the Ombudsman shall be exclusive of the amount involved in the dispute.
- The Ombudsman may also award a compensation not exceeding Rs. 1 Lakh taking into account the loss of the complainant's time, expenses incurred, harassment and mental anguish suffered.
- Award shall lapse: if acceptance of award not submitted by complainant within 30 days of receipt of award.
- The Regulated Entity: intimate compliance of award to ombudsman → within 30 days from receipt of the letter of acceptance

### **Rejection of a Complaint**

The Ombudsman may reject a complaint at any stage if:

- in his opinion there is no deficiency in service; or
- the compensation sought for the consequential loss is beyond the power of the Ombudsman to award the compensation as per the scheme
- the complaint is not pursued by the complainant with reasonable diligence; or
- the complaint is without any sufficient cause; or  
the complaint requires consideration of elaborate documentary and oral evidence and the proceedings before the Ombudsman are not appropriate for adjudication of such complaint; or
- in the opinion of the Ombudsman there is no financial loss or damage, or inconvenience caused to the complainant.

### **Can a customer appeal, if not satisfied with decision of Ombudsman?**

Yes, If the complainant is aggrieved by an Award or rejection of a complaint → may appeal before Appellate Authority i.e., Executive Director-in charge, RBI within 30 days of the date of receipt of the Award or rejection of the complaint

**Can a regulated entity appeal, if not satisfied with decision of Ombudsman?**

Yes, If the regulated entity is aggrieved by an Award or closure of a complaint —→ may appeal before Appellate Authority i.e., Executive Director-in charge within 30 days of the date of receipt Award or closure of the complaint only with the prior approval of the Chairman or the Managing Director/Chief Executive Officer or, in their absence, the Executive Director/Official of equal rank

**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
- The name and contact details (Telephone/mobile number and E-mail ID) of the Principal Nodal Officer along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>) shall be displayed at all the branches and offices of the company English, Hindi and the regional language.
- A copy of the Scheme shall be made available in all its branches for customer for reference upon request
- The salient features of the Scheme along with the copy of the Scheme and the contact details of the Principal Nodal Officer shall be displayed and updated on the website of the Regulated Entity

Refer to [www.rbi.org.in](http://www.rbi.org.in) for further details of the Scheme

**FORM OF COMPLAINT (TO BE LODGED) WITH THE NBFC OMBUDSMAN**  
**(TO BE FILLED UP BY THE COMPLAINANT)**

To  
The Ombudsman

Madam/Sir,

Sub: Complaint against ..... (Place of Regulated Entity's branch or office) of  
..... (Name of the Regulated Entity)

Details of the complaint:

1. Name of the complainant .....

2. Age (years).....

3. Gender.....

4. Full address of the complainant

.....  
....

Pin Code .....

Phone No (if available).....

Mobile Number.....

E-mail (if available) .....

5. Complaint against (Name and full address of the branch or office of the Regulated Entity)

.....  
.....

Pin Code .....

6. Nature of relationship/account number (if any) with the Regulated Entity

.....

7. Transaction date and details, if available

.....

(a) Date of complaint already made by the complainant to the Regulated Entity (Please  
enclose a copy of the complaint)

.....

(b) Whether any reminder was sent by the complainant? Yes/No  
 (Please enclose a copy of the reminder)  
 .....

8. Please tick the relevant box (Yes/No)

Whether your complaint:

Sr.No.	PARTICULARS	YES	NO
1.	Is sub-judice/under arbitration?		
2.	Is made through an advocate, except when the advocate is the aggrieved party?		
3.	Has already been dealt with or is under process on the same ground with the Ombudsman?		
4.	Is in the nature of general complaint/s against Management or Executives of a Regulated Entity?		
5.	Is on account of a dispute between Regulated Entities?		
6.	Involves employer-employee relationship?		

9. Subject matter of the complaint  
 .....

10. Details of the complaint: (If space is not sufficient, please enclose a separate sheet)  
 .....  
 .....  
 .....  
 .....

11. Whether any reply has been received from the Regulated Entity within a period of 30 days of receipt of the complaint by it? Yes/No (if yes, please enclose a copy of the reply)

12. Relief sought from the Ombudsman  
 .....  
 ..... (Please enclose a copy of documentary proof, if any, in support of your claim)

13. Nature and extent of monetary loss, if any, claimed by the complainant by way of compensation (please refer to clauses 15 (4) & 15 (5) of the Scheme)  
Rs.....  
.....

14. List of documents enclosed:

Declaration

- (i) I/We, the complainant/s herein declare that:
  - a) the information furnished above is true and correct; and
  - b) I/We have not concealed or misrepresented any fact stated above, and in the documents submitted herewith.
- (ii) The complaint is filed before the expiry of a period of one year reckoned in accordance with the provisions of clause 10 (2) of the Scheme.

Yours faithfully

(Signature of the Complainant/Authorised Representative)

AUTHORISATION

If the complainant wants to authorise a representative to appear and make submission on her/his behalf before the Ombudsman, the following declaration should be submitted:

I/We ..... hereby nominate Shri/Smt..... as my/our authorised representative whose contact details are as below: Full Address  
.....  
..... Pin Code  
..... Phone No:..... Mobile Number.  
..... E-mail .....

(Signature of the Complainant)

## **DIGAMBER CAPFIN LIMITED**

### **Registered Office Address:**

J-54-55, II Floor, Anand Moti, Himmat Nagar,  
Tonk Road, Gopalpura, Jaipur, Rajasthan 302018

