



BELSTAR MICROFINANCE LIMITED

OMBUDSMAN SCHEME

BELSTAR MICROFINANCE LIMITED

CIN: U06599TN1988PLC081652

Regd. Office: New No.33, Old No. 14, 48th Street, 9th Avenue, Ashok Nagar, Chennai - 600 083. Tel. No: +91 -44-4341567/45544026. Website- www.belstar.in, email- bml@belstar.in

Ombudsman Scheme for Non-Banking Financial Companies, 2018:

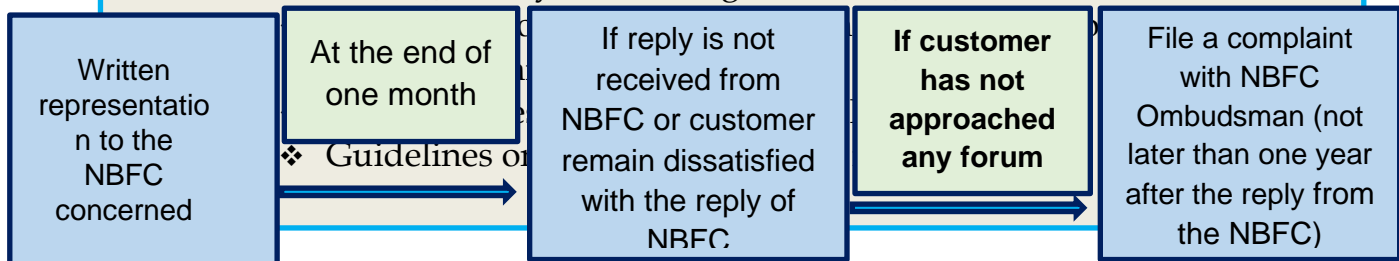
Salient Features

Scheme covers the customers of:



Grounds for filing a complaint by a customer:

- ❖ Interest/Deposit not paid OR paid with delay;
- ❖ Cheque not presented OR done with delay;
- ❖ 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;



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 file 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.

Address and Area of Operation of NBFC Ombudsman

Sl.No	Centre	Address of the Office of NBFC Ombudsman	Area of Operation
1.	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Tel No. 25395964 Fax No. 25395488	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
2.	Mumbai	C/o Reserve Bank of India, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400008	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
3.	New Delhi	C/o Reserve Bank of India Sansad Marg, New Delhi -110001 STD Code: 011 Tel. No. 23724856 Fax No. 23725218-19	Delhi, Uttar Pradesh, Uttarakand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
4.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road, Kolkata-700 001 STD Code: 033 Tel. No. 22304982 Fax No. 22305899	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand

Name and Contact details of the Nodal Officer of the Company

Nodal Officer	Contact Number	Zone	Office Address	Landline Number	Email id
Mr. Vijay D. Parandkar	9156002100	Mumbai	Belstar Microfiance Ltd, No:201, Above Hindustan Motors, Opp Axis Bank, Pune Satara Road, Balaji Nagar, Dhankawadi, Pune - 411009	9923555787	Vijayparandkar.d@belstar.in
Mr. Rahul Kumar Singh	8700461604	New Delhi	Belstar Microfiance Ltd,, No:1246/3, Rudahi Roodadahi Baksha Ka Talab, Lucknow, Uttar Pradesh - 227202	8588085548	nahulkumar.s@belstar.in
Mr. Priyabrata Dixit	9937564200	Kolkata	Belstar Microfiance Ltd,Plot No: 228/5255, Pradhan Pada (Jamkani), PO: Budharaja Sambalapur - 768004 (Odisha)	0663-2540400	nriyabratadixit.j@belstar.in
Mr.V Narayanan	7305599014	Chennai	Belstar Microfiance Ltd,, MV Sqaure, No:4/44, Soundara Pandian street, Ashok Nagar, Chennai - 600083	044-43414510	narayanan.vn@belstar.in

Grievance Redressal Officer: Banabihari Panda

Refer to www.belstar.in and www.rbi.org for further details of the Scheme