

MOONGIPA CAPITAL FINANCE LIMITED

OMBUDSMAN SCHEME

| | |
|----------------------------|---|
| Document Title | Ombudsman Scheme |
| Effective Date | 25/05/2026 |
| Frequency of Review | As and when required |
| Document Owner | Compliance department of the Company |
| Document Approver | Board of Directors |
| Annexures | Annexures- A (form of complaint (to be lodged) with the NBFC ombudsman (to be filed up by the complainant)) |

1. PREAMBLE

The Ombudsman Scheme has been devised by Moongipa Capital Finance Limited (“MCFL” or “Company”) in accordance with guidelines issued by The Reserve Bank vide its notification dated November 12, 2021 and subsequent amendments, on Ombudsman Scheme for all NBFCs to be adopted by them while doing lending business. The guidelines inter alia, covered a scheme for resolving customer grievances in relation to services provided by entities regulated by Reserve Bank of India in an expeditious and cost-effective manner.

2. PURPOSE

MCFL has put in place the Ombudsman Policy with an endeavor to serve as a vital mechanism for efficient dispute resolution, ensuring fairness, transparency, and prompt redressal of complaints from consumers and other stakeholders. Aligned with regulatory requirements, the policy enhances customer satisfaction, mitigates operational risks, and promotes responsible lending practices. It provides a dedicated channel for addressing concerns, contributing to continuous improvement in operational efficiency and fostering trust among stakeholders. Additionally, it facilitates regulatory reporting, showcasing the NBFC's commitment to compliance and transparent operations.

3. GROUNDS OF COMPLAINT

Any customer aggrieved by an act or omission of a MCFL resulting in deficiency in service may file a complaint under the Scheme personally or through an authorized representative

“Authorized Representative” means a person, other than an advocate, duly appointed and authorized in writing to represent the complainant in the proceedings before the Ombudsman.

Similar grounds on filing of complaint by a customer are as follows: -

- Interest/Deposit not paid OR paid with delay,
- Cheque not presented OR done with delay
- Not conveyed the amount of loan sanctioned, terms and conditions, annualized 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 Practice Code not followed

4. GROUNDS FOR NON-MAINTAINABILITY OF A COMPLAINT

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

- (i) commercial judgment/decision of a MCFL;
- (ii) a grievance not addressed to the Ombudsman directly;
- (iii) general grievances against Management or Executives of a MCFL;
- (iv) a dispute in which action is initiated by a MCFL in compliance with the orders of a statutory or law enforcing authority;
- (v) a service not within the regulatory purview of the Reserve Bank;
- (vi) a dispute between Regulated Entities;
- (vii) a dispute involving the employee-employer relationship of a MCFL;
- (viii) a dispute for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005; and
- (ix) a dispute pertaining to customers of MCFL not included under the Scheme.

(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 MCFL concerned and –

- (i) the complaint was rejected wholly or partly by the MCFL, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the MCFL received the complaint; and
- (ii) the complaint is made to the Ombudsman within one year after the complainant has received the reply from the MCFL 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;



MOONGIPA

CAPITAL FINANCE LTD.

- (c) the complaint is not abusive or frivolous or vexatious in nature;
- (d) the complaint to the MCFL 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 5 of the Scheme;
- (f) the complaint is lodged by the complainant personally or through an authorized representative other than an advocate unless the advocate is the aggrieved person.

Explanation 1: the complaint is lodged by the complainant personally or through an authorized representative other than an advocate unless the advocate is the aggrieved person.

Explanation 2: For the purposes of sub-clause (2)(b)(ii), a complaint in respect of the same cause of action does not include criminal proceedings pending or decided before a Court or Tribunal or any police investigation initiated in a criminal offence.

5. PROCEDURE FOR FILING A COMPLAINT

- (1) Written Complaint to MCFL via mail (on Moongipac@gmail.com) or post (at the corporate office address of the Company); and
- (2) At the end of 30 days, if complaint is rejected wholly or partially by MCFL and customer remain dissatisfied with response or no reply is received from MCFL; and
- (3) If the customer has not approached any other forum, the complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>) within one year of reply <https://cms.rbi.org.in> received from MCFL or one year and 30 days if no reply received from MCFL.
- (4) The complaint may also be submitted through electronic or physical mode to the Centralized Receipt and Processing Centre as notified by the Reserve Bank. 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.

6. RESOLUTION OF COMPLAINTS

- (1) The Ombudsman/Deputy Ombudsman shall endeavor to promote settlement of a complaint by agreement between the complainant and the MCFL through facilitation or conciliation or mediation.

(CIN: L65993DL1987PLC028669)

Regd. Office: 18/14, W.E.A. Pusa Lane, Karol Bagh, New Delhi-110005, Ph.: 011-41450121

E-mail: moongipac@gmail.com, Website: www.moongipa.com



- (2) The proceedings before the Ombudsman shall be summary in nature and shall not be bound by any rules of evidence. The Ombudsman may examine either party to the complaint and record their statement.
- (3) The MCFL shall, on receipt of the complaint, file its written version in reply to the averments in the complaint enclosing therewith copies of the documents relied upon, within 15 days before the Ombudsman for resolution.

Provided that the Ombudsman may, at the request of the MCFL in writing to the satisfaction of the Ombudsman, grant such further time as may be deemed fit to file its written version and documents.

- (4) In case the MCFL omits or fails to file its written version and documents within the time as provided in terms of sub-clause (3), the Ombudsman may proceed *ex-parte* based on the evidence available on record and pass appropriate Order or issue an Award. There shall be no right of appeal to the MCFL in respect of the Award issued on account of non-response or non- furnishing of information sought within the stipulated time.
- (5) The Ombudsman/Deputy Ombudsman shall ensure that the written version or reply or documents filed by one party, to the extent relevant and pertaining to the complaint, are furnished to other party and follow such procedure and provide additional time as may be considered appropriate.
- (6) In case the complaint is not resolved through facilitation, such action as may be considered appropriate, including a meeting of the complainant with the officials of MCFL, for resolution of the complaint by conciliation or mediation may be initiated.
- (7) The parties to the complaint shall cooperate in good faith with the Ombudsman/Deputy Ombudsman, as the case may be, in resolution of the dispute and comply with the direction for production of any evidence and other related documents within the stipulated time.
- (8) If any amicable settlement of the complaint is arrived at between the parties, the same shall be recorded and signed by both the parties and thereafter, the fact of settlement may be recorded, annexing thereto the terms of settlement, directing the parties to comply with the terms within the stipulated time.
- (9) The complaint would be deemed to be resolved when:
 - (a) it has been settled by the MCFL with the complainant upon the intervention of the Ombudsman; or
 - (b) the complainant has agreed in writing or otherwise (which may be recorded) that the manner and the extent of resolution of the grievance is satisfactory; or
 - (c) the complainant has withdrawn the complaint voluntarily.

7. APPEAL BEFORE THE APPELLATE AUTHORITY

- (1) There shall not be any right of appeal to a MCFL for an Award issued for non-furnishing of documents/information.
- (2) The MCFL may, aggrieved by an Award or closure of a complaint, within 30 days of the date of receipt of communication of Award or closure of the complaint, prefer an appeal before the Appellate Authority.
 - (a) Provided that in the case of an appeal by a MCFL, the period of 30 days for filing an appeal shall commence from the date on which the MCFL receives the letter of acceptance of Award by the complainant:
 - (b) Provided further that an appeal may be filed by a MCFL only with the previous sanction of the Chairman or the Managing Director/Chief Executive Officer or, in their absence, the Executive Director/Official of equal rank
 - (c) Provided that the Appellate Authority may, if he is satisfied that the MCFL had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.
- (3) The complainant may, aggrieved by an Award or rejection of a complaint, within 30 days of the date of receipt of the Award or rejection of the complaint, prefer an appeal before the Appellate Authority.

Provided that the Appellate Authority may, if he 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.

8. MCFL TO DISPLAY SALIENT FEATURES OF THE SCHEME FOR KNOWLEDGE OF THE PUBLIC

- (1) The MCFL shall facilitate the smooth conduct of the Scheme by ensuring meticulous adherence to the requirements under the Scheme, failing which, the Reserve Bank may take such action as it may deem fit.
- (2) The MCFL shall appoint a Grievance Redressal Officer at their head office who shall not be a rank less than a General Manager or an officer of equivalent rank and shall be responsible for representing the MCFL and furnishing information on behalf of the MCFL in respect of complaints filed against the MCFL.

- (3) The MCFL shall display prominently for the benefit of their customers at their branches/places where the business is transacted, the name and contact details
- (4) The MCFL shall ensure that the salient features of the Scheme are displayed prominently in English, Hindi and the regional language in all its offices, branches and places where the business is transacted in such a manner that a person visiting the office or branch has adequate information on the Scheme.
- (5) The MCFL shall ensure that a copy of the Scheme is available in all its branches to be provided to the customer for reference upon request.
- (6) The salient features of the Scheme along with the copy of the Scheme and the contact details of the Grievance Redressal Officer shall be displayed and updated on the website of the MCFL.

Reviewer: -

Checker: -

Review: - as and when required as per RBI master directions/circulars



Annexure-A

FORM OF COMPLAINT (TO BE LODGED) WITH THE OMBUDSMAN

[Clause 11(2) of the Scheme]

(TO BE FILLED UP BY THE COMPLAINANT)

All the fields are mandatory except wherever indicated otherwise

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:

| | | | |
|-------|---|-----|----|
| (i) | is sub-judice/under arbitration? | Yes | No |
| (ii) | is made through an advocate, except when the advocate is the aggrieved party? | Yes | No |
| (iii) | has already been dealt with or is under process on the same ground with the Ombudsman? | Yes | No |
| (iv) | is in the nature of general complaint/s against Management or Executives of a Regulated Entity? | Yes | No |
| (v) | is on account of a dispute between Regulated Entities? | Yes | No |
| (vi) | involves employer-employee relationship? | Yes | No |

9. Subject matter of the complaint

10. Details of the complaint:

(If space is not sufficient, please enclose a separate sheet)



MOONGIPA
CAPITAL FINANCE LTD.

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/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.
- c) 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 authorize 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 authorized representative whose contact details are as below:

Full Address-----

Pin Code-----

Phone No:-----

Mobile Number.-----

E-mail -----

(Signature of the Complainant)