

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

The Reserve Bank of India vide circular reference no. DOR.NBFC (ARC) CC.No. 9/26.03.001/ 2020-21 dated 16th July 2020 introduced Fair Practices Code (Code”) for Asset Reconstruction Companies (“ARCs”) read with The Reserve Bank - Integrated Ombudsman Scheme, 2021 by which ARCs were directed to constitute Grievance Redressal machinery. Accordingly, ASREC has adopted the policy on Grievance Redressal as per the Code and the Ombudsman Scheme.

Any customer aggrieved by deficiency in services by ASREC may file a complaint in a manner as under: -

Level 1:

The Customer may approach the nearest office of ASREC and submit their complaint in writing to Officer-in Charge [Details of Officer in charge as provided below].

Office	Contact Person	Address	Contact Details
Mumbai	Shri Harshad Garude	Office No.201/202, Ground floor, Solitaire Corporate Park, Building No. 2, Andheri-Ghatkopar Link Road, Chakala, Andheri (East), Mumbai - 400 093.	Tel:022-61387060, 9594692251 harshad@asrecindia.co.in
Bangalore	Shri Suresh G D	142/43, 2 nd Floor, 6 th “C” Main road, 4 th Block, Jayanagar, Bangalore-560011	9004608923 9611223584 sureshgd@asrec.co.in
Chennai	Mr. Anantha Kumar	Room No. 3, 3rd Floor, Wellington Estate, 53, EthirajSalai, Egmore, Chennai - 600 008	Tel: 044-28254114, 9833644220 ananthakumar@asrecindia.co.in asrec.chennai@asrecindia.co.in
Kolkata	Shailendra Kumar Rao	Unit No. 306A, Premises No. 6, 3rd Floor, Waterloo Street, Kolkata - 700 069.	Tel: 033-40037909 asrec.kolkata@asrecindia.co.in
Delhi	Mr. Ajay Goel	922-B, Hemkunt Chambers 89, Nehru Place, New Delhi - 110 019	Tel: 011-41077078 ajaygoel@asrecindia.co.in asrec.delhi@asrecindia.co.in
Hyderabad	Mr. Gollu Apparao	5-8-351 & 355, Unit No. 907, 9th floor, Raghav Ratna Towers, Abids Hyderabad - 500 001	Tel: 9489854054 gollu.apparao@asrecindia.co.in
Ludhiana	Shri Rajiv Ghai	402, 4 th Floor, SCO130-131-132, Apra Tower, Feroze Gandhi Market, Ludhiana-141001	Tel: 7011926017 9463014950 rajeevghai@asrecindia.co.in asrec.ludhiana@asrecindia.co.in

Level 2:

If the Customer do not receive any response within 30 working days or not satisfied with the response from Officer-in Charge, the customer may approach in writing to Sr. Vice President - Resolution, Solitaire Corporate Park, Building No. 2, Andheri Ghatkopar Link Road, Chakala, Andheri (E), Mumbai 400 093. Tel: 022- 6138 7000 or email to sharadioshi@asrec.co.in.

Level 3:

If the Customer do not receive any response within 30 working days or not satisfied with the response from Sr. Vice President - Resolution, the customer may approach in writing to Mr Rajesh Bichitkar, Principal Nodal Officer (PNO) Solitaire Corporate Park, Building No. 2, Andheri Ghatkopar Link Road, Chakala, Andheri (E), Mumbai 400 093. Tel: 022- 6138 7001 or email to pno@asrec.co.in.

Salient features of the Integrated Ombudsman Scheme:

- a) Any customer aggrieved by deficiency in service may file a complaint under the Scheme personally or through an authorised representative in writing.
- b) The complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>).
- c) The complaint may also be submitted through electronic or physical mode to the Centralised 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 authorised 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.

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
 - (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 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.

For more details, please refer to the Scheme details available on www.asrec.com or at RBI website www.rbi.org.in.

A copy of the Scheme is available in all its branches to be provided to the customer for reference upon request.
