

GRIEVANCE REDRESSAL MECHANISM UNDER OMBUDSMAN SCHEME
FINOVA CAPITAL PRIVATE LIMITED- RAJASTHAN

AT FINOVA CAPITAL PRIVATE LIMITED, we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Step 1

Please visit the nearest FINOVA CAPITAL PRIVATE LIMITED Branch and submit your complaints/grievance. Kindly get your complaint lodged in the "**Complaint & Grievance**" Register maintained at the branches (During the working hours i.e., from 9:15 A.M to 6:15 P.M.) We will respond to your complaint within 15 days.

Step 2

If the Customer is not satisfied with the provided solution, then the same complaint shall be escalated to the Nodal Officer/Grievance Redressal Officer of the concerned Region / Principal Nodal Officer.

After examining the matter, The Nodal Officer / Grievance Redressal Officer /Principal Nodal Officer will take necessary steps to redress the grievance with due care and diligence. They shall send to Customer the final response or explain why it needs more time to respond and shall endeavour to do so within 15 days.

The detail of the officers (along with the address, e-mail id and contact nos.) are given below:

S. No.	Name	Designation	Address	E-mail	Contact
1.	Mr. Arpit Gupta	Nodal Officer/ Grievance Redressal Officer	Second Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	nodal.rajasthan@finova.in	0141-4118295
2.	Mr. Ashish Gupta	Principal Nodal Officer	702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	agupta@finova.in	0141-4118203

Step 3

If the resolution of complaint is delayed beyond 1 month of receipt, or the Customer is not satisfied with the reasons of delay conveyed to him/ her, then He/ She may file a complaint with NBFC Ombudsman either through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or at following address:

The NBFC Ombudsman, c/o Reserve Bank of India
 Sansad Marg, New Delhi- 110001
 Telephone No. 011-23724856
 Fax No.: 011-23725218-19
 E-mail: nbfconewdelhi@rbi.org.in

FINOVA CAPITAL PRIVATE LIMITED
CIN: U65993RJ2015PTC048340

Regd. Office: 702, 7th Floor, Unique Aspire, Plot No. 13-14 Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur -302021
Corp. Office: 4th Floor, Unique Aspire, Plot No. 13-14 Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur -302021
Tel. No. 0141-4118202 Website: www.finova.in Email Id: info@finova.in

GRIEVANCE REDRESSAL MECHANISM UNDER OMBUDSMAN SCHEME
FINOVA CAPITAL PRIVATE LIMITED- DELHI

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The detail of the officers (along with the address, e-mail id and contact nos.) are given below:

S. No.	Name	Designation	Address	E-mail	Contact
1.	Mr. Amit Dinesh Chand Agarwal	Nodal Officer/ Grievance Redressal Officer	First Floor, C-39/1, Milap Nagar, Uttam Nagar, New Delhi-110059	nodal.delhi@finova.in	+91-9167223287
2.	Mr. Ashish Gupta	Principal Nodal Officer	702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	agupta@finova.in	0141-4118203

Step 3

If the resolution of complaint is delayed beyond 1 month of receipt, or the Customer is not satisfied with the reasons of delay conveyed to him/ her, then He/ She may file a complaint with NBFC Ombudsman either through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or at following address:

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 Sansad Marg, New Delhi- 110001
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GRIEVANCE REDRESSAL MECHANISM UNDER OMBUDSMAN SCHEME
FINOVA CAPITAL PRIVATE LIMITED- MADHYA PRADESH

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Step 1

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The detail of the officers (along with the address, e-mail id and contact nos.) are given below:

S. No.	Name	Designation	Address	E-mail	Contact
1.	Mr. Amit Rawal	Nodal Officer/ Grievance Redressal Officer	422, Sagun Tower Plot No- 7 A B Road, Vijay Nagar Indore- 452010, MP	nodal.mp@finova.in	+91-9893047299
2.	Mr. Ashish Gupta	Principal Nodal Officer	702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	agupta@finova.in	0141-4118203

Step 3

If the resolution of complaint is delayed beyond 1 month of receipt, or the Customer is not satisfied with the reasons of delay conveyed to him/ her, then He/ She may file a complaint with NBFC Ombudsman either through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or at following address:

The NBFC Ombudsman C/o Reserve Bank of India
 RBI Byculla Office Building,
 Opp. Mumbai Central Railway Station
 Byculla, MUMBAI – 400008
 Telephone No. 022-23028140
 Fax No.: 022-23022024
 Email: nbfcomumbai@rbi.org.in

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GRIEVANCE REDRESSAL MECHANISM UNDER OMBUDSMAN SCHEME
FINOVA CAPITAL PRIVATE LIMITED- UTTAR PRADESH

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S. No.	Name	Designation	Address	E-mail	Contact
1.	Mr. Amit Dinesh Chand Agarwal	Nodal Officer/ Grievance Redressal Officer	First Floor, C-39/1, Milap Nagar, Uttam Nagar, New Delhi-110059	nodal.up@finova.in	+91-9167223287
2.	Mr. Ashish Gupta	Principal Nodal Officer	702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	agupta@finova.in	0141-4118203

Step 3

If the resolution of complaint is delayed beyond 1 month of receipt, or the Customer is not satisfied with the reasons of delay conveyed to him/ her, then He/ She may file a complaint with NBFC Ombudsman either through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or at following address:

The NBFC Ombudsman C/o Reserve Bank of India
 Sansad Marg, New Delhi - 110001
 Telephone No. 011-23724856
 Fax No.: 011-23725218-19
 Email: cms.nbfconewdelhi@rbi.org.in

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GRIEVANCE REDRESSAL MECHANISM UNDER OMBUDSMAN SCHEME
FINOVA CAPITAL PRIVATE LIMITED- CHHATTISGARH

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1.	Mr. Amit Rawal	Nodal Officer/ Grievance Redressal Officer	422, Sagun Tower Plot No- 7 A B Road, Vijay Nagar Indore- 452010, MP	nodal.chhattisgarh@finova.in	+91-9893047299
2.	Mr. Ashish Gupta	Principal Nodal Officer	702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	agupta@finova.in	0141-4118203

Step 3

If the resolution of complaint is delayed beyond 1 month of receipt, or the Customer is not satisfied with the reasons of delay conveyed to him/ her, then He/ She may file a complaint with NBFC Ombudsman either through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or at following address:

The NBFC Ombudsman C/o Reserve Bank of India
 RBI Byculla Office Building,
 Opp. Mumbai Central Railway Station
 Byculla, MUMBAI – 400008
 Telephone No. 022-23028140
 Fax No.: 022-23022024
 Email: nbfcomumbai@rbi.org.in

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GRIEVANCE REDRESSAL MECHANISM UNDER OMBUDSMAN SCHEME
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The detail of the officers (along with the address, e-mail id and contact nos.) are given below:

S. No.	Name	Designation	Address	E-mail	Contact
1.	Mr. Amit Dinesh Chand Agarwal	Nodal Officer/ Grievance Redressal Officer	First Floor, C-39/1, Milap Nagar, Uttam Nagar, New Delhi-110059	nodal.haryana@finova.in	+91-9167223287
2.	Mr. Ashish Gupta	Principal Nodal Officer	702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	agupta@finova.in	0141-4118203

Step 3

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The NBFC Ombudsman C/o Reserve Bank of India
 Sansad Marg, New Delhi - 110001
 Telephone No. 011-23724856
 Fax No.: 011-23725218-19
 Email: cms.nbfconewdelhi@rbi.org.in

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The detail of the officers (along with the address, e-mail id and contact nos.) are given below:

S. No.	Name	Designation	Address	E-mail	Contact
1.	Mr. Saikat Mukherjee	Nodal Officer/ Grievance Redressal Officer	506, Estate Plaza, Old Hazaribagh Road, Kantatoli Chowk, Ranchi – 834001, Jharkhand	nodal.jharkhand@finova.in	+91-9830727203
2.	Mr. Ashish Gupta	Principal Nodal Officer	702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	agupta@finova.in	0141-4118203

Step 3

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The NBFC Ombudsman C/o Reserve Bank of India
 15, Netaji Subhash Road, Kolkata-700 001
 STD Code: 033
 Telephone No: 22304982
 Fax No: 22305899
 Email: cms.nbfcokolkata@rbi.org.in

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S. No.	Name	Designation	Address	E-mail	Contact
1.	Mr. Arvind Bhan	Nodal Officer/ Grievance Redressal Officer	Second Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	nodal.uttarakhand@finova.in	+91 83759 09727
2.	Mr. Ashish Gupta	Principal Nodal Officer	702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	agupta@finova.in	0141-4118203

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 Fax No. : 011-23725218-19
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