

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

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. This can include behavioural aspects, inadequate functions or services rendered by the company or any of the outsourced vendors associated with the company.

**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 9:30 A.M to 6:30 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.     | Ms. Pooja Godara | Nodal Officer/<br>Grievance Redressal Officer | Office No. 301, Plot No. E-1, Prestige Tower, Amrapali Marg, Vaishali Nagar, Jaipur-302021, Rajasthan              | <a href="mailto:nodal.delhi@finova.in">nodal.delhi@finova.in</a> | 0141-4118278 |
| 2.     | Mr. Arpit Gupta  | Principal Nodal Officer                       | Second Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021, Rajasthan | <a href="mailto:pno@finova.in">pno@finova.in</a>                 | 0141-2359202 |

**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 through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or through the e-mail or physical mode at following address:

Centralised Receipt and Processing Centre,  
Reserve Bank of India, 4<sup>th</sup> Floor, Sector 17,  
Chandigarh – 160017  
Toll Free No. 14448 (09:30 am to 05:15 pm)  
E-mail: [CRPC@rbi.org.in](mailto:CRPC@rbi.org.in)

**FINOVA CAPITAL PRIVATE LIMITED**  
**CIN: U65993RJ2015PTC048340**