

GRIEVANCE REDRESSAL MECHANISM UNDER OMBUDSMAN SCHEME

FINOVA CAPITAL PRIVATE LIMITED

DELHI

Customer complaint shall be first registered in the Complaint register, at the nearest branch situated, where Branch Manager shall be the first point of interaction with the customer and if the customer is not satisfied with the provided solution then the same complaint shall be escalated to the Nodal Officer of the concerned region/Principal Nodal Officer.

The Nodal Officers will take necessary steps to redress the grievances with care and diligence, within a period of 21 working days from the date of receipt of the complaint.

If the customer is not satisfied with the reply / action / resolution given by Nodal Officer, he / she may directly approach to the Principal Nodal Officer, for further action on the same. The details of the officers (along with address, e-mail id and contact nos.) are given below:

S. No	Name	Designation	Address	E-mail	Contact
1.	Arvind Bhan	Nodal Officer, Delhi	First Floor, C-39/1, Milap Nagar, Uttam Nagar, New Delhi-110059	abhan@finova.in	+91-8375909727
2.	Rahul Sahney	Principal Nodal Officer	Second Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021	rahul@finova.in	0141-4118202

If the resolution of the 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 complaint to NBFC Ombudsman 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: nbfcnewdelhi@rbi.org.in



FINOVA CAPITAL PVT. LTD.

CIN : U65993RJ2015PTC048340

Regd. Office : 702, Seventh Floor, Unique Aspire, Plot No.13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur - 302021

Corp. Office : Fourth Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur - 302021

Tel.: 0141-4118202, www.finova.in, E-mail : info@finova.in