

LAXMAN FINANCE PRIVATE LIMITED		
	SALIENT FEATURES OF RBI OMBUDSMAN SCHEME	Date: 17-11-2025
		Version-02/25-26

SALIENT FEATURES OF RESERVE BANK OF INDIA (RBI) OMBUDSMAN SCHEME

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Salient Features of RBI Ombudsman Scheme

1. Introduction

Laxman Finance Private Limited ("LFPL") is registered as a non-deposit taking Non-Banking Financial Company (NBFC) with RBI. The Company is categorised as a Base Layer NBFC (NBFC-BL) under the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 dated 19 October 2023 and as updated from time to time (RBI Scale Based Regulations).

RBI in the interest of the customers of the entities regulated by has integrated the existing three Ombudsman schemes of RBI namely, (i) the Banking Ombudsman Scheme, 2006; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019 into the Reserve Bank - Integrated Ombudsman Scheme, 2021 ("the Scheme") which provides cost free, simpler and more customers responsive alternate dispute redress mechanism to the customers against Regulated Entities.

This document contains a general guideline of the operational aspects of the Scheme. For more details, the stakeholders shall refer to the Integrated Ombudsman Scheme, 2021 ("the Scheme") https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_amendments05082022.pdf

2. Definitions:

"Authorized Representative" means a person, other than an advocate (unless the advocate is the aggrieved person) duly appointed and authorized in writing to represent the complainant in the proceedings before the Ombudsman.

"Award" means an award passed by the Ombudsman in accordance with the Scheme.

"Complaint" means a representation in writing or through other modes alleging deficiency in service on the part of a Regulated Entity and seeking relief under the Scheme.

"Deficiency in service" means a shortcoming or an inadequacy in any financial service or such other services related thereto, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer.

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3. Scope and Applicability

This policy applies to:

- All customers of LFPL.
- All grievances arising out of deficiencies in services provided by LFPL as per the definition outlined in the scheme.
- Complaints that remain unresolved by LFPL within the stipulated timeframe.

4. Defined Grounds for Complaints

4.1. Deficiency in Service:

- Any customer aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative.

4.2. Exclusions List:

- A. No complaint for deficiency in service shall lie under the policy in matters involving:
- commercial judgment/decision of LFPL;
 - a dispute between a vendor and LFPL relating to an outsourcing contract;
 - a grievance not addressed to the Ombudsman directly;
 - general grievances against Management or Executives of the LFPL;
 - a dispute in which action is initiated by LFPL in compliance with the orders of a statutory or law-enforcing authority;
 - a service not within the regulatory purview of RBI;
 - a dispute between Regulated Entities;
 - a dispute involving the employee-employer relationship of the LFPL;
 - a dispute for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005; and
 - a dispute pertaining to customers of LFPL not included under the Scheme.
- B. 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 –
 - the complaint was rejected wholly or partly by the Regulated Entity, and the complainant is not satisfied with the reply; or the

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- complainant had not received any reply within 30 days after the Regulated Entity received the complaint; and
- 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-
- 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;
 - 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;
 - the complaint is not abusive or frivolous or vexatious in nature;
 - 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;
 - the complainant provides complete information as specified in clause 11 of the Scheme;
 - the complaint is lodged by the complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person.

Explanation 1: For the purposes of sub-clause (B)(a), 'written complaint' shall include complaints made through other modes where proof of having made a complaint can be produced by the complainant.

Explanation 2: For the purposes of sub-clause (B)(b) Para 2, 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.

4.3. Procedure for Filing a Complaint

- Customer needs to make a written representation i.e., lodge a written complaint (written on paper and submitted to LFPL Head Office OR Email written to LFPL @

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complaints@laxmanfin.com either by herself/himself or through her/his authorised representative in the format enclosed as Annex II.

- If a reply is not received from LFPL within 30 (thirty) days, OR, if the customer remains dissatisfied with the reply, then the customer may file a complaint with Ombudsman online through the Complaint Management System portal <https://cms.rbi.org.in> or through electronic or physical mode to the Centralized Receipt and Processing Centre, Chandigarh or any other office as notified by the RBI within one year after the complainant has received the reply from LFPL to the complaint or, where no reply is received, within one year and 30 days from the date of the complaint. 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 RBI.
- Complaints can also be sent via email to ombudsman@rbi.org.in or by post to the CRPC, Chandigarh.

4.4. How does the Ombudsman take decisions?

1. Initial Scrutiny of Complaints shall be done by the Ombudsman to separate non-maintainable complaints.
2. If required, additional information shall be called by the ombudsman.
3. The proceedings before Ombudsman are summary in nature.
4. The Ombudsman will promote the settlement of the complaint by mutual agreement between the complainant and LFPL through conciliation or mediation.
5. If the above is not reached, then the Ombudsman can pass an Award/Order either allowing or rejecting the complaint along with reasons for passing such an Award/Order.
6. If a customer is not satisfied with the decision of the Ombudsman, he/she can file an appeal before the Executive Director- in charge of the Consumer Education and Protection Department of RBI against the Award/Order within 30 (thirty) days of the date of receipt of communication of Award/Order or Rejection of complaint.
7. LFPL may go in for an appeal against the Award within 30 (thirty) days from the date of receipt of the letter of Award.
8. An '**Award**' includes a direction for specific performance by the NBFC concerned. It may or may not include a direction to pay compensation for the loss, if any, suffered by the complainant. The ombudsman will not have the power to pass an Award directing payment of an amount that is more than the actual loss suffered by the complainant or INR 20,00,000 (Indian Rupees Twenty Lakhs), whichever is

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lower. In addition, the Ombudsman may also award compensation not exceeding INR 1,00,000 (Indian Rupees One Lakh) to the complainant, taking into account the loss of time, expenses incurred, harassment, and mental anguish suffered by the complainant.

Note:

- The Ombudsman may reject a complaint at any stage.
- The Ombudsman Scheme is an Alternate Dispute Resolution Mechanism.
- The Customer is at liberty to approach any other court/forum/authority for the redressal of their disputes at any stage.

4.5 How will the award be implemented?

- A copy of the Award shall be sent to the complainant and the Regulated Entity. The Award passed shall lapse and be of no effect unless the complainant furnishes a letter of acceptance of the Award in full and final settlement of the claim to the Regulated Entity concerned, within a period of 30 days from the date of receipt of the copy of the Award. No such acceptance may be furnished by the complainant if he has filed an appeal
- The Regulated Entity shall comply with the Award and intimate compliance to the Ombudsman within 30 days from the date of receipt of the letter of acceptance from the complainant, unless it has preferred an appeal under applicable provisions

4.6 Cost-Free Redressal

1. No Charges to Customers:

- Filing complaints under the scheme is completely free of cost.

2. Automatic Escalation:

- If LFPL does not resolve or respond to a customer complaint within 30 days, the scheme ensures the complaint is escalated for redressal without additional effort from the customer.

4.7 No Jurisdictional Limits

1. Jurisdiction-Free Filing:

- Customers are no longer restricted by geographical boundaries when filing complaints.

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- Complaints are assigned based on issue type rather than location, enabling faster resolution.

4.8 Flexible Time Limit for Complaints

1. One-Year Timeframe:

- Customers can file complaints within one year of receiving a response from LFPL.

2. Extended Timeframe:

- If no response is received from LFPL, customers have an additional 30 days beyond the one-year limit to file their complaints.

4.9 Toll-Free Contact Center

1. Multilingual Support:

- A toll-free contact center is available at **1800-XXX-XXXX**.
- Assistance is provided in Hindi, English, and eight regional languages.

2. Customer Guidance:

- The contact center helps customers with complaint filing, clarifications, and procedural support.

5. Monitoring and Review

1. Compliance Monitoring:

- LFPL will monitor adherence to RBI Integrated Ombudsman Scheme and address systemic issues identified through customer complaints.

2. Periodic Review:

- This policy will be reviewed annually to ensure alignment with updates to RBI guidelines and operational requirements.

6. Annexures

Contact Information:

- Centralized Receipt and Processing Center (CRPC), RBI Ombudsman Scheme, Chandigarh.

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- Toll-Free Contact Number: The toll-free number for RBI Ombudsman is 14448. The Contact Centre is available 24/7 with an Interactive Voice Response System (IVRS). You can also speak to a contact center representative from 8 AM to 10 PM on weekdays, except on national holidays. The Contact Centre is available in Hindi, English, and 10 regional languages.
- Email: ombudsman@rbi.org.in.

Annex - I

The details of the Nodal Officers of LFPL who can be approached by the customer as per the Integrated Ombudsman Scheme for Non-Banking Finance Companies, 2021, and the details of the RBI Ombudsman are given below:

Name and Contact details of the Nodal Officer of LFPL to be approached by the customer

Sr. No.	Name	Contact Details	Zone	Office Address
1.	Urvashi Jayeshbhai Gandhi	+91 9664739885 complaints@laxmanfin.com	West	305, Amrut Commercial Centre, Sardar Nagar Main Road, Rajkot 360001

If the grievance is not redressed by Nodal Officer, within a period of 30 (thirty) days, then the Complaints can be filed, in the prescribed format (available on the RBI website - <https://cms.rbi.org.in>), or sent in physical mode to

The 'Centralised Receipt and Processing Centre
Reserve Bank of India,
4th Floor, Sector 17,
Chandigarh - 160017
RBI Contact Centre – 14448

A copy of the [Scheme](#) is available on the RBI website and on the CMS portal (<https://cms.rbi.org.in>).

Please refer to www.rbi.org.in & for further details of the Scheme.

For Laxman Finance Private Limited

Approved by the Board of Directors at its meeting dated November 17, 2025.

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Annex - II

FORM OF COMPLAINT (TO BE LODGED) WITH THE OMBUDSMAN

(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 the Company's branch or office) of
..... (name
of the Company)

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)

7. Complaint against (Name and full address of the branch or office of the Company)

.....
.....Pin Code

8. Nature of relationship/account number (if any) with the Company

.....

9. Transaction date and details, if available

.....

(a) Date of complaint already made by the complainant to the Company (*Please
enclose a copy of the complaint*)

.....

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(b) Whether any reminder was sent by the complainant? Yes/No

(Please enclose a copy of the reminder)

10. 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 the Company?	Yes	No
(v)	is on account of a dispute between Regulated Entities?	Yes	No
(vi)	involves employer-employee relationship?	Yes	No

Note: *Complaint is sub-judice/under arbitration if the complaint in respect of the same cause of action is already pending/dealt with on merits by any Court, Tribunal or Arbitrator or any other Authority, whether individually or jointly.

11. Subject matter of the complaint

12. Details of the complaint:

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

13. Whether any reply has been received from the Company within a period of 30 days of receipt of the complaint by it? Yes/No

(if yes, please enclose a copy of the reply)

14. Relief sought from the Ombudsman

(Please enclose a copy of documentary proof, if any, in support of your claim)

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15. 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.....

.....

16. List of documents enclosed:

Declaration

(i) 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.

(ii) 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 authorise 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 authorised representative whose contact details are as below:

Full Address

.....

..... Pin Code

.....

Phone No:.....

Mobile Number.

E-mail

(Signature of the Complainant)