

The Reserve Bank of India - Integrated Ombudsman Scheme, 2021

Salient Features

Any customer aggrieved by an act or omission of the Company may file a complaint personally or through an authorised representative (other than an advocate), to the Principal Nodal Officer at the address given below:

Sri PL Arunachalam
Principal Nodal Officer
Shriram City Union Finance Limited,
144, Santhome High Road, Mylapore, Chennai 600 004
Phone number: 044-24642733
Mail ID: grievances@shriramcity.com

In case the complainant did not receive any reply from the Company within 30 days from the date of receipt of the complaint (or) if the complaint was rejected wholly or partially (or) if the complainant is not satisfied with the reply, then he/she can lodge a complaint with the RBI Ombudsman either online (on RBI portal) or through a letter or email to RBI.

The Ombudsman/Deputy Ombudsman shall endeavour to promote settlement by conciliation. The Company shall also submit its response to the averments in the complaint before the Ombudsman for resolution.

A complaint shall be considered as non-maintainable by the Ombudsman in matters involving commercial judgement or commercial decision of the Company or a general grievance against the management or executives of the Company or a dispute in which action has been initiated by the Company in compliance with the orders of the statutory or law-enforcing authorities etc. Similarly, any complaint in respect of the same cause of action which is already pending or dealt with by any Court, Tribunal or Arbitrator, shall be considered as non-maintainable by the Ombudsman. Please refer to Clause 10 (1) of the RBI Integrated Ombudsman Scheme, 2021, for full details of the grounds for non-maintainability of the complaint.

Contact details of RBI for lodging complaints are given below:

RBI Complaint Lodging Portal <https://cms.rbi.org.in>

RBI Complaint lodging Mail ID crpc@rbi.org.in