

# ASPIRE FINANCE PRIVATE LIMITED

CIN: U65929KA2022PTC167759

---

## SALIENT FEATURES OF RBI INTEGRATED OMBUDSMAN SCHEME

---

---

**Address:** Old No 469/389, New No. 1424, 2nd Floor, Behind Yelahanka Old Town Post Office,  
Nehru Nagar, Yelahanka, Bangalore- 560064 (Karnataka); **Email ID:** manoj@aspirefinance.in;  
**Mobile Number:** 6362 098 268

# ASPIRE FINANCE PRIVATE LIMITED

CIN: U65929KA2022PTC167759

In order to establish a mechanism for addressing customer complaints, the Reserve Bank of India (“**RBI**”) has launched the "Integrated Ombudsman Scheme, 2021" (hereinafter referred to as "the Integrated Scheme") for resolving grievances related to services provided by entities regulated by the RBI. Aspire Finance Private Limited ("**Aspire Finance**" or the “**Company**”), as a Base-Layer, Non-Deposit Taking Non-Banking Financial Company, has adopted the Integrated Scheme prescribed by the RBI.

The Integrated Scheme outlines the powers, functions, and procedures for grievance redressal, as well as the jurisdiction of the Ombudsman. As per paragraph 18 of the Integrated Ombudsman Scheme, 2021, our aim is to our customers of the Salient features of the said scheme. The Integrated Scheme can be accessed [here](#). If a customer is dissatisfied with the resolution provided through the mechanism set out in the Company’s [Grievance Redressal Policy](#), they can approach the RBI Ombudsman for the resolution of their grievances. The Company has designated a Principal Nodal Officer who will represent the Company and provide information to the RBI Ombudsman and the Appellate Authority as required under the RBI Integrated Ombudsman Scheme. The details of the Company’s Principal Nodal Officer can be found below:

Name: Manoj Rathi

Phone Number: 6326098268

Email: [manoj@aspirefinance.in](mailto:manoj@aspirefinance.in)

## SALIENT FEATURES OF THE INTEGRATED OMBUDSMAN SCHEME, 2021

**Applicability:** The RBI Integrated Ombudsman Schem, 2021 (the “**Scheme**”) applies to all regulated entities under the provisions of Reserve Bank of India Act, 1934, the Banking Regulation Act, 1949, and the Payment and Settlement Systems, Act, 2007 including non-banking financial companies such as the Company.

**Grounds for filing Complaint:** Any customer aggrieved by an act or omission of the Company resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative.

**Matters not considered under the scheme:**

- Commercial Judgement/decision of the Company.
- Dispute between vendor and the Company relating to outsourcing contracts.
- Grievance not addressed to Ombudsman directly.
- General grievances against management or executives of the Company.
- Dispute in which action is initiated by the Company in compliance with order of a statutory or law enforcing authority.
- Service not within regulatory preview of the Reserve Bank.
- Dispute between entities regulated by the RBI.

---

**Address:** Old No 469/389, New No. 1424, 2nd Floor, Behind Yelahanka Old Town Post Office, Nehru Nagar, Yelahanka, Bangalore- 560064 (Karnataka); **Email ID:** [manoj@aspirefinance.in](mailto:manoj@aspirefinance.in); **Mobile Number:** 6362 098 268

# ASPIRE FINANCE PRIVATE LIMITED

CIN: U65929KA2022PTC167759

- Dispute involving employer-employee relationship of the Company.

## Complaint under the Scheme shall not lie unless:

- The complainant had before making a complaint under the Scheme had made written complaint to the Company and:
  - (a) the complaint got rejected wholly or partially and complainant is not satisfied with reply or complainant had not received reply within 30 (thirty) days after the Company received the complaint.
  - (b) complaint is made to the ombudsman within 1 (one) year after complainant received reply from the Company or where no reply is received within 1(one) year and 30 (thirty) days from date of the complaint.
- The complaint is not in respect of same cause of action which is already –
  - (a) Pending before the ombudsman or settled or dealt with on merit by the ombudsman whether or not received from same complainant or along with 1 (one) or more complainant or parties concerned.
  - (b) Pending before any court, tribunal or arbitrator or settled or dealt with on merit by any court, tribunal or arbitrator whether or not received from same complainant or along with 1 or more complainant or parties concerned.
  - (c) Complaint in respect of same cause of action does not include criminal proceeding pending or decided before a court or tribunal or any police investigation initiated in a criminal offence.
- Complaint is not abusive or frivolous or vexatious in nature.
- Complaint to the Company was made before expiry of period of limitation under the Limitation Act, 1963 for such claims.
- Complainant provides complete information about the grievance.

## PROCEDURE TO FILE COMPLAINT

Step 1: File the written complaint with Aspire Finance.

---

**Address:** Old No 469/389, New No. 1424, 2nd Floor, Behind Yelahanka Old Town Post Office, Nehru Nagar, Yelahanka, Bangalore- 560064 (Karnataka); **Email ID:** manoj@aspirefinance.in; **Mobile Number:** 6362 098 268

# ASPIRE FINANCE PRIVATE LIMITED

CIN: U65929KA2022PTC167759

Step 2: If complaint not resolved within 30 (thirty) days or if the Customer is not satisfied with resolution, the Customer may file a complaint under the Scheme.

Complaint can be lodged either online through portal <https://cms.rbi.org.in> or through electronic or physical mode (duly signed) to Centralised Receipt and Processing Centre at below address:

Centralised Receipt and Processing Centre,

Reserve Bank of India,

4th Floor, Sector 17,

Chandigarh – 160017

Customers may also seek the Company's assistance via the toll-free Contact Centre number 14448, operating from 9:30 am to 5:15 pm.

Copies of the Scheme are also in the possession of Mr. Manoj Kumar Rathi, the designated Nodal Officer at Aspire Finance Private Limited under the Scheme.

## RESOLUTION OF COMPLAINTS

Once the Complaint is filed with the Ombudsman under the Scheme, the Ombudsman shall endeavour to promote settlement of the complaint by agreement between the complainant and the Company. For this purpose, the proceedings before the Ombudsman are summary in nature and shall not be bound by any rule of evidence.

Complaints are deemed to be resolved when:

- (a) it has been settled by the Company with the complainant upon the intervention of the Ombudsman; or
- (b) the complainant has agreed in writing or otherwise (which may be recorded) that the manner and the extent of resolution of the grievance is satisfactory; or
- (c) where the complainant has withdrawn the complaint voluntarily.

Unless complaint is rejected under the Scheme, the Ombudsman shall pass the appropriate award. If complainant is not satisfied by award or rejection of the complaint by the Ombudsman, an appeal may be preferred before the appellate authority set up under the Scheme within 30 (thirty) days.

---

**Address:** Old No 469/389, New No. 1424, 2nd Floor, Behind Yelahanka Old Town Post Office, Nehru Nagar, Yelahanka, Bangalore- 560064 (Karnataka); **Email ID:** manoj@aspirefinance.in; **Mobile Number:** 6362 098 268