

GRIEVANCE REDRESSAL MECHANISM – EX GRATIA SCHEME

- In case of any query/complaint/grievance with regard to the ex gratia scheme , the eligible customer shall submit the query/complaint/grievance online through the Customer Helpdesk page on the Company’s website (https://bafindia.com/contact_helpdesk). The Company shall immediately take up the matter for redressal.
- A step wise procedure to submit the query / grievance has been appended below as **Appendix-1**.
- Preliminary remarks shall be provided to the Customer within maximum of 72 hours by the respective Nodal Officer and final response shall be provided within 7 working days.
 - In case the customer is not satisfied they can reach the designated nodal officers. Contact details of the Nodal Officers, who can be approached by the customer for follow up on the resolution of grievance against the Company with regards to this scheme, are as under:

Nodal Officers	Regional Offices Covered
Nodal Officer, North Zone 4 th Floor, Videocon Tower, E-1, Jhandewalan Extension, New Delhi - 110055 PH: – 011 – 4361 1117 Email ID: nodalofficernorth@bafindia.com	Delhi, Jaipur, Lucknow
Nodal Officer, South Zone 12 th Floor, Lebara Tower, Door No. 327, Anna Salai, Teynampet, Chennai – 600006, Tamil Nadu PH: 044 – 4041 2638 Email ID: nodalofficersouth@bafindia.com	Chennai, Madurai, Cochin, Hyderabad, Vijayawada, Calicut, Bangalore
Nodal Officer, West Zone 215, ABC Second Floor, City Point 17, Boat Club Road, Pune – 411001, Maharashtra PH: 020 – 4103 4502 Email ID: nodalofficerwest@bafindia.com	Pune, Ahmedabad, Bhopal
Nodal Officer, East Zone P-255B, First Floor, CIT Road, Scheme VI (M), Kakurgachi, Kolkata – 700054, West Bengal PH: 033 – 4017 2909 Email ID: nodalofficereast@bafindia.com	Kolkata, Ranchi, Guwahati, Bhubaneswar

- If the query/complaint/grievance addressed to the Nodal Officer(s) is not taken up or resolved within 7 days or the customer is not satisfied with response received from the Nodal Officer(s), may approach the Grievance Redressal Officer of the Company.
 - Contact details of the Grievance Redressal Officer, who can be approached by the applicant/borrower/customer for resolution of the complaint/grievance against the Company are as under: -

Grievance Redressal Officer
Bussan Auto Finance India Pvt. Ltd.
4th Floor, Videocon Tower
E-1 Jhandewalan Extension
New Delhi-110055
Email: grievanceofficer@bafindia.com

- If the complaint/grievance is not redressed within a period of one month after the date of representation or complaint to the Company, the customer may approach to NBFC Ombudsman of RBI of their respective zone (*not later than one year after the reply received from the BAF*).

- Contact details of the NBFC Ombudsman are as under: -

NBFC Ombudsman	Area of Operation
NBFC Ombudsman, North Zone C/o Reserve Bank of India, Sansad Marg, New Delhi -110001 Tel No. 044 – 25395964 Fax No. 25395488	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
NBFC Ombudsman, South Zone C/o Reserve Bank of India Fort Glacis, Chennai 600 001 Tel No. 044 – 25395964 Fax No. 044 – 25395488	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
NBFC Ombudsman, West Zone C/o Reserve Bank of India, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
NBFC Ombudsman, East Zone C/o Reserve Bank of India 15, Netaji Subhash Road, Kolkata-700 001 Tel. No. 033 – 22304982 Fax No. 033 – 22305899	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand

OR

If the complaint/grievance is not redressed within a period of one month after the date of representation or complaint to the Company, the applicant/borrower/customer may appeal to the Officer- in-Charge of the Delhi Regional Office of Department of Non-Banking Supervision (DNBS) of RBI, under whose jurisdiction the registered office of the Company falls, which presently is as under: -

General Manager
Department of Supervision
Reserve Bank of India
6, Parliament Street
New Delhi – 110001
Email: dnbsnewdelhi@rbi.org.in

PROCEDURE TO SUBMIT THE COMPLAINT/GRIEVANCE FOR THE EX GRATIA SCHEME

Step 1

Visit <https://bafindia.com> and click on Customer Helpdesk

The screenshot shows a web browser window with the URL bafindia.com. The main content area features a testimonial box with the text: "I have purchased Alpha from Prime Automation and got it financed by BAF India. The loan process was very easy and quick". Below the text is a small profile picture and the name "Prabjit Singh" with "Delhi -" underneath. An orange button labeled "...More" is positioned at the bottom of the testimonial box.

The footer of the website is dark blue with a yellow border at the top. It contains a navigation menu with the following items: Compliance, Locations/Network, FAQs, Regional Office, Customer Grievances, Customer Grievances, Policies, List of Blacklisted Collection Agencies, Document/Downloads, Loan Application Form - TW, Loan Application Form - PL, Sanction Letter - TW, Sanction Letter - PL, Loan Agreement, Contact Us, Contact Us, Customer Helpdesk (highlighted with a red box), Customer Feedback, Careers, Public Advertisement, and the BAF India logo. To the right of the logo is the text "BUSSAN AUTO FINANCE" and contact information for Bussan Auto Finance India Private Limited, including the address, phone number, and email.

At the bottom of the footer, there is a copyright notice: "Copyright © 2020 Bussan Auto Finance India Pvt. Ltd. | Privacy And Policy | Terms And Condition | Repayment Options".

Step 2

Under Customer HelpDesk fill in your loan details and select *Ex Gratia Scheme* from the Dropdown

CUSTOMER HELPDESK

CUSTOMER FEEDBACK

Drop us a line
customerservice@bafindia.com

Call us
011-49580301
Monday to Saturday - 9:00 A.M to 6:00 P.M &
Sunday Closed

Bussan Auto Finance India Private Limited
Corporate Identification Number (CIN):
U67190DL2007FTC162475
Regd. & Corporate Office: 4th Floor, Videocon Tower, E-
1, Jhandewalan Extension
New Delhi - 110055, India

Thank you very much for visiting our website, for us to respond to you promptly please provide the following information with the relevant area of enquiry.

Name*:

Address*:

Loan Agreement No:

City*: Pincode*:

State*: Contact No.*:

Mobile*: Email Id*:

Area of Enquiry*:

Details*:
Query
Enquiry
Complain
Ex Gratia Scheme

Note: All the (*) marks fields are mandatory.

Enter Below Code : * Refresh

Step 3

Provide details of your Query/Complaint/Grievance and submit for further action

▶ CUSTOMER FEEDBACK



Drop us a line
customerservice@bafindia.com



Call us
011-49580301
Monday to Saturday - 9:00 A.M to 6:00 P.M &
Sunday Closed

Bussan Auto Finance India Private Limited
Corporate Identification Number (CIN):
U67190DL2007FTC162475
Regd. & Corporate Office: 4th Floor, Videocon Tower, E-1,
Jhandewalan Extension
New Delhi - 110055, India

information with the relevant area of enquiry.

Name*:

Address*:

Loan Agreement No:

City*:

Pincode*:

State*:

Contact No.*:

Mobile*:

Email Id*:

Area of Enquiry*:

Details*:

Note: All the (*) marks fields are mandatory.

Enter Below Code*:

NFd30w

Refresh

Submit