Nodal Officer (NO) and Principal Nodal Officer (PNO) under The Reserve Bank - Integrated Ombudsman Scheme, 2021

RBI has integrated the following three schemes, 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 one **"The Reserve Bank - Integrated Ombudsman Scheme, 2021"** with effect from 12th November 2021.

In terms of Clause 18 (3) of "The Reserve Bank - Integrated Ombudsman Scheme, 2021" a brief contact detail of the Nodal Officer and Principal Nodal Officer is tabled below for all your future correspondence:

Name of Nodal Officer	Contact Details
Ms. Tarannum Hashmi (Nodal Officer) Designation: Senior Manager, Customer Service Department	AEON Credit Service India Private Limited Unit No.TF-A-01, 3rd Floor, A Wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (W), Mumbai-400 070 Tel: 022 – 62266865 Email: tarannum_hashmi@aeoncredit.co.in
Mr. Sanjaya Kumar Dash (Principal Nodal Officer) Designation : Whole Time Director and Company Secretary	AEON Credit Service India Private Limited Unit No.TF-A-01, 3rd Floor, A Wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (W), Mumbai-400 070 Tel: 022 – 62266827 Email: sanjaya_dash@aeoncredit.co.in

The complaints can be made online in RBI Ombudsman CMS portal (https://cms.rbi.org.in) or through electronic mode (E-mail) / physical form, including postal and hand-delivered complaints to the following address of Centralized Receipt and Processing Centre (CRPC)

"Centralized Receipt and Processing Centre,
Reserve Bank of India,
4th Floor, Sector 17,
Chandigarh – 160017
Email ID – crpc@rbi.org.in