

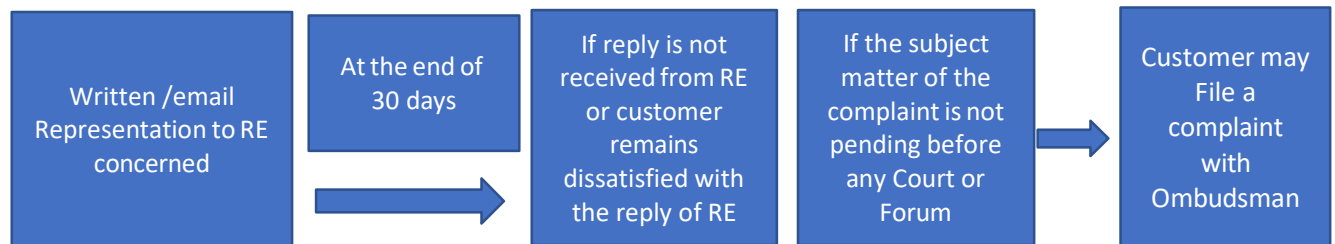
## THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021: SALIENT FEATURES

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 other than through Advocate.

The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of "not covered under the grounds listed in the scheme".

A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.

### How can a customer file complaint?



For more details regarding lodging a complaint with company, please refer our Grievance Redressal Policy available at <https://progfin.com/>

Details of Grievance Redressal Officer	Details of Principal Nodal Officer
Ms. Deepa Garkoti	Mr. Rishi Bhasin
Telephone Number: +91 9310187946	Telephone Number: +91 9773898978
e-mail ID: Deepa.garkoti@progfin.in	e-mail ID: rishi.bhasin@progfin.in

Link to Complaint Management System of RBI Ombudsman: <https://cms.rbi.org.in>

The contact details of Centralised Receipt and Processing Centre, RBI (CRPC),

The physical address for lodging a complaint- "Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh –160017.

Refer to [www.rbi.org.in](http://www.rbi.org.in) for further details of the Scheme