

**Report to the Consumer Education and Protection Department  
Reserve Bank of India  
(refer to para 11)**

**Office of the Internal Ombudsman (IO)**

**Name of the NBFC**

**Report for the quarter ended:**

| Number of complaints received by the NBFC during the quarter | Number of complaints rejected (Partly or Wholly) | Number of complaints referred by the NBFC to the IO |
|--|--|---|
|  |  |   |

**Report for the year ended:**

| Number of complaints referred by the NBFC to the IO during the year | Number of complaints closed by the IO | Number of complaints where the decision of the NBFC was not upheld by the IO | Number of complaints wherein the decision of the IO was rejected* | Number of decisions of the IO implemented by the NBFC | Number of decisions of the IO yet to be implemented by the NBFC for |          |          |                    |
|---|---------------------------------------|--|---|---|---|----------|----------|--------------------|
|   |                                       |  |   |   | 1 month   | 2 months | 3 months | More than 3 months |
|   |                                       |  |   |   |   |          |          |                    |

\*with the approval of the Managing Director/Chief Executive Officer