

DETAILS OF THE NODAL OFFICER APPOINTED BY THE COMPANY

Nodal Officer	Details of PNO
Principal Nodal Officer (PNO)	Mr. Pratik Sheth Edelweiss Retail Finance Limited Ground Floor, Tower 3, 'B' Wing, Kohinoor City Mall, Kohinoor City, Kiroli Road, Kurla (west), Mumbai – 400070 Tel No. +91(022) 43428561 Email Id.: grievances@ecf.com

APPEAL BEFORE APPELLATE AUTHORITY:

- The complainant aggrieved by an Award or rejection of a complaint by Ombudsman Office, may, within 30 days of date of receipt of award or rejection of complaint, prefer an appeal to Executive Director, Consumer Education & Protection Department (CEPD), RBI.
- The Appellate Authority may, if it is satisfied that the complainant had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.

RESOLUTION OF COMPLAINTS:

- Proceedings before Ombudsman are summary in nature.
- Promotes settlement through facilitation, conciliation or mediation. If not reached, can issue Award/Order

NOTE:

- This is an Alternate Dispute Resolution mechanism.
- Complainant is at liberty to approach Court, Tribunal or Arbitrator or any other forum or authority.

Please refer https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf for detailed copy of scheme