

Salient Features of the RBI Ombudsman Scheme 2021 ("Scheme") as per Regulation 18 for M/s Asset Reconstruction Company (India) Limited ('Regulated Entity')

(A) The written complaint(s) filed by the Customer(s) relating to deficiency in service (as defined in Regulation 3 (1) (g) & 9 and subject to Regulation 10 of the Scheme) provided by the Regulated Entity shall be first made to Principal Nodal Officer of the Regulated entity as per details given below:

Sr. No.	City	Registered Office/Corporate Office and Branch Office Address	Name and Contact details of Principal Nodal officer
1	Mumbai – Head Office	10th Floor, The Ruby, 29, Senapati Bapat Marg, Dadar West, Mumbai, Maharashtra PO: 400028	Mr. Ameet Kela, Chief Compliance Officer Tel. No. 022-66581334 Email ID: complaint@arcil.co.in
2	Ahmedabad – Branch Office	Office No.610, Sun Square Building, 6th Floor, Near Classic Gold Hotel Off C.G.Road, Naurangpura, Ahmedabad, Gujarat PO: 380009	
3	Bangalore – Branch Office	Unit No. 3, 3rd Floor, Vishishta Arcade, No. 2243, 23rd Cross, Banashankari 2nd Stage, Bangalore - PO: 560070	
4	Bhubaneswar – Branch Office	Room No. 2A, 2nd Floor, Metro House, Plot No- A/410, PS. Shaheed Nagar, Bhubaneswar, Odisha PO: 751007	
5	Chennai – Branch Office	Office No.560-562, 1G,1st Floor, Century Plaza Anna Salai, Teynampet Chennai, Tamil Nadu PO: 600018	
6	Delhi – Branch Office	Office No. 1008, 11th Floor, Westend Mall, Janakpuri District Centre, Janakpuri, New Delhi PO: 110058	
7	Hyderabad – Branch Office	Office No.207, Bhuvana Tower Besides Manju Theatre, Above CMR Exclusive, Patny Secunderabad, Telangana PO: 500003	
8	Indore – Branch Office	Unit # 416-B, D. M. Tower, 21/1, Race Course Road, Nr. Janjerwala Square, New Palasia, Indore, Madhya Pradesh PO: 452001	
9	Jaipur – Branch Office	Flat No. 413, 4th Floor, Ambition Tower, Plot # D-46-B, Malan Ka Chouraha, Subhash Marg, Agrasen Circle, C-Scheme, Jaipur, Rajasthan PO: 302004	
10	Kolkata – Branch Office	Office No.4, 6th Floor, Chatterjee International Centre 33A, Jawaharlal Nehru Road Kolkata, West Bengal PO: 700071	
11	Lucknow – Branch Office	1st Floor, Iznaa, Tower, Plot # C -48, Vibhuti Khand, Gomti Nagar, Lucknow PO: 226010	

12	Ludhiana – Branch Office	Office No.404,4th Floor, Apra Tower SCO-130-132, Near Basant Restaurant, Feroze Gandhi Market Ludhiana, Punjab PO: 141001	
13	Mumbai – Branch Office	Office # 704, 7th Floor Neptune Uptown CS Ltd. N.S. Road, Opp Post Office Mulund (West), Maharashtra PO: 400080	
14	Pune – Branch Office	Unit 211 & 212, 2nd Floor, Plot No. 28/2, Zenith Complex, K.M. Gandhi Path, Shivaji Nagar, Pune PO: 411005	

(B) If the Complainant is not satisfied with the resolution, he/she can lodge the Complaint on the portal of Ombudsman at <https://cms.rbi.org.in>

The copy of the Scheme is available at aforesaid branches of the Company which can be provided to customers for reference upon request.