

Uttrayan Financial Services Pvt. Ltd. ('UF SPL' or 'the Company') pursuant to the Ombudsman Scheme for Non-Banking Financial Companies, 2018 has ensured the scheme is placed in the notice board in English, Hindi and at least one vernacular language of the areas of the branches so that the same is visible to the clients.

The details of the respective NBFC-Ombudsman of RBI in enclosed in the Annexure –'A'

The details of the respective Nodal officers of the Company in enclosed in the Annexure –'B'

Annexure –'A'

Address and Area of Operation of the Ombudsmen for NBFCs

Sl. No.	Address of the Office of NBFC Ombudsman	Area of Operation
1.	The Chief General Manager Reserve Bank of India Department of Non-Banking Supervision 5th Floor, 15, N. S. Road, Kolkata-700001 Tel. No. 033-22304982 Fax No : 033-22305899 Email: cms.nbfcoolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand
2.	The General Manager Reserve Bank of India Sansad Marg New Delhi -110001 Telephone No: 011-23724856 Fax No : 011-23725218-19 Email : cms.nbfconewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir

1. Presently, as on 31st March, 2020 Uttrayan Financial Services Pvt. Ltd. has operated in 8 (eight) States from 87 branches in India and those States are falling into the RBI-DNBS jurisdiction as cited above in bold.

2. Any borrowers having any kind of complaints might approach to the RBI DNBS offices, if she thinks her problem is still not resolved by the MFI.

Annexure –‘B’

Name of the NBFC-MFI : Uttrayan Financial Services Pvt. Ltd.

Registered Office : CF-32, Sector-1, Salt Lake City, Kolkata – 700 064

Details of Nodal Officer for RBI Ombudsman Scheme*:

Sr.	State of Operation	Name of the Nodal officer	Contact Number	Email
1	Assam	Mr. Somnath Mondal	6292195255	assamdm1.uttrayan@gmail.com
2	Meghalaya	Mr. Somnath Mondal	6292195255	assamdm1.uttrayan@gmail.com
3	Sikkim	Mr. Sunil Dhar	6292195231	ranipoolrm.uttrayan@gmail.com
4	Bihar	Mr. Sofik Mondal	6292195380	dmbihar1.uttrayan@gmail.com
5	Odhisia	Mr. Debasish Ban	6292195553	assistantoperation.uttrayan@gmail.com
6	West Bengal	Mr. Susen Dutta	6292195500	relationmg.uttrayan@gmail.com
7	Punjab	Mr. Utpal Sautia	6292195300	punjabdm1.uttrayan@gmail.com
8	Uttrakhand	Mr. Utpal Sautia	6292195300	punjabdm1.uttrayan@gmail.com

**Nodal Officer of the MFIs will be responsible to deal the matters which are specified as per the RBI’s statutory scheme. Any change in the above list of NOs may be done with the approval of the Director-Operation. The list is updated till 31st May, 2020.*