

FORM OF COMPLAINT (TO BE LODGED) WITH THE OMBUDSMAN

[Clause 11(2) of the Scheme]

(TO BE FILLED UP BY THE COMPLAINANT)

All the fields are mandatory except wherever indicated otherwise

To

The Ombudsman

Madam/Sir,

Sub: Complaint against _____(place of the Company's branch or office) of Srei Infrastructure Finance Limited

Details of the complaint:

1. Name of the complainant _____
2. Age (years) _____
3. Gender _____
4. Full address of the complainant _____

Pin Code _____

Phone No. (if available) _____

Mobile Number _____

E-mail (if available) _____

5. Complaint against (Name and full address of the branch or office of the Company)

_____ Pin Code _____

6. Nature of relationship/account number (if any) with Srei Infrastructure Finance Limited

7. Transaction date and details, if available

(a) Date of complaint already made by the complainant to the Company (*Please enclose a copy of the complaint*)

(b) Whether any reminder was sent by the complainant? Yes/No (Please enclose a copy of the reminder)

8. Please tick the relevant box (Yes/No)

Whether your complaint:

(i)	is sub-judice/under arbitration ¹ ?	Yes	No
(ii)	is made through an advocate, except when the advocate is the aggrieved party?	Yes	No
(iii)	has already been dealt with or is under process on the same ground with the Ombudsman?	Yes	No
(iv)	is in the nature of general complaint/s against Management or Executives of a Regulated Entity?	Yes	No
(v)	is on account of a dispute between Regulated Entities?	Yes	No
(vi)	involves employer-employee relationship?	Yes	No

9. Subject matter of the complaint

10. Details of the complaint:

(If space is not sufficient, please enclose a separate sheet)

11. Whether any reply has been received from the Regulated Entity within a period of 30 days of receipt of the complaint by it? Yes/No

(if yes, please enclose a copy of the reply)

12. Relief sought from the Ombudsman

(Please enclose a copy of documentary proof, if any, in support of your claim)

13. Nature and extent of monetary loss, if any, claimed by the complainant by way of compensation (please refer to clauses 15 (4) & 15 (5) of the Scheme)

Rs. _____

14. List of documents enclosed:

Declaration

(i) I/We, the complainant/s herein declare that:

a) the information furnished above is true and correct; and

b) I/We have not concealed or misrepresented any fact stated above, and in the documents submitted herewith.

(ii) The complaint is filed before the expiry of a period of one year reckoned in accordance with the provisions of clause 10 (2) of the Scheme.

Yours faithfully

(Signature of the Complainant / Authorized Representative)

AUTHORISATION

If the complainant wants to authorise a representative to appear and make submission on her / his behalf before the Ombudsman, the following declaration should be submitted:

I/We _____ hereby nominate Shri/Smt _____ as my/our authorized representative whose contact details are as below:

Full Address _____

Pin Code _____

Phone No: _____

Mobile Number. _____

E-mail _____

(Signature of the Complainant)