

CUSTOMER GRIEVANCE REDRESSAL MECHANISM OF  
CHAITANYA INDIA FIN CREDIT PRIVATE LIMITED



**Chaitanya**

Version No.	CGR/ 2.0/ 2019-20
Originally adopted Date of Policy	9 <sup>th</sup> April 2012
Amended/Modified Date of Policy	February 4, 2021
Policy owner	Anand Rao
Approved by	Board of Directors
Signature	

**Reference** : RBI/ 2015-16/16 DNBR (PD) CC.No.054/03.10.119/ 2015-16 Dated 1<sup>st</sup> July 2015

### **CHAITANYA's GREVIENCE REDRESSAL MECHANISM:**

Ensuring all customer complaints are given utmost importance and addressed at the earliest is very important for the company. Our regional office is structured with an intention of ensuring that the company is close to its customers and all customer complaints are quickly addressed by a senior person - Regional manager who handles 5 to 6 branches of the company. The company ensures that branches are not more than 30-40 km from villages they serve to ensure a moderate distance between customer and company.

The company has a systematic procedure for handling customer grievances. Every customer is given a pass book which has the detail procedure of customer grievance. Chaitanya shall ensure to display the following information prominently, for the benefit of its customers, at its places of business: (a) the name and contact details (Telephone/ Mobile nos./ email address) of the Grievance Redressal Officer who can be approached by the customer for resolution of complaints against Chaitanya.

### **OBJECTIVES:**

The objectives of the policy are:

- Handling customer complaints promptly and treat all complaints efficiently and fairly as they can damage the Company's reputation and business if not handled properly;
- Correcting mistakes promptly and cancelling any charges that the Company had applied by mistake;
- Letting the customer know to take his complaint forward in case he is not satisfied with the primary response from the Company;
- Must work in good faith and without prejudice to the interests of the customer;

### **MECHANISM TO HANDLE CUSTOMER GRIEVANCES/COMPLAINTS:**

#### **FIRST LEVEL:**

At the first level, if a customer has a complaint, the customer can contact the Branch Manager who disburses the loan. The phone number and the address of the Branch Manager are mentioned in the pass book. Also, there is customer grievance register maintained at Branch offices in which the customer can write their complaints by themselves or take support of branch staff. The Branch Manager updates the complaints received through phone as well in the register. All the complaints received at Branch level will be passed to Grievance Redressal Officer (GRO) every month, even the problem resolved by Branch Manager.

#### **SECOND LEVEL:**

At the second level, if the customer is not satisfied with the response by the Branch manager, the customer can contact the Regional Manager at the Regional Office. The phone number and the address of the Regional office are mentioned in the pass book.

#### **THIRD LEVEL:**

At the third level, the customer can contact the Grievance Redressal Officer of the company. The Grievance Redressal Officer (GRO) will respond within 15 days of receiving the complaint.

**GRIEVANCE REDRESSAL/NODAL OFFICER NAME AND ADDRESS:**

Customer Grievance Redressal Officer

E-Mail ID: gro.cifcpl@chaitanyaindia.in

Contact No: 9108043148

Address: No.145 2nd Floor NR Square 1st Main Road Sirsi Circle Chamrajpet Bangalore 560018

**FOURTH LEVEL:**

In addition to this, the customer can register her complaint at the Association of Karnataka Microfinance Institutions (AKMI) toll free number-1800-425-5654.

In addition to this, the customer can register her complaint at the Microfinance Institutions Network is an association (MFIN) toll free number-1800 102 1080.

**FIFTH LEVEL**

If complaint is not addressed within 30 days, the customer can approach Reserve Bank of India.

**Address:**

General Manager

Department of Non-Banking Supervision (DNBS)

Reserve Bank of India, Nrupathunga Road, Bangalore -

560001 Ph No: 080-22180397

Email: cms.cpc@rbi.org.in

It is not necessary that the customer should follow the steps in the above -mentioned sequence. The customer is at liberal to go with her complaint to any level.

**Annexure:**

**Policy for the Grievance Handling by the GRO**

The Grievance Cell receives calls from the customers to solve their problems. The company has installed toll free numbers state wise (Karnataka, Maharashtra and North India) and appointed four staffs who speaks local languages. These toll-free numbers are connected with cell phone with respective staffs to receive customer calls on daily basis.

Immediately after the call, customer details are entered in customer grievance register. After that the staff should contact concerned branch manager/ Regional Manager to discuss and resolve the issue. If the issue is minor, Branch manager should resolve it on the same day with the consultation of Customer. In case of major issue, it should be escalated to Grievance Redressal Officer and Audit Head of Chaitanya. The GRO will discuss this with the branch manager and RM to understand the issue and he will try to redress and solve the issues. Issues should be solved within seven days from the date of receipt of complaint.

The GRO should monitor and review all calls weekly once and passed it to Audit Heads who's discuss the status of customer Grievance with Operation Heads in weekly call and submits the monthly report to Management. The GRO prepares quarterly report to send the MFIN as per their proforma and same report will be placed before the Audit Committee and the Board.

The calls are categorized into three types: Enquiry, Information and Complaint call. The same will be updated in the monthly call tracker.

**Amendment/ modification of Policy:**

Board reserves the right to amend/modify this policy as and when deemed fit and proper, at its sole discretion.

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