

ASIRVAD MICRO FINANCE LIMITED

GRIEVANCE REDRESSAL MECHANISM POLICY

Approval Details:

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Policy Owner	Grievance Redressal Officer
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(1) INTRODUCTION

Being a Microfinance Company, Asirvad Micro Finance Ltd (AMFL) is supporting the persons who are in bottom-line of economic pyramid, affective complaint handling mechanism plays a vital role in sustaining the customers and preventing them from being exploited by others including officials.

In addition to the above the customer complaints works as a tutor in identifying the operational gaps in the organization, solving the same will change the organization into next level of excellence having enriched internal controls and the Happy Customers.

(2) OBJECTIVES

This document will guide the Customers of AMFL, in situations of grievance and how to raise the same in terms of inquiry/complaint/service requests, on what platform and what the timelines be, to go through and how to escalate when it seems not satisfactorily handled.

(3) MODE OF COMPLAINT

The Customers can share their Grievances to AMFL through any of the following modes.

1. Written Letter
2. e-Mail
3. Phone Calls
4. Direct Interaction

To get an immediate resolution, the customer may contact the corresponding officials of the Branch from where the Loan/Service was availed. In situations of dissatisfaction the Customers are required escalate the issue through any of the following procedures.

By calling to Toll-Free Number (**1800-270-1146**) or to Grievance Redressal Officer's number provided in the loan document and on the website.

OR

Write a letter to AMFL Corporate Office (Asirvad Micro Finance Ltd., 9th and 10th Floor, no 9, Club House Road, Anna Salai, CHENNAI 600002) addressing the Grievance Redressal Officer (GRO) or send it through an e-Mail to **grievances@asirvad.in** in the format provided as **Annexure- I**, or in any format having complete details of the Customer/Service/Branch etc. which are sufficient to address the issues.

AMFL will acknowledge the complaint within 24 hours by sending SMS to the complainant's mobile number.

(4) NATURE OF COMPLAINT AND THE REDRESSAL

A. Normal Platform for escalation

Based on the nature, the customer queries are categorized as Enquiry, Request and Complaints. According to the severity and criticality, the queries are further bifurcated into four Levels (L1 to L4).

On normal scenarios the complaints will be resolved within 7 days unless and otherwise there is a reason for further verification/enquiry. Complaints which require additional enquiries and legal intervention, like intimation on fraudulent activities will take a time of 7 to 14 days for closure. A tentative list covering the common categories and expected timeline for closure is provided for easy reference and understanding. If any case needs additional time, the customer will be informed of the reasons for and provide expected timelines for resolution.

NOTE: This list will be amended from time to time...

LEVELS	CATEGORY	TAT
Level 1 (L1)	General Enquiry & Request	Within 7 days from the date receipt of complaint
Level 2 (L2)	Service Delays or Defects	Within 7 days from the date receipt of complaint
Level 3 (L3)	Misbehavior	Within 14 days from the date receipt of complaint
Level 4 (L4)	Fraud Cases	Within 14 days from the date receipt of complaint

In situations where the complaint is not resolved with 15 days at GRO level, the customer can escalate the same to Principal Nodal Officer (PNO) of the company by writing a letter to AMFL Corporate Office (Asirvad Micro Finance Ltd., 9th and 10th Floor, no 9, Club House Road, Anna Salai, Chennai 600002) addressing the Principal Nodal Officer (PNO) or by sending an e-Mail to **pno@asirvad.in** or by contacting in mobile number (+91) **9745522877** (9:00 am to 5:30 pm).

If the customer is not satisfied with the grievance cell and Appellate Authority's response to the query/complaint, customer is free to raise the complaint with the monitoring board of Microfinance Industry Microfinance Institutions Network (MFIN) toll-free number **1800 1021 080** or mailing to **customercomplaint@mfinindia.org**

In addition to the above, the customer can approach RBI in situations of delay in resolution for more than one month, by writing to the Officer-in-Charge of the Regional Office of DNBS of RBI (Fort Glacis, No. 16, Rajaji Salai, Chennai – 600 001).

INTERNAL OMBUDSMAN:

In reference to RBI Direction RBI/2021-2022/126 CO.CEPD.PRS.No.S874/13-01-008/2021-2022 dated on 15 the November 2021, Asirvad has to appoint (from outside) an Internal Ombudsman (IO) at the apex of Company's internal grievance redress mechanism.

- The IO shall deal only with the complaints that have already been examined by the Company but have been partly or wholly rejected by the Company. The IO shall not handle complaints received directly from the customers or members of the public
 - The following types of complaints shall be outside the purview of his responsibility and shall not be handled by the IO:
 - (i) Complaints related to frauds, misappropriation etc., except those resulting from deficiency in service, if any, on the part of the NBFC;
 - (ii) Complaints/references relating to (a) internal administration, (b) human resources, (c) pay and emoluments of staff;
 - (iii) References in the nature of suggestions and commercial decisions of the NBFC;
 - (iv) Complaints which have been decided by or are already pending in other fora such as Consumer Disputes Redressal Commission, courts, etc.
- The complaints that are outside the purview of his responsibility shall be immediately referred back to the Company by the IO.
- The AMFL/GRM Department will internally escalate all such complaints to the IO within a period of three weeks from the date of receipt of the complaint. The IO and the AMFL will ensure that the final decision on the complaint is communicated to the complainant within 30 days from the date of receipt of the complaint.
 - The final communication to the complainant will mention that the complaint has been examined by the IO and if he is not satisfied with the decision, he can approach the Banking Ombudsman through the channel mentioned below.

The decision of the IO will mandatorily be included in the information submitted by the AMFL to the office of the RBI Ombudsman while replying to/furnishing documents to the office of the RBI Ombudsman. If the opinion of the IO is not available with AMFL when the complainant approaches the RBI Ombudsman, the AMFL will obtain the views of the IO and include the same in its submission to the office of the RBI Ombudsman.

B. Ombudsman Platform for escalation

In situations where the complaint is relating to 'deficiency in service' the customer can approach RBI Ombudsman only in situations of delay in resolution for more than one month, by filing the complaint online on CMS portal through <https://cms.rbi.org.in>. Complaints can also be filed through the dedicated e-mail (CRPC@rbi.org.in) or sent in physical mode to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format shared by RBI, provided as **Annexure II**. Or by calling to the toll-free number of Contact Centre – 14448 (9:30 am to 5:15 pm).



ASIRVAD MICRO FINANCE LTD
(A Subsidiary of Manappuram Finance Limited)

CUSTOMER COMPLAINT FORM

Date:

CUSTOMER INFORMATION	
Customer Name:	Contact Number:
Account No & Customer ID:	Center ID:
Client ID / Loan ID:	State:
Division:	Branch:
COMPLAINT INFORMATION	
Complaint Details:	
Findings:	
Resolution:	
Customer Acknowledgement & Signature:	

Signature of Branch Manager

Signature of DM

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
 Regulated Entity's branch or office) of
 (Name of the
 Regulated Entity)

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 Regulated Entity).....

Pin Code

6. Nature of relationship/account number (if any) with the Regulated Entity

7. Transaction date and details, if available

(a) Date of complaint already made by the complainant to the Regulated Entity
 (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

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(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.....

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14. List of documents enclosed:

¹**Complaint is sub-judice/under arbitration** if the complaint in respect of the same cause of action is already pending/dealt with on merits by any Court, Tribunal or Arbitrator or any other Authority, whether individually or jointly.



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)