

# GRIEVANCE REDRESSAL POLICY

---

Svamaan Financial Services Pvt. Ltd.

## Document Details

Version	2.0
Date	16/05/2024

## Customer Grievance Redressal Policy

Svamaan Financial Services Pvt. Ltd. (“Svamaan” or the “Company”) is registered as a non-deposit taking NBFC-MFI with the Reserve Bank of India. Svamaan has laid down detailed mechanism for receiving and addressing complaints & grievances of its clients satisfactorily and in a timely manner. Driving a positive customer experience is central to all of Svamaan’s processes & policies and in this policy, we cover all possible modes & types of grievances and their efficient redressal. A detailed process for receiving and processing the grievances is defined below.

### Scope:

The grievance redressal process has been defined to address the grievances of all our customers as well as the general public.

### Modes of Complaint:

Svamaan encourages its clients to choose appropriate and convenient mode for raising their concerns and complaints as listed below:

#### A. At Branch Level:

- i. **Call to Branch Manager:** Customers are provided with the contact details of the Branch Manager on the loan cards/passbooks given to clients and during the meetings. Customers can call on the number and register their complaint with the Branch Manager, who will record it in the branch Complaint Register and provide solution to the complainant.

#### B. At Central/HO Level:

- i. **Call at Toll Free Number:** Svamaan has set up a Toll-Free number 1800-123-222000 for its customers to address any query/concern or register any complaint. Customers can call on the number provided on the Loan Card and on the website to register their complaints. There are also dedicated Regional Nodal officer to receive, record and forward any complaints received to the concerned department. Nodal Officer is also responsible for follow-ups and resolution of the grievances.
- ii. **Write an Email:** Alternatively, customers or any other person aggrieved against our staff or services can write an email to [customercare@svamaan.in](mailto:customercare@svamaan.in).
- iii. **Call to Grievance Redressal Officer:** The contact details of the Grievance Redressed Officer have been displayed at the notice board all Svamaan’s branches. Clients can directly call our Grievance Redressal Officer, Ms. Bharati Rathi (Contact: +91-22-

49429020) for any fresh grievance or escalate any existing grievances which are unresolved.

<b>Regional Nodal Officer- North</b>	<b>Regional Nodal Officer- South</b>
Mr. Rajesh Kumar, Zonal Head Svamaan Financial Services Pvt. Ltd. Ground Floor, Katrari, Piparpati, Bhathat, Near katrari police station Uttar Pradesh - 273306	Mr. Amol Timmapure, Zonal Head Svamaan Financial Services Pvt. Ltd. 406-408, Railway Station Road, Opp. MTDC Holiday Camp, Aurangabad, Maharashtra - 431001

Grievances that are escalated to or directly reported to Grievance Redressal Officer/ team at Head Office (HO) shall be resolved within a TAT of 30 days.

### **c. External Complaints by third party/ anonymous calls**

Complaints received from general public, Reserve Bank of India, industry ombudsman, self-regulatory organisations such as MFIN, govt. agencies, police, lawyers, social activists etc. can also be received through above-mentioned modes. Once received, recording and processing of these complaints will follow the same process and appropriate solutions will be provided to the complainant. Any staffs receiving such complaints from third parties should escalate them to Branch Manager / Nodal Officer immediately.

## **Process followed for redressing Grievance at HO/Call-Center level:**

- i. The toll-free number is accessible during the working hours for grievance redressal and any queries, requests or complaints raised by customers will be documented to provide appropriate resolution.
- ii. When a customer calls the toll-free number, tele-executive shall collect the caller's details and the concerned member details when the caller is not our member. A complaint/ identification number is registered to capture the grievance in the records on immediate basis. A complaint number will be shared to the complainant for further reference.
- iii. Post the registration of complaint, additional information about the member/s are obtained by the tele-executive from the system, branch as well as the concerned department. The case is then diagnosed to determine the root cause of the grievance and further classification/determination of TAT. The turnaround time (TAT) for resolution of customer issues shall depend on the nature of the issue raised.

- iv. While registering the complaint, tele-executive shall check if any complaints by the same customer with same subject matter exists in the Grievance Redressal System and is marked closed in the last 15 days. If found, call center executive shall create a reference to the same by mentioning the previous complaint no., subject, resolution remarks in the new complaint being created and then continue with the resolution process.
- v. When an issue is received by concerned department from call center executive, they need to respond within 3 working days with the resolution TAT based on the nature of the grievance. If there is no response within 3 working days, Back Office (BO) team will escalate the matter to the next level.
- vi. The TAT provided by the concerned department will be reviewed by the BO team and then communicated to the customer/complainant.  
Note: In case of insurance claim related issues where documents are pending from the claimant/Nominee, the TAT will be considered from the date of receipt of all the relevant documents by the Insurance Department.
- vii. BO team will follow up with the concerned departments for resolution of the grievance within the committed TAT. If any case is not resolved within the above specified TAT, BO team will escalate the matter to the next level.
- viii. Once the case is resolved, the concerned department will interact with the complainant and confirm the resolution based on the consent of the customer. Further, they will communicate regarding the closure to the BO team. BO team/ executive will once again interact with the complainant/concerned member and take confirmation regarding the resolution of the grievance and on confirmation of resolution in favour, update the closure in the records. This closure call will be recorded and preserved along with the complaint number for future reference.
- ix. If the resolution is not fully/ partially in favour of the customer/complainant, the case has to be referred to the Internal Ombudsman (as per the RBI IO scheme guidelines):
  - a. All such complaints will be examined by the Internal Ombudsman (IO) based on records available with SFSP including any documents submitted by the complainant, resolution remarks and related documents furnished by the concerned department.
  - b. The Internal Ombudsman may interact with the concerned functionaries/departments and seek any additional record/document available with them in connection with the complaint.
  - c. The Internal Ombudsman may also seek additional information from the customer/complainant through the company.
  - d. In case the Internal Ombudsman disagrees with the resolution provided by the concerned

- department, he/she will recommend the revised resolution as per findings and analysis.
- e. The concerned department will either implement the recommended resolution or in exceptional cases where the recommendations cannot be complied with, will take approval from the CEO and go ahead with the planned resolution. The concerned department will then interact with the complainant and confirm the resolution and based on the consent of the customer, communicate regarding the closure to the BO team.
  - f. BO team will once again interact with the complainant/concerned member and communicate regarding the resolution of the grievance and update the closure in the records. This closure call will be recorded and preserved along with the complaint for future reference.
  - g. Based on the above process, one of the below communications will be made during the closure interaction with the customer.
    - i. The case has been examined and upheld by IO.
    - ii. The case has been examined by IO, however the company is upholding its original resolution overruling the IO's recommendation.
  - h. The entire process has to be completed within 10 days from the point of escalation to IO and within 30 days from the receipt of the complaint.
  - i. An SMS will be shared to the contact number received from the complainant confirming the closure of the complaint.
- x. A grievance register report [*as per annexure-2*] covering the grievances received from customers/ members of the branch will be shared to the branch by the BO team on monthly basis before 10th of every month. The same will be printed and filed at the branch.

**Escalation:**

If the resolution is not provided within 30 days from raising the grievance or if the complainant is not satisfied with the resolution provided to him/her, then he/she can escalate the same to:

**1. MFIN Grievance Redressal Cell:**

Grievance Redressal Cell  
Microfinance Institutions Network (MFIN)  
403 - 404, 4th floor,  
Emaar Palms Spring Plaza,  
Golf Course Road, Sector-54  
Gurgaon-122003, Haryana  
MFIN Toll Free: 1800-102-1080

## 2. RBI - Ombudsman

The Ombudsman

Centralized Receipt and Processing Centre (CRPC)

Reserve Bank of India,

Central Vista, Sector 17,

Chandigarh – 160 017

Email – [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

Web: <https://cms.rbi.org.in>

The toll-free number along with the communication address has been printed in the loan pass book issued to customers. Details of grievance redressal mechanism are also published on the company's website as well as displayed on the notice boards at branches and Head Office. It is also printed in the center meeting minutes book which is used to document the minutes of the center meeting and kept with the center Members. Additionally, information regarding the channels available for reporting grievances is communicated to all customers through center announcements on frequent.

## Monitoring & Review Mechanism:

- A. BO team shall submit the following periodical reports:
  1. Weekly/Monthly Reports on the status on number of grievances received, resolved and pending to Senior Management and CEO.
  2. Quarterly reports with a detail analysis of grievances received, resolved and pending to the Grievance Redressal Committee.
  3. All complaints pending beyond 3 months shall be highlighted to the Board committee in the quarterly report.
  4. Internal Ombudsman will submit reports on cases referred to him/her and his/her analysis on the overall complaints received by the company to the board on quarterly basis as per the formats prescribed by the board.
  5. Internal Ombudsman will also submit reports to the RBI as per the prescribed formats in the intervals defined by the RBI.
- B. Branch Team will maintain a complaint register in which all the complaints received via call or in written, or in center meeting will be recorded. Every week, Area Manager will consolidate and forward the details of all the complaints and their resolution status to Nodal officer via email. Branch Manager, Regional Manager and State Head will be marked a copy on this email.
- C. Regional Nodal Officer will consolidate the details received and will forward the same to Grievance Redressal Officer and senior management. This should mandatorily have the

status of the resolution and should highlight complaints pending for resolution. On monthly basis, the Audit Officer will audit whether all the complaints have been reported to the Nodal Officer on timely basis. On sample basis Audit Officer will call the persons registering the complaint to check for if complaint has been resolved in a satisfactory manner. Audit Officer will report any deviations to the Audit Head and further the Audit Head will report the same to the CEO.

## Annexures

### Annexure – 1 - Case Type and Category

- A. Case Type to be recorded for tracking purposes from the below three categories:
1. **Query** – is defined as any communication from the customers for the primary purpose of requesting information about SFSP and/or its services and/or relating to credit or non-credit products offered.  
Examples: Clarification on
    - Interest rate offered,
    - Repayment amount,
    - Eligibility for loan etc.
  
    - Loan tenure
    - Insurance coverage and details
    - Disbursement amount not credited
    - Loan application status, etc.
  
  2. **Request** – A "Request" is defined as any communication from a customer to SFSP soliciting a service such as a change or modification in the policy.  
Examples:
    - Request for moratorium on existing loan
    - Fresh sahyog/ supplementary loan
    - Higher loan amount
    - Insurance claim request, etc.
  
  3. **Grievance/Complaint:** A "Grievance/Complaint" is defined as any communication from our customer to SFSP that expresses dissatisfaction about an action or lack of action, about the standard of service /deficiency of service of SFSP and/or any intermediary or asks for remedial action. The highlighted problem could be with product, employees or internal processes.  
Examples:
    - Customer raising an issue regarding a request not addressed on time
    - Inappropriate behaviour by any SFSP staff

- Harassment of customer regarding repayment
- Collection Frauds
- Delay in insurance settlements
- Delay in credit bureau updations, etc

**B. Examples of category to be recorded for each case received (not exhaustive):**

Case Type	Category	Explanation
<b>Query</b>	Branch related query	Any query pertaining to branch address, timings, phone number, staff name, etc.
	Loan related query	Any query pertaining to loan amount, installment to be paid, interest rate, etc.
<b>Request</b>	Insurance settlement request	Claim for settlement made by customer or on her behalf.
	Loan request	Request for issuance of loan. This can be fresh loan, water & sanitation loan, emergency loan or renewal loan.
	Center transfer request	Request for transfer to another Center either due to issues with other group members or because of shifting, etc.
	Other benefit request	Any request regarding additional services or new requirements like training, etc.
<b>Grievance/ Complaint</b>	Staff behavior related issue	Any issue with behaviour of SFSP staff which is not acceptable. Eg: Coming late to the center meeting, use of improper language, etc.
	Coercive collection by staff	Any issue where members allege that they are being harassed or coerced while collection of dues.
	Wrong amount collected	Issue with amount collected by staff
	Member joining related issue	Issues faced while joining e.g: Timely completion of CGT, Problems in filling KYC
	Center meeting related issue	Issues with timely conducting of meetings, rescheduling of days and time, rules being followed etc.
	Insurance not settled	Any issues which pertain to insurance claims and settlement.
	Loan not disbursed	Complaint from customer that loan has not been disbursed to her.
	Credit Bureau Updation	Complaint related to non/ wrong updation of details in Credit Bureau.



