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**CLIENT GRIEVANCE REDRESSAL MECHANISM- SPARSH**

**OF**

**SATIN CREDITCARE NETWORK LIMITED**

**(VERSION-3)**

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**Ownership: Operations Department**

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## Client Grievance Redressal Mechanism

### GRIEVANCE REDRESSAL PRINCIPLE

Satin Creditcare Network Limited (SCNL) is dedicated to provide the highest quality of services to its clients. SCNL believes in having a strong mechanism for recording and responding in a timely manner to queries and complaints of its clients. For the purpose, SCNL also has an in-house dedicated team called "Sparsh" for timely and effective client grievance redressal.

### GRIEVANCE REDRESSAL PROCESS

SCNL has developed the redressal mechanism to solve its clients' grievances on priority basis. There are different channels through which the clients can register their complaints with SCNL.

1. Toll-free Number
2. Complaint section in the centre meeting register
3. Complaint registers at branch and regional offices
4. Complaint boxes at branch and regional offices
5. Direct escalation to the head office through
  - a. office landline number
  - b. Email ID- [clientgrievance@satincreditcare.com](mailto:clientgrievance@satincreditcare.com)
  - c. Surface mail to SCNL's Grievance Redressal Officer (GRO) based at the head office

### ELEMENTS OF GRIEVANCE REDRESSAL POLICY

| Scope                                         | To build a culture of developing satisfied and brand loyal customers that will improve client retention                                                                                                                                                                                                                               |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Channels to register complaints</b>        | <ul style="list-style-type: none"> <li>▪ Toll-free number</li> <li>▪ During centre meetings in Centre meeting register</li> <li>▪ Walk-ins in Branch office recorded in Complaint/ Suggestion register</li> <li>▪ Complaint Box at Regional Office and Branch office</li> <li>▪ Letters to Head office and Regional office</li> </ul> |
| <b>Inform clients about their rights</b>      | <ul style="list-style-type: none"> <li>▪ Training of clients – CGT &amp; GRT</li> <li>▪ Toll free number mentioned on loan cards</li> <li>▪ SPARSH Poster at branches and regional offices</li> <li>▪ Reminder training by staff in center meetings</li> <li>▪ In Center leader workshops</li> </ul>                                  |
| <b>Resolution in timely manner</b>            | <ul style="list-style-type: none"> <li>▪ Escalation matrix: flow chart for complaint closure</li> <li>▪ Categorizing the complaints based on severity and criticality and defining TATs</li> </ul>                                                                                                                                    |
| <b>Reporting and review mechanism</b>         | <ul style="list-style-type: none"> <li>▪ Data Analysis: (Trend, comparison, key matrices)</li> </ul>                                                                                                                                                                                                                                  |
| <b>Staff roles and training</b>               | <ul style="list-style-type: none"> <li>▪ Defined KRA's at HO staff</li> <li>▪ Mandatory training for complaint handling and monitoring</li> </ul>                                                                                                                                                                                     |
| <b>Monitoring clients grievance redressal</b> | <ul style="list-style-type: none"> <li>▪ Proper excel log maintained. A daily and monthly report shared with regional and head office level operations team.</li> <li>▪ Internal Audit check: client verification to measure client satisfaction</li> <li>▪ Regulatory Compliance</li> </ul>                                          |

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SCNL has a dedicated Toll Free Number 1800 2 123 123 and a dedicated team who compiles, addresses and escalates clients' calls every day. The necessary steps to assure client grievance redressal are as following.

The client or his/her representative shall report to the Sparsh executive in case she has any query or complaint. She has to disclose the following things to the executive.

1. Name
2. Village
3. Member Id as written on the loan card
4. Loan Id as written on the loan card.
5. Center number as written on the loan card.
6. Satin's Branch to which she is associated.
7. Name of the Community Service Officer (CSO) who handles her center.
8. Name of the center leader.

Upon receipt of the complaint, the executive registers the complaint and speaks to all relevant stake holders (CSO/ Branch Manager (BM)/ Territory Manager (TM)/ Regional Manager (RM)) to validate the query/ complaint raised by the complainant. If he/she finds the complaint genuine and which needs immediate redressal at the next immediate level, the executive mobilizes immediate support and ensures timely redressal of the complaint by taking help from the BM, TM, RM locally. Depending on the severity of the complaint, it is then escalated to the line department at SCNL's head office.

The queries/ complaints received are classified in the following categories.

1. Credit Bureau related
2. Insurance Claim related
3. Late coming by Staff
4. Staff Related Issues
5. Loan Rejection
6. New loan/Next Cycle Loan
7. Product Information
8. JLG Queries
9. Non JLG Queries

Grievance redressal team maintains a call log/ control sheet of all the calls received on the toll free number in MS excel, where all the details of the query/ complaint is fed along with the subsequent escalation and action taken to resolve the grievance. Status of the case is also updated in the log as

1. Closed
2. Open

Closed cases are all those cases which are resolved by the grievance redressal team either by sharing relevant information with the client or by immediate intervention of regional operations team at the branch or regional level, to the satisfaction of client. All those cases which are open and could not be resolved are flagged up to the line department's supervisor at the head office by describing the nature of the complaint. They then suggest appropriate action for all such cases and resolve the complaint to

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the satisfaction of client and in adherence to the FPC norm. The maximum time to resolve open cases is one (1) to two (2) weeks depending on the nature of complaint.

A summary of the control sheet duly updated by the GRM team is shared with the senior operations team (COO, DyCOOs) every evening. The team also prepares a monthly report at the end of each month with analysis of number, origin, type of calls/complaints and details of open cases.

A summary of all such complaints are summarized and presented periodically in the board meeting, so that the board can appraise and guide the management on best practices on grievances redressal to enable SCNL to be a customer centric organization.

## STANDARDS OF CARE

| Standard                                                            | Indicator                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Awareness among clients to submit complaints</b>                 | <ul style="list-style-type: none"> <li>Client knows about their right to complaint</li> <li>Clients know how to complain</li> </ul>                                                                                                                                                                                                                                                      |
| <b>Staff is trained to handle complaints</b>                        | <ul style="list-style-type: none"> <li>Dedicated staff training on complaint resolution</li> <li>Defined process of handling complaints aptly</li> </ul>                                                                                                                                                                                                                                 |
| <b>Complaint resolution system is active and effective</b>          | <ul style="list-style-type: none"> <li>Complaint policy on how to handle complaints and inform clients</li> <li>Effective system to resolve in timely way</li> <li>Assigned staff/ dedicated resource</li> <li>Clear reporting system</li> <li>Actively used by clients</li> <li>Client receive timely response</li> <li>Monitoring / Auditing to measure client satisfaction</li> </ul> |
| <b>Client feedback is utilized to improve the product / service</b> | <ul style="list-style-type: none"> <li>Improve product/ process/ operation/ communication</li> </ul>                                                                                                                                                                                                                                                                                     |

## DISCIPLINARY ACTION AGAINST STAFF

Based on the frequency and severity of a complaint, four (4) types of actions can be taken against the staff if he is found guilty. Post investigation by the supervisors, an explanation letter is taken from the staff and if the staff is found guilty then either of the following action is taken by the Chief Operating Officer:

1. Warning letter
2. Transfer
3. Can affect promotion
4. Termination

## IMPORTANCE OF CLIENT GRIEVANCE REDRESSAL POLICY

- Better Client Retention
- Enhance Brand Loyalty
- One Stop shop for loyal customers
- Improves product and process based on client's need



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- Strengthen Customer service culture
- Compliance to regulation

## COMPLIANCE WITH RESERVE BANK OF INDIA GUIDELINES

Reserve Bank of India (RBI) in August 2012, issued a directive on grievance redressal to NBFC-MFIs. Since then, RBI has been regularly issuing guidelines in their Fair practice Code (FPC) circulars on grievance redressal. SCNL has ensured that its client grievance redressal mechanism adheres to the guidelines issued by RBI through following measures:-

- SCNL has an appropriate grievance redressal mechanism within the organization, laid down and approved by the Board of Directors (BoD).
- Complaint mechanism ensures that all disputes arising are heard, escalated and resolved.
- Board reviews periodically the compliance of FPC and functioning of grievance redressal mechanism at various levels of management.
- Consolidated report of reviews is submitted to board at regular intervals.
- For the benefit of its clients, SCNL has displayed the following information prominently at their branches where business is transacted
  - Various channels through which client can register her complaint with SCNL.
  - The Sparsh Toll Free Number, name and contact details (Telephone / Mobile nos. as also email address) of the GRO who can be approached by the clients for resolution of complaints/ queries.
  - Toll free Number of MFIN for grievance redressal.
  - Contact details of the Officer-in-Charge of the Regional Office of DNBS of RBI so that if the complaint / dispute is not redressed within a period of one month, the client may appeal to the local office of RBI.

## APPOINTMENT OF NODAL OFFICERS

In compliance with the RBI's Ombudsman Scheme for Non-Banking Financial Companies 2018, Nodal Officers ("NO") appointed at head/registered/regional/zonal offices, shall be responsible for representing the company and furnishing information to the Ombudsman in respect of complaints filed against the Company.

- **Principal Nodal officer (PNO) at Head office-** Chief Operating Officer (COO)
- **NO at Circle level** - Deputy COO
- **NO at Zonal level** - Zonal Manager
- **NO at Regional level** - Regional Manager

The name and details of the PNO/NO at the Head Office will be forwarded to the Chief General Manager, Consumer Education and Protection Department, Reserve Bank of India, Central Office, 1st Floor, Amar Building, Sir P.M. Road, Mumbai 400 001 (email). The names and contact details of PNOs/NOs of the zones will be forwarded to the RBI Ombudsman of the concerned zone.

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## ROLE OF NODAL OFFICERS

- PNO/NOs are responsible, inter alia, for representing SCNL before the Ombudsman and the Appellate Authority under the Scheme.
- The PNO is responsible for coordinating and liaising with the Customer Education and Protection Department (CEPD), RBI, Central Office.
- PNO is also responsible for representing the company and furnishing information to the Ombudsman in respect of complaints filed against the Company.

## DISPLAY REQUIREMENTS

At all branches/ offices where business is transacted, information about different ways in which a client can register his/her complaint with SCNL is displayed. Along with SCNL's toll free number, MFIN toll-free number and contact details of Regional RBI branch are also displayed. In compliance with RBI's Ombudsman Scheme 2018, the name and contact details (Telephone/ Mobile numbers and email addresses) of PNOs and NOs and the name and contact details of the Ombudsman, who can be approached by the customer shall also be displayed at SCNL's branches/ offices.

## COMPLAINT WITH INDUSTRY CODE OF CONDUCT (MFIN AND SA-DHAN)

SCNL's grievance redressal policy adheres to all the stipulations as per the Industry code of conduct prescribed by MFIN and Sa-dhan, which requires MFIs to

- Establish dedicated mechanism to handle/ receive complaints speedily and efficiently.
- Educate clients about the existence, purpose and process of mechanism.
- Designate staff to handle complaints and make his/ her contact numbers easily available to the clients.
- Inform clients about their right to refer unresolved matters to the grievance redressal mechanism established by industry associations like Sa-dhan and MFIN.

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## Annexure

## COMPLAINT CATEGORISATION

|               |                                                                                                                                                                                                  |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>TYPE 1</b> | <ul style="list-style-type: none"> <li>• Bribe/ agent involvement</li> <li>• Staff Related Issues- Staff Misbehavior</li> <li>• Fake / soiled Currency</li> </ul>                                |
| <b>TYPE 2</b> | <ul style="list-style-type: none"> <li>• Request for concession</li> <li>• Advance collection</li> <li>• Late coming by Staff</li> <li>• Dropout</li> <li>• Loan claim and Settlement</li> </ul> |
| <b>TYPE 3</b> | <ul style="list-style-type: none"> <li>• General Queries</li> <li>• Staff contact details</li> <li>• New / next cycle loan</li> <li>• Product related information</li> </ul>                     |
| <b>TYPE 4</b> | <ul style="list-style-type: none"> <li>• Insurance related issues- Claims and settlement</li> <li>• Credit bureau related</li> </ul>                                                             |

## ESCALATION MATRIX

| TYPE 1              | TAT                 |
|---------------------|---------------------|
| BM/TM               | T+3 Working days    |
| RM/ZM               | 4 <sup>th</sup> day |
| AVP / VP Operations | 8 <sup>th</sup> day |
| COO                 | 9 <sup>th</sup> day |

| TYPE 2             | TAT                 |
|--------------------|---------------------|
| BM/ TM             | T+3 working days    |
| ZM, RM             | 4 <sup>th</sup> day |
| AVP/ VP Operations | 6 <sup>th</sup> day |
| COO                | 9 <sup>th</sup> day |

| TYPE 3             | TAT                 |
|--------------------|---------------------|
| CSO/ BM/ TM/ RM    | T+3 working days    |
| RM/ZM              | 4 <sup>th</sup> day |
| AVP/ VP Operations | 6 <sup>th</sup> day |
| COO                | 9 <sup>th</sup> day |

| TYPE 4                | TAT                 |
|-----------------------|---------------------|
| BM/RC/ R MIS          | T+ 4 working days   |
| HO Insurance/MIS Team | 5 <sup>th</sup> day |
| AVP/ VP Operations    | 7 <sup>th</sup> day |
| COO                   | 9 <sup>th</sup> day |



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