



**CODE OF CONDUCT
OF
SATIN CREDITCARE NETWORK LIMITED
(VERSION- 2.1)**

Ownership: Operations Department

CIN: L65991DL1990PLC041796



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SATIN CREDITCARE NETWORK LTD.
Reaching out!

CODE OF CONDUCT: VERSION 2.1

DATE: 13/08/2018

Preamble

MFIN along with Sa-Dhan has released the revised Code of Conduct (COC) for the industry on 9th July 2018. Satin Creditcare Network Limited (SCNL), being a member of MFIN and Sa-Dhan, endorses the Industry's COC and therefore released the Version 3 of COC.

Microfinance sector, irrespective of legal form, seeks to create individual and social benefits and promote financial inclusion by providing financial services to clients of financially un-served and underserved households. Over time, the Microfinance Sector has become an integral part of the financial infrastructure for the vulnerable sections of society in India.

It is important to define core values and fair practices for the microfinance sector so as to ensure that microfinance services through MFIs are provided in a manner that benefit clients, and is ethical and dignified.



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PART I

CORE VALUES OF SCNL

The Core Values of Microfinance which guide SCNL are as follows:

A. INTEGRITY

- To provide low-income clients
 - Women and men
 - And their families,with access to financial services that are client focused, designed to enhance their well-being, and delivered in a manner that is ethical, dignified, transparent, equitable and cost-effective.

B. QUALITY OF SERVICE

- To ensure quality services to clients, appropriate to their needs, and delivered efficiently in a convenient and timely manner.
- To maintain high standards of professionalism based on honesty, non-discrimination and customer centricity.

C. TRANSPARENCY

- To provide complete and accurate information to clients regarding all products and services offered.
- To create awareness and enable clients and all other stakeholders to understand the information provided with respect to financial services offered and availed.

D. FAIR PRACTICES

- To ensure that clients are protected against fraud and misrepresentation, deception and unethical practices.
- To ensure that all practices related to lending and recovery of loans are fair and maintain respect for clients' dignity and with an understanding of clients' vulnerable situation.

E. PRIVACY OF CLIENT INFORMATION

- To safeguard personal information of clients, allowing disclosures and exchange of relevant information with authorized personnel only, and with knowledge and informed consent of clients.

F. INTEGRATING SOCIAL VALUES INTO OPERATIONS

- To ensure high standards of governance and management focused on not only financial performance but also social impact of the business.
- To monitor and report social as well as financial data.
- To assess the social performance and social relevance of the institution from time to time.

G. FEEDBACK & GRIEVANCE REDRESSAL MECHANISM

- To provide clients formal and informal channels for feedback and suggestions.
- To consistently assess the impact of services in order to enhance competencies and serve clients better.
- To provide a formal and easy to access grievance redress mechanism for clients.

PART II

CODE OF CONDUCT FOR SCNL

SCNL is required to follow all regulatory norms as well as consumer protection practices (specifically, RBI's Guidelines on Fair Practices issued for NBFCs) laid down by the government and the regulators in both letter and spirit. This Code of Conduct lays down additional requirements to enhance and improve sector practices.

APPLICATION OF THE CODE

This Code applies to the following activities undertaken by SCNL:

1. Providing financial services to clients, individually or in groups either on its own or as an agent.
2. Recovery of credit provided to clients.
3. Collection of thrift from clients, wherever permitted by law.
4. Providing insurance, pension services and remittance services, or any other related products and services.
5. Formation of any type of community collectives including self-help groups, joint liability groups and their federations.
6. Livelihood promotion services and Business

Development services including marketing of products or services made or extended by the eligible clients or for any other purpose for the welfare and benefit of clients.

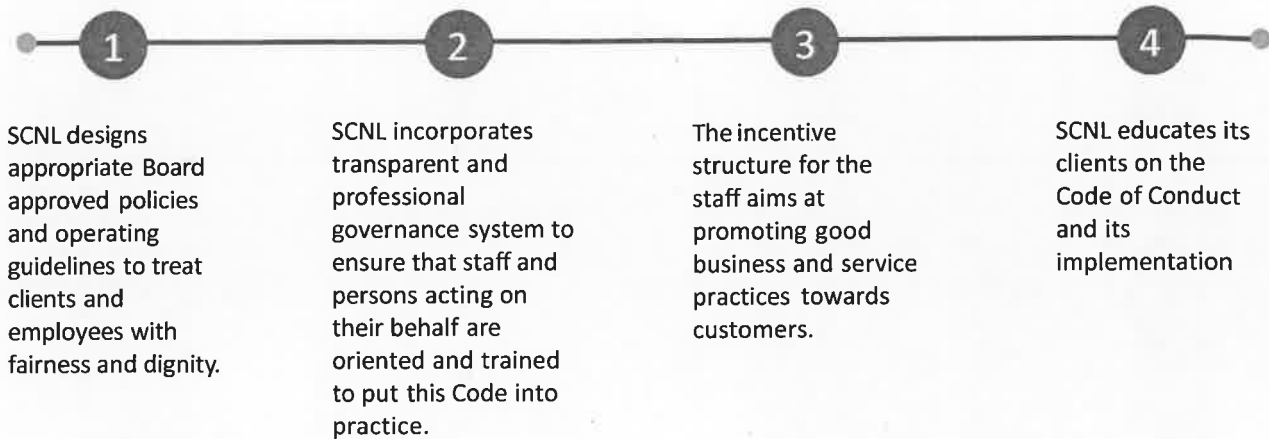
7. Finance Plus services provided by MFI such as health, financial literacy, vocational training etc.

SCNL agrees to:

1. Promote and strengthen the Microfinance movement in the country by bringing low-income clients to the mainstream financial sector.
2. Build progressive, sustainable, and client-centric systems and practices to provide a range of financial services (consistent with regulation) to clients.
3. Promote cooperation and coordination among other MFIs and other bodies in order to achieve higher operating standards and avoid unethical practices – including competitive business practices - in order to serve clients better.

CODE OF CONDUCT

I Integrity and Ethical Behaviour



II Transparency

1. SCNL discloses all terms and conditions to the client, in a form and manner that is understandable, for all services offered. Disclosure is made prior to disbursement in accordance with the Reserve Bank of India's (RBI) Fair Practices Code through the following documents.
 - a. Individual sanction letter
 - b. Loan card
 - c. Loan schedule
 - d. Passbook
 2. SCNL communicates all the terms and conditions for all products/services offered to clients in the official regional language or a language understood by them.
 3. SCNL discloses the following terms:
 - a. Rate of interest on a reducing balance method
 - b. Processing fee
 - c. Any other charges or fees howsoever described
 - d. Total charges recovered for insurance coverage and risks covered
 4. SCNL communicates in writing, charges levied for all financial services rendered. Fee on non-credit products/services will be collected only after prior declaration to the client.
 5. SCNL declares all interest and fees payable as an all-inclusive Annual Percentage Rate (APR) and equivalent monthly rate.
 6. SCNL follows RBI's guidelines with respect to interest charges and security deposit.
- Further, disclosure is made through Group/Centre meetings for securing clients' informed consent.

7. Formal records of all transactions are maintained in accordance with all regulatory and statutory norms, and borrowers' acknowledgment/acceptance of terms/conditions are a part of these records.
8. Where a loan is not sanctioned against an accepted application, SCNL discloses the reasons for rejection.
9. Place in public domain the assessment reports on code of conduct compliance.
10. SCNL puts the annual reports and annual financial statements in public domain immediately after approval of their Board/AGM

III Client Protection

A. Fair Practices

1. SCNL ensures that the provision of micro finance services to eligible clients is as per RBI guidelines.
2. SCNL offers only financial products and services that have been approved by the concerned regulatory authority to their customers (even when acting as agents of other financial institutions).
3. SCNL obtains copies of relevant documents from clients, as per standard KYC norms. Additional documents sought are reasonable and necessary for completing the transaction.
4. The decision on loans are taken within a reasonable of time. SCNL indicates the time limit within which customers can expect a decision on their application and if sanctioned, the time taken for disbursement of loan.
5. Products are not being bundled. (Bundling in this context means making purchase of a product or service conditional for provision of another product or service). The only exceptions to bundling may be made with respect to credit life, life insurance & livestock insurance products, which are typically offered bundled with loans. The terms of insurance are transparently conveyed to the client and comply with RBI & Insurance Regulatory and Development Authority (IRDA) norms. Consent of the client is taken in all cases.

B Avoiding Over-indebtedness

1. SCNL conducts proper due diligence as per the internal credit policy to assess the need and repayment capacity of client before making a loan and make loans commensurate with the client's ability to repay.
2. If a client has loans from 2 separate MFIs, then irrespective of the source of the loans, SCNL shall not be the third lender to that client. This is validated by the Credit Bureau Report prior to extension of the loan.
3. SCNL, under no circumstance, breaches the total debt limit for any client, as prescribed by RBI. This is validated by the Credit Bureau Report prior to disbursement of the loan.
4. SCNL, after due verification of credit bureau reports, ensures that loans given on the basis of joint liability of group of borrowers (JLG loan) is restricted to Rs 80,000¹ per borrower in first cycle. Where the loan to a specific borrower exceeds Rs 80,000, or the loan takes the total debt of the borrower above Rs 80,000, such a loan should be given as an individual loan without involving the JLG. SCNL takes necessary steps to have appropriate systems and staff with required competencies to deal with individual loans.
5. SCNL carry out test checks of efficacy of their processes relating to avoidance of over-indebtedness through additional credit bureau reports on select sample of customers after loan disbursement. The result of this verification is reviewed by the Board periodically.

6. To reduce the errors in identification of borrowers in credit bureau reports, SCNL is moving towards adoption of UIDAI number (Aadhaar number) based KYC within a two year period (from the day this COC comes into effect). As an initial measure, SCNL is ensuring that while providing second and subsequent cycle loans the borrowers are identified with their Aadhaar number as part of KYC. The Aadhaar numbers will then be used by the Credit Bureaus for producing CIR.

C Appropriate interaction and collection practices

1. SCNL has clearly defined guidelines for employee interactions with clients.
2. SCNL ensures that all staff and persons acting on behalf of the MFI
 - a. Use courteous language, maintain decorum, and are respectful of cultural sensitivities during all interaction with clients.
 - b. DO NOT indulge in any behaviour that in any manner would suggest any kind of threat or violence.
 - c. DO NOT contact clients at odd hours, as per the RBI guidelines for loan recovery agents.
 - d. DO NOT visit clients at inappropriate occasions such as bereavement, etc., to collect dues even if two or more successive repayments are not received
3. SCNL provides a valid receipt for each and every payment received from the borrower and record the payment in the loan passbook/loan card with the client.
4. SCNL has a detailed Board approved process for dealing with clients, at each stage of default.
5. SCNL does not collect shortfalls in collections from employees and the HR policies categorically denounce this practice. However in proven cases of frauds by employees, SCNL can recover the money from employees.

Emphasize using social collateral which includes various forms of peer assurance such as lending through groups and group guarantees at the village,

hamlet or neighborhood level, or guarantees by relatives, friends, neighbors or business associates; and explain clearly to clients what the obligations of social collateral are.

D Privacy of client information

SCNL keeps personal client information strictly confidential. Client information may be disclosed to a third party subject to the following conditions:

- a. Client has been informed about such disclosure and prior permission has been obtained in writing.
- b. The party in question has been authorized by the client with intimation to the SCNL to obtain client information from SCNL
- c. It is legally required to do so.
- d. This practice is customary amongst financial institutions and available for a close group on reciprocal basis (such as a credit bureau) provided that the i) clients' prior consent has been obtained and ii) the receiver of such information is also bound by these conditions to keep the client information confidential.

IV Governance

SCNL incorporates a formal governance system that is transparent and professional, and adopts the following best practices of corporate governance:

1. SCNL observes high standards of governance by inducting persons with good and sound reputation as members of Board of Directors/Governing body and seek to comply with the best standards stipulated in Companies Act, RBI regulations and the Stock Exchange regulations for listed companies.

2. SCNL endeavors to have independent directors to the extent of 1/3rd of the Governing Board.
3. SCNL has a Board approved debt restructuring product/program for providing relief to borrowers facing repayment stress.
4. SCNL has appointed an audit committee of the Board with an independent director as chairperson
5. SCNL ensures transparency in the maintenance of books of accounts and reporting/ presentation and disclosure of financial statements by qualified auditor/s.
6. SCNL puts in best efforts to follow the Audit and Assurance Standards issued by the Institute of Chartered Accountants of India (ICAI).
7. SCNL places before the Board of Directors, a compliance report indicating the extent of compliance with this Code of Conduct and the functioning of the grievance redressal mechanism at various level of management, specifically indicating any deviations and reasons therefore, at regular intervals, as may be prescribed by Board.

V Recruitment

The code covers all SCNL staff.

1. As a matter of free and fair recruitment practice, there is no restriction on hiring of staff from other MFIs by legitimate means in the public domain like general recruitment advertisements in local newspapers, web advertisements, walk-in interviews, etc.
2. Whenever SCNL seeks to recruit an employee in another MFI, it is mandatory to seek a reference check from the current employer. The reference check will be sought only after an offer is made and an offer letter is issued to the prospective employee.
3. SCNL ensures to respond to the reference check request from another MFI within two weeks.
4. SCNL honors notice period as contractually agreed between SCNL and employee subject to a minimum of one month for an outgoing employee
5. SCNL does not recruit an employee of another MFI irrespective of the grade/level of the employee, without the relieving letter from the previous MFI employer. An exception can however be made in instances where the previous employer (MFI) fails to respond to the reference check request within 20 days. SCNL provides relieving letter to the outgoing employee in case he/she has given proper notice, handed over the charge and settled all the dues towards the MFI, except in proven cases of fraud or gross misconduct by the employee.
6. Whenever SCNL recruits from another MFI, at a level up to the Branch Manager position, the said employee shall not be assigned to the same block where he/she was serving at the previous employer, for a period of 1 year.

COMPETITION

- I. Develop regular interaction with other MFIs operating within the same area or in new areas where expansion is planned.
- II. Follow fair and ethical practices while lending to clients of other MFIs and recruiting employees of other MFIs.
- III. Explore other unserved and underserved areas for expansion, avoiding areas that are already adequately served.

VI Client Education

1. SCNL has a dedicated process to raise clients' awareness of the options, choices and responsibilities vis-à-vis financial products and services available.
2. New clients are informed about the organization's policies and procedures to help them understand their rights as borrowers.
3. SCNL ensures regular checks on client awareness and understanding of the key terms and conditions of the products/ services offered / availed. Customer feedback is gathered, as part of internal audit systems or through other regular monitoring such as a system of calls to random sample of customers. The feedback from such monitoring shall be reported to the board periodically.

VII Data Sharing

1. SCNL shares complete client data with all RBI approved Credit Bureaus, as per the frequency of data submission prescribed by the SRO.
2. SCNL provides the data and information called for by all supervisory and regulatory bodies including the SRO.

VIII Feedback/ Grievance Redressal Mechanism

1. SCNL has established a dedicated feedback and grievance redressal mechanisms to correct any error and handle/receive complaints speedily and efficiently. The minimum standards required of the GRM are i) an easy procedure for recording a complaint over phone - with details of phone numbers printed on loan cards, ii) a staff assisted procedure at the branch for

- recording complaints/ grievances, iii) acknowledgement for receipt of the complaint iv) a time limit for resolution of the complaint, v) a clear appeal procedure in case where customer is not satisfied with the solutions offered by the MFI, vi) nodal staff in the branch to guide customers to lodge grievance with RBI or SRO, vii) assurance to customers that they will be treated fairly despite the complaint/grievance being lodged. SCNL is making continuous efforts to meet the expectations of the SRO.
2. SCNL informs clients about the existence and purpose of these mechanisms and how to access them.
3. SCNL has designated a grievance redressal official to handle complaints and/ or note any suggestions from the clients and make his/ her contact numbers easily accessible to clients.
4. SCNL displays contact number and address of SRO (as applicable) nodal official and details of the grievance redressal system of the SRO.
5. SCNL has an appropriate mechanism for ensuring compliance with the Code of Conduct.
6. Where complainants are not satisfied with the outcome of the investigation conducted by SCNL into their complaint, they are notified of their right to refer the matter to the grievance redressal mechanism established by the SRO, as applicable.
7. SCNL prepares a monthly report on grievances received, resolved and pending for a senior management review and periodic reports to the board
8. Conduct an annual client survey in order to gauge the effectiveness of our practices and client satisfaction levels.
9. Monitor client exit rate and conduct regular exit surveys to understand reasons for leaving MFI program.

PART III

CLIENT PROTECTION GUIDELINES FOR SCNL (CPG)

SCNL displays the Client Protection Code in all branches and offices in vernacular language, in plain view.

1. SCNL endeavors to provide micro finance services to all eligible clients, as per RBI guidelines.
2. SCNL educates clients, staff, and any persons acting on their behalf on the Code of Conduct and its implementation.
3. SCNL discloses all terms and conditions to the client for all products/services offered, prior to disbursement, in accordance with the Reserve Bank of India's (RBI) fair practices code through the following documents.
 - a. Individual sanction letter
 - b. Loan card
 - c. Loan schedule
 - d. Passbook

In addition, disclosures are made through Group/Centre meetings for securing clients' informed consent. SCNL is ensuring to meet all the above requirements.

5. SCNL communicates all the terms and conditions for all products/services in the official regional language or a language understood by clients.
6. SCNL discloses the following terms:
 - a. Rate of interest on a reducing balance method
 - b. Processing fee
 - c. Any other charges or fees howsoever described
 - d. Total charges recovered for insurance coverage and risks covered

7. SCNL communicates in writing, charges levied for all

financial services rendered.

8. SCNL does not collect fee on non-credit products/services without prior declaration to the client.
9. SCNL declares all interest and fees payable as an all-inclusive APR and equivalent monthly rate.
10. SCNL follows RBI's guidelines with respect to interest charges and security deposit.
11. SCNL obtains copies of relevant documents from clients, as per standard KYC norms. Additional documents sought are reasonable and necessary for completing the transaction.
12. SCNL discloses reason for rejection of loans to applicants.
13. SCNL indicates the time limit within which applicants/customers can expect a decision on their application and if sanctioned, the time taken for disbursement of loan.
14. SCNL does not bundle products, except for credit life, life insurance products. The terms of insurance is transparently conveyed to the customer and complies with RBI & IRDA norms. Consent of the client is taken in all cases.
15. SCNL conducts proper due diligence to assess the need and repayment capacity of client before making a loan and only make loans commensurate with the client's ability to repay.
16. SCNL shall not be the 3rd lender to a client if the client has loans from 2 other lenders (irrespective of the source of loan).
17. SCNL shall not breach the total debt limit for any client, as prescribed by the RBI or Central/ State Government or SRO.

18. SCNL ensures that all employees follow company guidelines for interaction with clients.
19. SCNL ensures that all staff and persons acting for the MFI or on behalf of the MFI:
 - a. Use courteous language, maintain decorum, and are respectful of cultural sensitivities during all interaction with clients.
 - b. DO NOT indulge in any behaviour that in any manner that would suggest any kind of threat or violence to clients.
 - c. DO NOT contact clients at odd hours, as per the RBI guidelines for loan recovery agents.
 - d. DO NOT visit clients at inappropriate occasions such as bereavement, sickness, etc., to collect dues.
20. SCNL provides a valid receipt for each and every payment received from the borrower and record the payment in the loan passbook/loan card with the client.
21. SCNL follows approved company procedure to deal with client default sensitively.
22. SCNL follows the debt restructuring mechanism adopted by the MFI for borrowers under liquidity stress.
23. SCNL keeps personal client information strictly confidential.
24. SCNL discloses client information to a third party only under the following conditions:
 - a) Client has been informed about such disclosure and permission has been obtained in writing.
 - b) The party in question has been authorized by the client to obtain client information from the MFI.
 - c) It is legally required to do so.
 - d) This practice is customary amongst financial institutions and available for a close group on reciprocal basis (such as a credit bureau) provided that the i) Clients' prior consent has been obtained and ii) the receiver of such information is also bound by these conditions to keep the client information confidential.
25. SCNL follows board approved process to raise clients' awareness of the options, choices, and responsibilities vis-à-vis financial products and services available.
26. SCNL informs all new clients about the organization's policies and procedures.
27. SCNL informs clients about the existence and purpose of feedback mechanisms and how to access them.
28. SCNL Shall get an assessment of compliance with the code of conduct carried out by an agency approved by the SRO, once in every 12 to 18 months and place the assessment report in public domain.

PART IV

INSTITUTIONAL CONDUCT GUIDELINES for SCNL (ICG)

The ICG states that all MFIs, regardless of their form:

1. Shall have an appropriate mechanism for ensuring compliance with the Code of Conduct.
2. Shall have appropriate policies and operating guidelines to treat clients and employees with fairness and dignity.
3. Shall maintain formal records of all transactions in accordance with all regulatory and statutory norms, and borrowers' acknowledgement/acceptance of terms/ conditions must form a part of these records.
4. Shall have detailed board approved process for dealing with clients, at each stage of default.
5. Shall not collect shortfalls in collections from employees except in proven cases of frauds by employees.
6. MFIs should ensure that their competitive practices are fair and customer friendly.
7. MFIs should avoid geographies where there is a large presence of other MFIs with significant business volumes.
8. Shall have a Board approved debt restructuring product/program for providing relief to borrowers facing repayment stress.
9. Shall seek a reference check from previous employer for any new hire.
10. Shall provide within 20 days the reply to the reference check correspondence for another MFI.
11. Shall honour notice period as contractually agreed between employer and employee subject to a minimum of one month for an outgoing employee.
12. Shall not recruit an employee of another MFI without the relieving letter from the previous MFI employer except where the previous employer (MFI) fails to respond to the reference check request within 20 days.
13. Shall not assign a new employee recruited from another MFI, to the same area he/she was serving at the previous employer, for a period of 1 year. This restriction applies to positions up to the Branch Manager level.
14. Shall have a dedicated process to raise the client's awareness of options, choices, rights and responsibilities as a borrower and shall conduct regular checks on client awareness and understanding of the key terms and conditions of the products/ services offered / availed.
15. Shall agree to share complete client data with all RBI approved Credit Bureaus, as per the frequency of data submission prescribed by the SRO.
16. Shall establish dedicated feedback and grievance redressal mechanisms to correct any error and handle/receive complaints speedily and efficiently.
17. Shall designate an official to handle complaints and/ or note any suggestions from the clients and make his/ her contact numbers easily accessible to clients.
18. Shall undertake remedial measures in respect of deficiencies found in COC observance during assessments carried out.

SCNL is complying with the Institutional Conduct Guidelines in true spirit

Annexure 1- MFIs' Commitment to Customers

We, as part of the Microfinance Industry promise the customers that we will:

1. Provide micro finance services to all eligible clients in complete compliance with RBI guidelines.
2. Educate clients on the Code of Conduct and its implementation.
3. Disclose all terms and conditions to the client for all products/services offered, prior to disbursement, in accordance with the Reserve Bank of India's (RBI) fair practices code through the following documents.
 - a. Individual sanction letter
 - b. Loan card
 - c. Loan schedule
 - d. Passbook
4. In addition, disclose the terms and conditions in local language through Group/Centre meetings and secure their consent. (Details can be printed on a paper and all borrowers can sign on the same as acknowledgement of their acceptance).
5. Communicate all the terms and conditions for all products/services in the official regional language or a language understood by clients.
6. Disclose the following terms of loans:
 - a. Rate of interest on a reducing balance method
 - b. Processing fee
 - c. Any other charges or fees howsoever described
 - d. Total charges recovered for insurance coverage and risks covered
7. Declare all interest and fees payable as an all-inclusive APR and equivalent monthly rate communicate in writing, charges levied for all financial services rendered.
8. Not collect fee on non-credit products/services without prior declaration to the client.
9. Follow RBI's guidelines with respect to interest charges and security deposit.
10. Obtain copies of relevant documents from clients, as per standard KYC norms. Any additional documents we ask for will be reasonable and necessary for completing the transaction.
11. Disclose reasons for rejection of loans to applicants.
12. Indicate the time limit within which applicants/customers can expect a decision on loan application and if sanctioned, the time taken for disbursement of loan.
13. Not bundle products, except for credit life insurance, life insurance & live-stock insurance products. The terms of insurance will be transparently conveyed to the customer and will comply with RBI & IRDA norms. Consent of the client will be taken in all cases.
14. Conduct proper due diligence to assess the need and repayment capacity of customer before making a loan and must only make loans commensurate with the client's ability to repay.
15. Not be the 3rd lender if the customer already has loans from 2 other lenders (Irrespective of the source of loan).
16. Not breach the total debt limit for any client, as prescribed by the RBI or Central/State Governments.
17. Ensure that all our employees follow company guidelines for interaction with customers.
18. Ensure that all staff and persons acting on our behalf:
 - a. Use courteous language, maintain decorum, and are respectful
 - b. DO NOT indulge in any behavior that in any manner that would suggest any kind of threat or violence to clients.

- c. DO NOT contact clients at odd hours, as per the RBI guidelines for loan recovery agents.
 - d. DO NOT visit clients at inappropriate occasions such as bereavement, sickness, etc., to collect dues.
19. Provide a valid receipt (in whatever form decided by the MFI) for each and every payment received from the borrower.
 20. Follow approved company procedure to deal with any default sensitively.
 21. Follow the debt restructuring mechanism approved by our board for borrowers under liquidity stress.
 22. Keep the collected client information strictly confidential.
 23. Disclose client information to a third party only under the following conditions:
 - a. Client has been informed about such disclosure and permission has been obtained in writing.
 - b. The party in question has been authorized by the client to obtain client information from the MFI.
 - c. It is legally required to do so.
 - d. This practice is customary amongst financial institutions and available for a close group on reciprocal basis (such as a credit bureau) provided that the i) Customer's prior consent has been obtained and ii) the receiver of such information is also bound by these conditions to keep the client information confidential.
 24. Follow board approved process to raise customers' awareness of the options, choices, and responsibilities vis-à-vis financial products and services available.
 25. Inform all new clients about the organization's policies and procedures.
 26. Inform clients about the existence and purpose of feedback mechanisms and how to access them.

Customers' Rights

As a customer you have the following rights to:

1. Ascertain the terms and conditions of the loan from the field officer or the branch staff – either orally or in writing
2. Ascertain the balance outstanding, amount of loan and interest repaid and other information relating to an existing loan or a loan that has been closed not earlier than 12 months back – either orally or in writing
3. Receive a loan sanction letter or loan card indicating all the terms of the loan
4. Get a passbook in any suitable form indicating the periodic loan instalments repaid and the balance outstanding.
5. Get a receipt for any payments including loan instalments made to the staff of MFI.
6. Access the officials indicated in the loan- card or other material of the MFI for making complaints, registering grievances – this can be done in writing or over phone
7. Receive assistance from a designated staff of the MFI in the branch for lodging a complaint or grievance.
8. Receive an acknowledgement of a complaint or grievance lodged by you with a time limit indicated for resolution
9. Receive a reply to your complaint/grievance within the prescribed time limit – which will be informed to you by the MFI when you lodge the complaint.
10. Appeal to a higher level in case you are not satisfied with the response or the solution provided on your complaint
11. Appeal to the nodal officer of RBI in any case, regardless of our grievance procedure.



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