



# **Grievance Redressal Policy**

Svamaan Financial Services Pvt. Ltd.

# 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.

## 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: (Turnaround time for the resolution at branch level is 5 working days)

- 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.
- ii. **Written Complaint:** Every Svamaan branch is provided with a complaint box, clients can make a written complaint and drop it in the complaint box of the respective branch. Audit officer is the custodian of the complaint box key and will check it every week for any complaint. He/ She will record the complaint and forward it to BM/AM as per the relevance of the complaint

### B. At Central/HO Level: (Turnaround time for the resolution at central/HO level is 7 working days)

- 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 is also a dedicated Nodal Officer in each state designated 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. **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, Mrs. Bharati Rathi (Contact: +91-22-49429020) for any fresh grievance or escalate any existing grievances which are unresolved

### C. External Complaints by third party

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

### **Turn-around time:**

The complaints / queries will be resolved within specified time mentioned hereunder:

Branch Manager - 5 working days

Nodal Officer - 7 working days

### **Escalation:**

**Level 1.** All the complaints / queries which are not resolved within 5 working days from the receipt of customer complaints by Branch Manager should be escalated to Nodal Officer

**Level 2.** If Nodal Officer is not able to resolve the complaints / queries within 7 working days from the receipt of the complaint, the matter will be escalated to the Grievance Redressal officer appointed by the company. The Grievance Redressal Officer will forward such complaint / Queries to the functional head for resolution and follow up till the time it is addressed

**Level 3.** If the customer is not satisfied with the resolution of the complaint, they may escalate the complaint to Microfinance Institutions Network (MFIN) Toll Free Number 18002700317 which is printed on the loan card issued to the customer

**Level 4.** If the complaint / queries are not resolved by Svamaan within a period one month, customer may appeal to the Office-in-Charge of the Regional Office of DNBS of RBI - Mumbai at the address mentioned hereunder:

Officer-in-Charge,

Reserve Bank of India,

Department of Non-Banking Supervision,

Opposite Mumbai Central Railway Station,

Byculla, Mumbai – 400008

### **Monitoring & Review Mechanism:**

#### **a) Receipt and Resolution**

Branches will have a complaint box where customers can submit their complaints. Further, a complaint register is maintained at the branches in which, all the complaints received, via call

or in written, will be recorded. Every week, Audit Officer will consolidate and forward the details of all complaints and their resolution status to Nodal Officer via email. Branch Manager, Area Manager and State Audit Manager will be marked a copy on this email

**b) Review & Audit**

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.