

Customer Grievance Redressal Policy	Date of approval: April 05, 2022	
	Next Review: As and when required	Version No.: 2. 2022

## **Mitrata Inclusive Financial Services Pvt. Ltd.**

### **Customer Grievance Redressal Policy**

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## **Preamble**

The reserve Bank of India vide its direction for- Non-Banking Financial Company - Non-Systemically Important Non-Deposit taking Company (Reserve Bank) Directions, 2016 has directed all NBFC to have a Grievance Redressal System in place.

**Mitrata Inclusive Financial Services Private Limited** (hereinafter referred to as 'Mitrata') has established a strong mechanism for recording and responding to any customer's complaint/ query/ request/ feedback with respect to the product and services offered in a timely manner.

## **GRIEVANCE REDRESSAL PROCESS:**

Mitrata has established the redressal mechanism to address its clients' grievances on priority bases. We have characterized types of complaints/queries and established different channels through which the clients can register their complaints with us.

## **CATEGORIZATION AND TIMELINE FOR CLOSURE OF COMPLAINTS**

<b>Categories</b>	<b>Description</b>	<b>Time to resolve</b>
Complaint	Issues related to Fair Practices Code, Regulatory Compliances	7 days
	Service Delays/Procedural and Denials	7 days
	Legal Notice Complaints by Client	7 days
	Related to staff behaviour/performance	7 days
	Clarification on repayment	7 days
	Instalment not updated in loan card	7 days
	File complete loan not disbursed	7 days
	Ask Commission for Loans	7 days
	Cash Manipulation by Staff	15 days
	Credit Bureau issues	15 to 30 days
	Pending insurance claims	15 to 30 days
	Others	7 to 15 days
Queries and requests	Product information	Same day
	New/Next Cycle Loan	
	Disbursement amount not received	
	Field staff contact information	
	Enquiry regarding death claim	
	JLG query	
	Individual Loan query	
	Third Party product queries	
	Query regarding moratorium or loan restructuring	
Others		
Feedback	Feedback regarding Mitrata products, service, delivery mechanism, staff, etc	Same day

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## REDRESSAL MACHANISM CHANNELS

### Step 1.

#### **Branch walk-in (Branch Manager/Branch Office Manager)**

Each customer is informed about the location of their Branch and the name of its Branch Manager, so that in case they wish to register a complaint in person, they can do so easily. The contact numbers of nodal officers are also mentioned on the loan card cum loan agreement. Customer can walk-in at the branches and raise their complaint to the BM/BOM. BM/BOM will be bound to record the complaint in the Complaint Register. Each client is given unique complaint number and turnaround time of 7 days to get the queries/complaints answered is given at this level.

#### **Customer Care Help Desk**

If Customer is not satisfied with the response received at the branch level or if did not receive a response within the given turnaround time, or directly wants to register the query/complaint with Mitrata's Central Customer Care Help Desk, client can call Mitrata's toll-free number to register their complaint:

Toll Free Helpline No: 18001205612

Timings: 10:00 am - 6 pm (Every day except 2<sup>nd</sup> and 4<sup>th</sup> Saturday, Sunday and other Holidays).

Mitrata has a dedicated Client Connect team who compiles, addresses, escalated and resolves customers' queries/complaints on a daily basis. Upon receipt of the complaint, the executive registers the complaint and speaks to all relevant stakeholders to validate the query/complaint. If executive finds the complaint genuine, the executive mobilizes immediate support, escalates to relevant stakeholders for appropriate resolution and ensures timely redressal of the complaint.

If client is not satisfied with the response received from our Customer Care Help Desk or did not receive a response from us within 7 working days, client can write to:

### Step 2.

#### **Contact Grievance Redressal Officer**

Customers are requested to first raise their concerns through any of channels mentioned above. In case of delayed or no response from the respective channel within the specified timelines, such complaint may be escalated to the Grievance Redressal Officer of the Company whose details are as given below:

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**Name: Ritika Agarwal**

**E-mail ID.: [compliance@mitrata.in](mailto:compliance@mitrata.in)**

**Telephone no.: 01244044228**

**Address: Mitrata Inclusive Financial Services Private Limited V29/11A, DLF  
Phase-III, Gurugram-122002**

Monday to Friday - 10 am to 6 pm (Every day except 2<sup>nd</sup> and 4<sup>th</sup> Saturday, Sunday and other Holidays).

You can call us to complain without mentioning your name and personal details (Anonymous). We will investigate and take appropriate action.

### **Step 3:**

#### **MFIN Toll Free Number**

If the Customer does not receive any response from Grievance Redressal Officer or did not receive any response within 15 days, customers can contact:

MFIN toll free help line: 1800 102 1080

### **Step 5.**

#### **Reserve Bank of India**

If the Customer does not receive any response from the Company/MFIN within 4 weeks or is dissatisfied with the response received, he/ she may approach the Reserve Bank of India at the following address:

The General Manager,  
Department of Non-Banking Supervision,  
Reserve Bank of India,  
6, Parliament Street,  
New Delhi - 110001  
Ph. 011-23714456  
E-mail: dnbsnewdelhi@rbi.org.in

### **REPORTING**

Grievance redressal team maintains a database of all the calls received on the toll-free numbers, wherein all the details of the complaints/queries/feedback is fed along with the subsequent escalation and action taken to resolve the grievance. Status of all cases is also updated in the database as open/closed)

A summary report of the database updated by GRM team is shared with the GRO on weekly basis. The team also prepares a Quarterly report within 15 days at the end of each quarter with analysis of number, geographies, type of call/complaint and details of open cases, which is shared with the GRM Committee.

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A summary of all the complaints is presented in the board meeting on quarterly basis so that board can appraise and guide the management on best practices on grievance redressal to enable Mitrata to be a customer centric organization.

### STANDARD OF CARE

<b>Parameters</b>	<b>Indicators</b>
<b>Awareness among customers to submit complaints</b>	<ul style="list-style-type: none"> <li>▪ Customers know about their right to complaint</li> <li>▪ Customers know how to complain</li> </ul>
<b>Staff is capacitated to handle complaints and queries</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>▪ Effective system to resolve complaints in a timely manner</li> <li>▪ Dedicated team</li> <li>▪ Clear reporting system</li> <li>▪ Clear escalation matrix</li> <li>▪ Redressal system actively used by clients</li> <li>▪ Timely response</li> </ul>