

Grievance Redressal Mechanism – Process Note

Scope

The following document serves to provide the details of grievance redressal mechanisms for customers and the procedure to be followed by the employees of the Company when such a complaint arises.

Mode of Complaints

Considering customer profile, their literacy level and vulnerability, the Company has identified various channels of sourcing customer complaints proactively.

Customer Enquiries / Complaints received at field

Customers can submit their written or verbal enquiries / complaints to any Employees of the Company who meets them at any forum such as center meetings, , or through dedicated Customer Grievance Redressal (CGR) phone number etc. These enquiries / complaints shall be forwarded to Branch Helpdesk for further follow up and resolution. If any complaints are received during center meeting visit then visitor should update the same in **Center Meeting Checklist**, in the Branch Helpdesk, which will investigate the issue with the provide resolution to customer.

Customer walk-ins at branches:

- Verbal Complaints – Nodal officers or contact persons at Branch will record the complaints and provides the solutions. Each complaint received at branch shall be intimated to the RM and RM to intimated to Grievance officer at HO on the same day on email Id- grievanceredressal@lightmicrofinance.com , in the format provided as Annexure A.
- Written Complaints –All written complaint forms shall be sent to Complaint Resolution Officer thru post/courier, every week. Branches should keep copies of customer complaint forms for assisting the customer.

Customer Call-ins:

- Customer calls to Customer Grievance Redressal phone number – who will record the complaint, do follow ups and provides the resolution till the customer grievance is resolved in satisfactory manner.
- Customer calls to Grievance Redressal team dedicated for collating the customer grievances– Customers can call or write to Grievance Redressal Officer to escalate their unresolved grievances on email Id- grievanceredressal@lightmicrofinance.com.

External Complaints:

- Complaints received from (on behalf of customer or on the basis of public interest) general public & other stake holders such as Govt agencies, RBI, police, lawyers, industry ombudsman (MFIN & SAADHAN etc) & social activists will also be recorded at branch level and provided with appropriate solutions. Hence, any Employeeess who receive complaints from such agencies should escalate them to Grievance redressal team immediately at HO on the email Id- grievanceredressal@lightmicrofinance.com, in the format provided as Annexure A.

Internal Process

All grievances will be segregated based on their severity and criticality. Severity here is defined as the intensity of loss to the customer and to the Company. Grievances if necessary will be forwarded to concerned departments for further action.

The grievances of the customers will be categorized in three levels based on their severity. For example,

Issue	Level 1	Level 2	Level 3	Level 4
Fraud Cases	Yes			
Employees Misbehavior		Yes		
Service Delays or Service Defects			Yes	
Others				Yes

NOTE: This list will be amended as per need:

LEVEL 1: receipt not issued, amount paid to Employees who has left the company, wrong receipts of payments, Integrity Issues, Revenue loss, etc.

LEVEL 2: Disciplinary, Misbehavior concerns, Harassment, etc.

LEVEL 3: Disbursements delays, loan application delays, center meeting delays, Insurance Claim settlement delay, etc.

LEVEL 4: Other than above, any enquiries, Co-ordination concerns in customer's group/ centre meeting place, etc.

All levels of grievances will be treated equally with the same sense of urgency and speed. However, the resolution given, and the action taken might vary depending on the severity.

Grievance Resolution Process & Documentation

Grievance Redressal Team and Branch will use the simple excel tracker to document and report customer complaints as provided in Annexure A. The process to be followed by CRM and Branch is given below.

Steps	CRM
Step 1	the grievance receiver to fill the details of grievances in the format provided as Annexure A. If the grievances received at branches to be shared in the format of Annexure A to RM on same day and RM will intimate the details to HO grievance redressal team on the same day of receipt of the grievance.
Step 2	The HO grievance redressal team will share the grievance to the concerned department and seek the resolution and provide the same to customer or branch Employees in case the grievance was received at branch.
Step 3	The HO grievance redressal team to keep a track of each complaint until the same is closed satisfactorily

Turn-around Time: - All complaints will be resolved within a maximum time as given below, unless and otherwise there is a reason for verification and enquiry.

Sr. no.	Level of Grievance	TAT
1	Level 1	5 working days
2	Level 2	5 working days
3	Level 3	10 working days and 15 working days only for insurance related complaints
4	Level 4	5 working days

If the complaint / dispute is not redressed by the Company within a period of one month, the customer may appeal to the **Officer-in-Charge of the Regional Office of DNBS of RBI** -. Branch display should also contain contact details of the Company's Grievance Redressal Officer , the RBI Tollfree number and MFIN Tollfree number.

Assessing completeness of resolution: -

Repeated Complaints: - Each time a customer calls, there must be checked to determine whether the call is regarding a new issue or a "follow up" call. Each personnel who receive the complaint must ensure that a follow up call can be traced back to the original call using the call reference

number or the customer details in the Annexure A. There must be immediate action and resolution sought in case of repeated complaints.

Cross Check: - the HO Grievance Redressal team is responsible to call complainants on random sample basis to assess satisfactory and timely resolution of complaints.

Roles & Responsibilities

The following individuals and departments have tonus when a complaint is raised.

1. Customer Care Representative: The BOM/BM present at the branch are available for the customers to place their complaints directly through walk-ins or phone calls.
2. Branch Employees (RM): If there is no Customer Care Representative, the BOE/BOM should record the complaint in tracker and should forward the same to Head Office helpdesk., the branch Employees have to provide the customer with the contact information of the Head Office helpdesk and Complaint Resolution Officer, despite the fact that the same is being displayed in the office Notice Board at all Branches.
3. Help Desk Representatives: Head Office has a Grievance Redressal team that works from 9:30 am to 6:30 pm from Monday to Friday. They will follow the grievance redressal escalation process, if the resolution is not found in the given time frame. Grievance Redressal is also responsible for calling customers on random sample basis to cross-check on customer's satisfaction & timeliness of complaint resolution.
4. Business Head (for Final Escalation): Grievance officer shall escalate all complaints which are unresolved after standard TAT to VP - Operations. Business head shall take up the complaint with concerned supervisor for immediate resolution.
5. .
6. Human Resources: When there is a proven fraud case or customer abuse case against an employee of the Company, this information should be forwarded to the Business head so that further action can be taken.

DISSEMINATION OF FPC & GRP GUIDELINES

1. Human Resource Dept should have code of conduct for field Employees recruitment, training and supervision. There should be minimum qualification necessary for the field Employees and shall have necessary training tools identified for them to deal with the customers. Guidelines provided in Industry Code of Conduct by MFIN & Sadhan, which was already approved and adopted by Board, should be implemented effectively.
2. **Employees Education:** All field Employees shall be mandatorily trained on below mentioned concepts as part of their Basic Level Training (Induction) and refresher trainings at periodical intervals:
 - The importance of Fair Practices Code (FPC)
 - The importance of Grievance Redressal Mechanism
 - Their role in effective implementation of above policies
 - Various methods and best practices of FPC implementation
 - Basic communication and soft skills to inculcate appropriate behavior towards borrowers without adopting any abusive or coercive debt collection / recovery practices.

