



Hindusthan Microfinance Private Limited
(HMPL)

CUSTOMER GRIEVANCE REDRESSAL
MECHANISM POLICY

Hindusthan Microfinance Private Limited (HMPL)
706 Sagar Tech Plaza 'B' Wing, Sakinaka Junction,
Kurla-Andheri Road, Andheri (East), MUMBAI-400072.Maharashtra, India.

Overview:

Hindusthan Microfinance Private Limited herein referred to as “HMPL” has established a robust and appropriate grievance redressal mechanism which aims to define the process that allows dealing with the instances of complaints / queries raised by the customers.

For HMPL customer satisfaction is central to its success. We at HMPL are committed towards customer satisfaction. The grievance redressal mechanism is designed with the above objective.

I. Objective:

The grievance redressal mechanism aims to ensure resolution of customer complaints / queries promptly and efficiently.

II. Modes of Complaint:

1. **Customer Call to Branch Manager:** Customers are provided with contact details of Branch Manager; customers can call to Branch Manager who will record the complaint; does follow ups and provides the resolution. The contact details of the Branch Manager are mentioned on the loan Card issued to our clients.
2. **Customer call to Nodal officer at Toll Free Helpline Number:** To address any complaints / queries raised by the customer HMPL has set up a dedicated Toll-Free Helpline Number i.e. **1800 1233 623**. The Toll-Free helpline number is managed by a dedicated nodal officer, who is based at HMPL's Head office at Sakinaka, Andheri (East). The nodal officer records the complaint, does follow ups and provides the resolution. The Toll-Free helpline number is printed on the loan cards issued to our clients.
3. **Customer Call to Grievance Redressal Officer:** The contact details of the Grievance Redressal Officer have been displayed at the notice board of all HMPL's branches. For any unresolved complaints/queries Customer can call directly to Grievance Redressal Officer.
4. **Written Complaints by Customers:** The customers are provided with branch and head office address where they can submit the written complaint by hand or by courier. At branch level the written complaint to be submitted to the branch manager or can be dropped in the complaint box. At head office level the complaints to be submitted / addressed to grievance redressal officer.
5. **Complaints at Field:** The customers can submit their written or verbal complaints / queries to any of HMPL staff who meets them at any forum such as financial training, group appraisal, group meetings etc. In most of the instances, the staff will redress the complaint / queries instantly. In case the immediate redressal is not possible such complaints / queries shall be forwarded to the concerned nodal officer and to the functional head. The nodal officer will get the clarification on the grievance and solution will be provided to the customer through branch.
6. **External Complaints on behalf of customers by third agency:** Complaints received on behalf of customer through general public, Reserve Bank of India, industry ombudsman, Self-Regulatory Organizations (SRO) such as MFIN, govt. agencies, police, lawyers, social activists etc. will be recorded at either branch level or by nodal officer based at HMPL Head office in Andheri (East). These complaints will be provided with appropriate solutions. Hence, any staffs who receive complaints from such agencies mentioned above should escalate them to Branch Manager / Nodal Officer immediately.

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

Level 1: Branch Manager – 5 working days from receipt of complaint

Level 2: Nodal Officer based at HMPL's Head office – 7 working days from receipt of complaint

III. Escalation:

All the complaints / queries which are not resolved within 5 working days from the receipt of customer complaint by Branch Manager should be escalated to Nodal Officer based at HMPL's office in Andheri (East).

Further if Nodal Officer is not able to resolve the complaints / queries within 7 working days from the receipt of the complaint the matter should 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.

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.

If the complaint / queries are not resolved by HMPL within a period one month the 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.
Tel.No.-022-23048121
E-mail: bomumbai@rbi.org.in

IV. Monitoring & Review Mechanism

For registration of complaint or any query all the branches will maintain a complaint register, further complaint box will be displayed in all the branches. On every month-end the Branch Credit Officer will forward the details of the complaints / queries received in their respective branches and the status of the complaint / query resolution of the said month to the Nodal Officer via mail keeping in CC the Branch Manager, Credit Manager and Area Manager. For review purpose the Nodal officer will consolidate the details received from all the branches and forward the same to the Grievance Redressal Officer and the senior management along with the details and resolution status of the complaints received on toll free number.