



Janakalyan Consultancy & Services Private Limited

Corporate Office: CD 193, 1st Floor, Sector 1, Salt Lake City, Kolkata- 700064

CODE OF CONDUCT

Janakalyan Consultancy & Services Private Limited (hereinafter referred to as JCSPL) has adopted a **Code of Conduct** which lays down specific guidelines for the organization while dealing with its member borrowers.

- JCSPL provides micro finance to low income customers irrespective of their race, caste, religion or language.
- JCSPL believes that their customers deserve fair and efficient microfinance services in a convenient, transparent and timely manner.
- JCSPL shall give its customers complete and accurate information and educate them about the terms of financial services offered by JCSPL in a manner that is understandable by them.
- JCSPL shall inform its members, in writing, about the interest rate charged to them (in a reducing balance method) and other charges including insurance premium collected. All such information will be provided in the Pass Book/Loan Card issued by JCSPL free of cost.
- Members will be given receipts for all the charges and fees levied on them.
- Members do not have to give any collateral for the loans taken.
- JCSPL doesn't charge any penalty in cases of late-payment.
- JCSPL doesn't indulge in any behavior that in any manner would suggest any kind of threat or violence.
- JCSPL will strictly comply with Know Your Customer (KYC) guidelines set forth by Reserve Bank of India & SRO time to time.
- JCSPL must keep personal client information strictly confidential.
- Loan application form, photographs or related documents are not returned back ever.
- JCSPL discloses all terms and conditions to the client prior to disbursement such as disbursement through group, co-borrower, guarantor, giving assurance by guardian or relatives.
- JCSPL communicates in writing that all charges levied for non-credit products/services will be collected only with prior declaration to the client.
- Loan disbursement will always happen at the JCSPL Branch under double supervision while all other monetary transactions will take place in group meetings.
- Borrowers will be provided training free of any cost on various aspects pertaining to areas which impact their livelihood and their lives directly and/or indirectly.



- JCSPL staff will visit members' residences or places of business during group training and group recognition test.
- JCSPL field staff will not misbehave or use unacceptable language while interacting with the members.
- JCSPL staff shall not accept any illegal gratification pertaining to business transactions. Strict disciplinary action will be taken in case anyone is found guilty in this regard.
- JCSPL staff will not intimidate the members for recovery of dues. The responsibility of the loan repayment will fall on the other group members at the same centre.
- JCSPL shall always uphold the sanctity of the Self Help Group(SLG).
- JCSPL field staff shall avoid inappropriate occasions such as bereavement in the family of any borrower or during any similar unfortunate events to visit /collect past dues
- JCSPL discourages multiple lending which may lead to over-indebtedness and will ensure that a single customer is not lent money by more than 2 MFIs and the amount of loan to a single customer does not exceed Rs. 60,000/-. For ensure the fulfilment of this objective, applications will be checked with a renowned credit bureau.
- JCSPL shall not use recovery agents for recovery of dues in areas considered sensitive by the JCSPL authorities.

- JCSPL discourages the practice of staff poaching among MFIs and will follow the guidelines laid down by MFIN in this regard.
- JCSPL will adopt a Board approved policy to recruit, train and supervise the Field Staff. This will be incorporated in the Human Resources Manual.

- JCSPL will set up an appropriate grievance redressal mechanism. All the reported complaints/feedback will be redressed within the time-frame specified in the Grievance Redressal Policy.

- With regard to Code of Conduct of Field Staff, JCSPL will ensure the following:
 - That the minimum qualification necessary for any Field Staff is a pass in the Higher Secondary Examinations.
 - That every new Field Staff is taken through an approved training session comprising an induction module which combines classroom sessions and field activity for a period of one week.
 - That the induction module consists of sessions to inculcate appropriate behavior towards borrowers and eliminate any scope of coercive recovery practices.
 - Penalties are imposed in cases of non-compliance with the Code of Conduct and the Field Operations Manual.

- JCSPL communicates regularly with all MFIs working in the area.

Kolkata
October, 2016

