JANAKALYAN FINANCIAL SERVICES PVT. LTD.

Janakalyan

GRIEVANCE REDRESSAL POLICY

Prepared By: HR Department

Approved by: Board of Directors

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Janakalyan Financial Services Pvt. Ltd. Kolkata

GRIEVANCE REDRESSAL POLICY

OVERVIEW

Prompt and efficient Customer Service is the key to success of any service organization. To maintain a consistent business growth, it is necessary to look at both, to widen the customer base and to retain the existing customers. We at JANAKALYAN aim to satisfy the Borrowers and delight them with our services. The policy aims to define the process that enables us to address any shortcomings in that regard.

A. OBJECTIVE

The policy document aims to minimize the instances of Borrower Complaints through proper service delivery and review mechanism and to ensure prompt redressal of Borrower's Grievances. The review mechanism would help in identifying shortcomings in product features and service delivery. Hence, the Policy's objective is:

- To provide clients formal and informal channels for feedback and suggestions
- To provide a formal grievance redressal mechanism for clients
- To educate borrowers on grievance redressal mechanism
- To ensure that clients are protected against fraud, deception or unethical practices
- To handle/resolve complaints speedily and efficiently
- To consistently assess the impact of services in order to serve clients better

SCOPE

The following document serve to provide the details of grievance redressal mechanisms for borrowers and the procedure to be adopted in the event of any complaint.

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B. MODE OF COMPLAINTS

Considering borrower profile, their literacy level and vulnerability, various channels have been identified to recognize borrower complaints proactively.

1) Borrower walk-ins at branches:

a. **Verbal Complaints** – Branch Head (BH) records the complaints and provides the solutions.

b. **Written Complaints** - Borrower can obtain Complaint Form and fill her complaint details (branch staff assists if borrower is not literate), Written complaint can be handed over to FO/BH, deposited in the complaint & suggestion box at the branch or can be sent to Grievance Redressal Officer through post. All complaints received personally at the branch or collected from the compliant box must be duly recorded in the Grievance Redressal register and suitable dealt with.

Janakalyan will provide written undertaking to the borrowers whenever any grievance is received at the branch level.

2) Telephone Compliant:

a. Borrower phone the branch – FO or BH of the branch records the complaint and provides the solution.

b. Borrower phones to Head Office Helpdesk Number – Helpdesk representatives record the complaint and forwards the same to respective department for redressal.

3) Internal Complaint:

Staff members can raise a complaint in writing on behalf of a borrower and forward it to the Head Office Help Desk (for e.g. internal Inspections Department can submit complaints if they come across any borrower grievances during borrowers meet). Also, any member of staff can raise a complaint in written to higher authority for redressing grievance for themselves. They can also use helpline number (033-23370123 or toll-free number: 1800-345-5207) for raising any complaints.

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4) Whistle Blower:

Internal staff can call Head Office Helpdesk (HR HELPDESK) or Grievance Redressal Officer if they find any staff irrespective of severity to have breached the Code of Conduct or troubling borrowers in any manner whereabout. Investigation is conducted and appropriate action is taken. (Callers name is kept confidential). However, the caller should have enough evidence on the genuineness of the grievance and should refrain from raising unsubstantiated complaints.

5) Complaints Received through External Agencies:

Complaints received through (on behalf of borrower) general public and other stake holders such as Government agencies, RBI, police, lawyers, Industry Ombudsman & social activists are recorded at either branch level or Head Office helpdesk level and taken up for appropriate solution. Any staff who receive complaints from such agencies must escalate them to the grievance redressal officer immediately.

Note: In all the cases, an acknowledgement shall be given to the Complainants through Written or Telephonic mode by providing serial Number of the compliant.

C. Turn-around Time: -

All complaints are required to be resolved within specified time at each level mentioned below:

Branch Level –FO/BH:	2 working days
Head Office Level – Help Desk:	3 working days
Grievance Redressal Officer:	5 working days

D. Escalation: -

All complaints which are not resolved within 2 working days from the date of receipt by FO/BH are required to be escalated to HO Help Desk. HO Help Desk shall provide solution to the borrower within 3 working days from the receipt of the complaint. Any delays in this regard are required to be escalated to Grievance Redressal Officer. Grievance Redressal Officer shall provide the resolution to borrower within maximum 5 working days.

If the complaint/dispute is not redressed within a period of 15days, the customer may contact MFIN.

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Supervision, Reserve Bank of India, 15 N.S. Road, Kolkata: 700001.

Name and contact details of Grievance Redressal Officer: -

Mousam Pal
Nodal Officer
Janakalyan Financial Services Pvt Ltd,
CD-193, 1st Floor, Sector-I, Salt Lake City,
Kolkata-700064.
MN: 9126466458
Email: mousam.pal@janakalyan.net

E. REPORTING & REVIEW MECHANISMS

Based on all grievances and complaints received through phone calls, walk-ins and internal mails, Grievance Redressal Officer is requested to conduct data analysis, on trends / comparisons / other key matrices, and submit the report to various levels of leadership teams for further action and review.

Monthly – Reports are placed in the Cluster Head Review Meeting with relevant findings and analysis.

Quarterly – Reports are placed to Board of Directors/ Audit Committee.

F. ROLES & RESPONSIBILITIES

The following individuals and departments have clear cut responsibilities when a complaint is received.

Branch Head: BH records the complaint in writing and should forward the same to HO help desk. During absence of the BH, the branch staff have to provide the borrower with the contact information of the HO help desk and grievance redressal officer, which is available in the branch office.

Help Desk Representatives: Head Office has a Help Desk team that works from 9:00am to 6:00pm on week days. All complaints are registered and resolved through phone. They follow the grievance redressal escalation process, if the resolution is not found in the given time frame. Help desk is also responsible for calling borrowers (who registered their complaints at branches) on random sample basis to cross-check on borrower's satisfaction & timeliness of complaint resolution.

Grievance Redressal Officer: Vice President/Zonal Head is designated as Grievance Redressal Officer (Nodal Officer). He is responsible for overall management of grievance redressal process and ensuring all borrower grievances are addressed within the promised time frame. He is also responsible for submitting periodical reports on status of borrower grievances to the Leadership Team and the Board.

Human Resources: Any proven fraud case or borrower abuse case against an employee is required to be forwarded to the HR Department for further action.

Internal Inspection Department: Inspection officials, during borrower meets, must check borrower awareness level on grievance redressal process and advise branch accordingly. Any deficiency in service or borrower complaints noticed in the field is required to be reported by these officials to HO help desk through Internal Complaint form.

G. STAFF TRAINING

All field staffs are trained on their role in implementation of Grievance Redressal System for borrowers and implementation of Code of Conduct once in a year. All concerned Departments (e.g. Internal Inspection, HR, Operation etc) are sensitized on their roles in implementation of Grievance Redressal Policy and the Code of Conduct. HO Help Desk Representatives are trained once a year including quarterly refresher training. Basic training modules for new joiners shall include a session on grievance redressal mechanism.

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H. CLIENT EDUCATION

Borrower education on grievance redressal procedure is an essential requirement. Hence, following steps are taken to ensure that all borrowers become aware of the complaint resolution mechanism.

- Loan Pass Book displays helpline numbers.
- Compulsory Group Training (CGT) for new borrowers include a section on Grievance Redressal Policy (GRP).
- A section on GRP is included in Borrower Refresher Training module to educate the existing borrowers.
- A copy of Grievance Redressal Policy has been published in JANAKALYAN's website for the information of borrowers and other stake holders.