

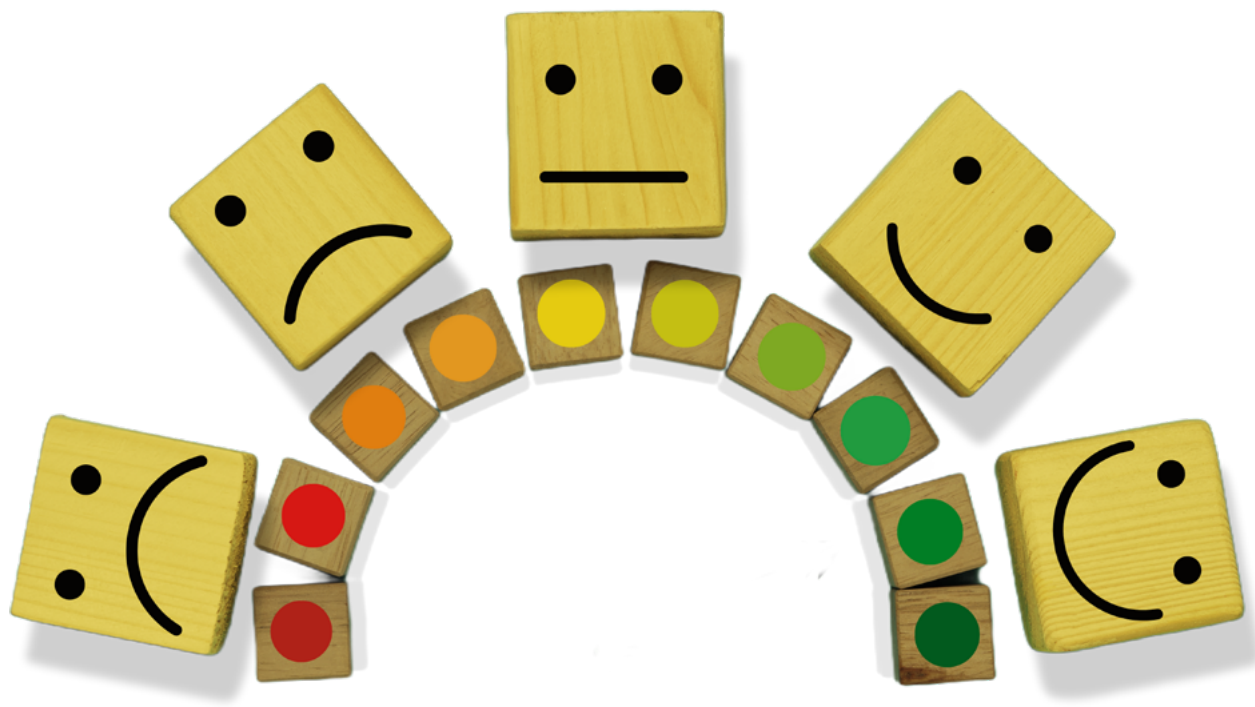
CUSTOMER GRIEVANCE REDRESSAL MECHANISM





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INTRODUCTION

Given the educational, social, and economic background of microfinance customers, they are more susceptible to being misinformed and influenced. Therefore, an independent system linking them to the management of the microfinance lender is essential to ensure that their voices are heard, and their interests are protected.

In this context, Customer Grievance Redressal Mechanism (CGRM) is recognized as an important tool for the lenders to develop a stronger connect with their customers by addressing their queries, concerns and complaints and getting insights about their needs, requirements, and expectations. This, among other things, helps the lenders to improve their processes, services, and internal controls.

CGRM has been recognized by the RBI and microfinance lenders as integral to customer satisfaction and protection. And over the years, lenders have put in efforts to set up their CGRM and improve it with best practices.

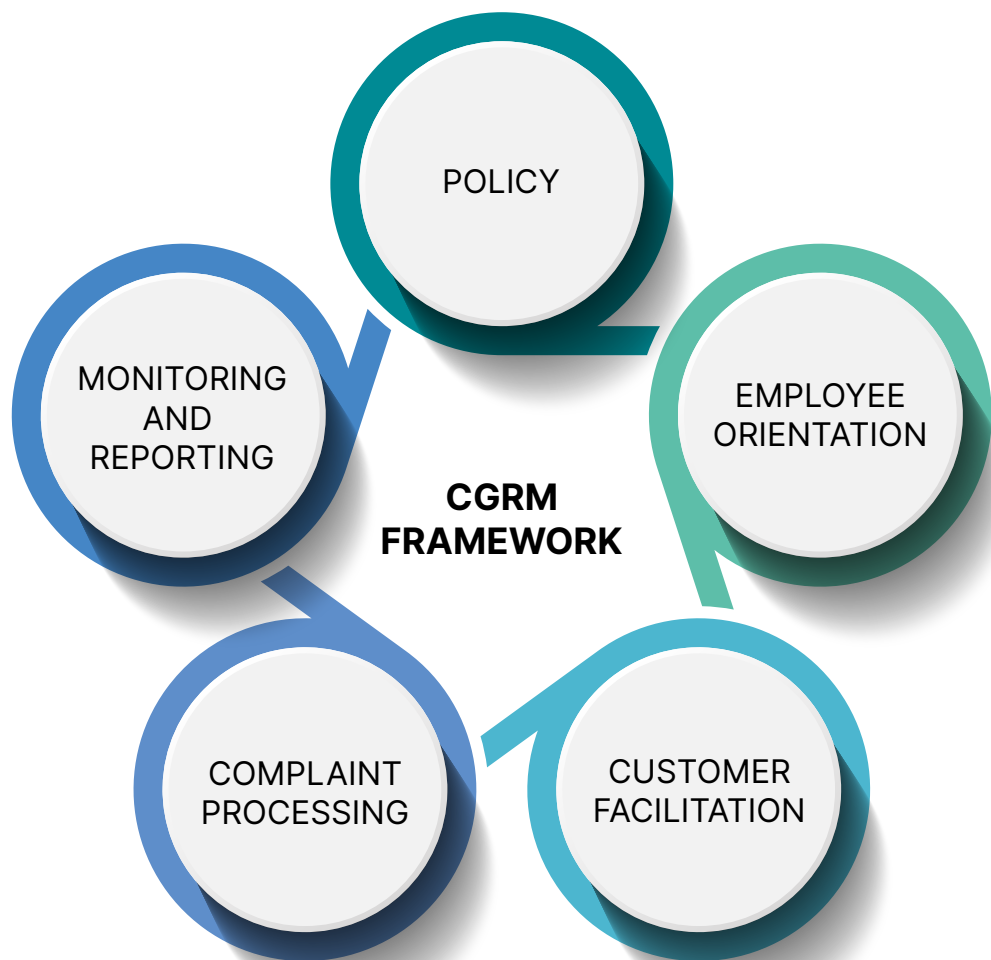
Building on regulatory framework and learning from MFIN's experience, this Guidance Note aims to present a suggestive framework which can serve as an industry standard for implementation of CGRM.

We request the lenders of microfinance to review their existing CGRM systems and processes based on this Guidance Note and make suitable changes, as may be required, considering a) the regulatory requirements mentioned in this note and b) own context, requirement, and available resources.

For any feedback or suggestion on the guidance note, kindly connect with us at sro@mfinindia.org

OVERVIEW

An effective Customer Grievance Redressal Mechanism (CGRM) broadly consists of five core elements as under:



POLICY

Policy is the starting point of building CGRM which confirms a company's commitment at the highest level, to provide CGRM to its customer to understand and address their complaints. The Reserve Bank of India (RBI), through its Fair Practice Code (FPC), requires that the Board of the company should lay down the appropriate governance redressal mechanism within the company and should periodically review its functioning at various levels of management. Since policy lays the foundation of CGRM in the company, it should clearly spell out the key aspects of the CGRM.

The CGRM policy should define and set expectations for the company and its employees. It should provide a source of reference for employees to be able to review and check if they are meeting expectations. Considering the same, CGRM policy, should cover the following key elements:

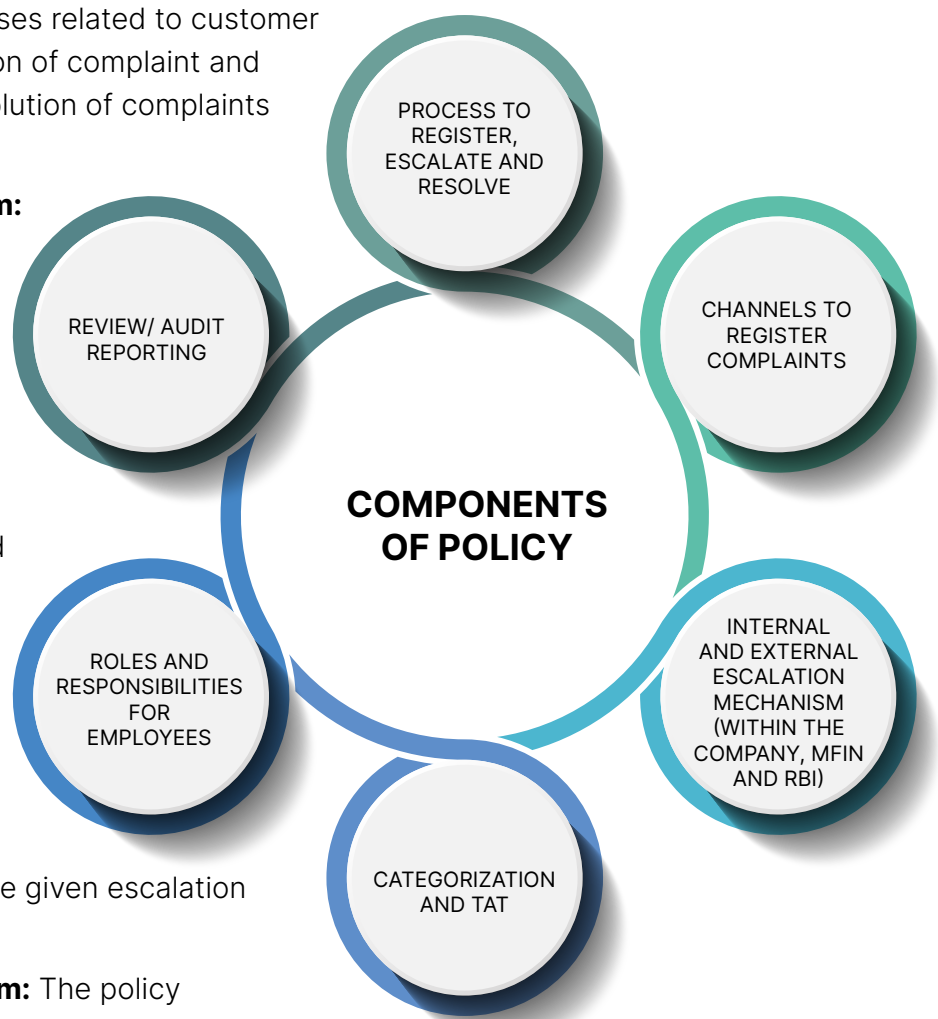
Channels to register complaints: Policy should clearly detail the various channels that are available to customers for registering their complaints. These could be at branch level (complaint boxes, register) and at the company level (toll-free phone numbers, e-mails, and postal address).

Process to register, escalate and resolve complaints: Policy should clearly state the processes related to customer complaint registration, resolution of complaint and escalations in case of non-resolution of complaints within a specified time period.

Internal escalation mechanism:

The details of escalation levels within the company to enable the customers to take their unresolved complaints to the higher level should also be a part of CGRM policy. The contact details of various escalation levels should be adequately mentioned along with proper information like number of days from complaint registration, after which the customer may escalate a complaint and the expected time in which the complaint will be resolved at the given escalation level etc.

External escalation mechanism: The policy should also mention the details of external escalation



levels including those of Self-Regulatory Organization (SRO) and the Reserve Bank of India (RBI). These should be available at the customer's disposal in case the complaint has not been resolved within the promised time period. The expected time period after which the complaints need to be escalated and the order in which escalations are to be made should be clearly mentioned.

Complaint categories: Policy should also mention various types of possible customer issues and different categories in which each of the issues is bucketed. The time frame within which each of the complaint types is expected to be resolved needs to be clearly mentioned.

Roles and responsibilities of employees with respect to CGRM: The policy should detail the roles and responsibilities of the employees responsible for addressing and resolving different types of customer complaints.

Process of review or audit of CGRM: The policy should also provide for periodic review or audit of the functioning of the CGRM. The frequency of such reviews should be mentioned in the policy.

Reporting to the top management and Board: Periodic report on the CGRM along with the review or audit report(s) should be presented before the Board. The policy should mention the frequency at which such reports will be shared with the Board.

EMPLOYEE ORIENTATION

Employee Orientation is the next step (after policy is formed) while establishing the CGRM in the company. This ensures that policy objective and intent is well inculcated in the culture of the company through its employees. It assumes greater importance in the microfinance business as customers, to a great deal, rely on their interaction with employees to know about the CGRM and access it to register their complaints. Therefore, to establish an effective CGRM, companies should invest appropriately to ensure that employees are sensitized about supporting the customers on different issues and equipped with adequate information about the CGRM in the company. The company's employee training and assessments should have a focus on the CGRM aspects for all customer-facing employees.

For employees directly responsible for resolving the customer complaints, it is imperative that they are fully versed with the company policy on CGRM and adhere to it. Another way to influence the employee behavior on CGRM could be through performance appraisal of employees directly interfacing with customers or addressing and resolving the complaints.

To ensure that the customer grievances are handled by the employees as per the company's policy, following practices become important for the organizations to adopt:

CGRM components in training modules: Components of the CGRM should be included in the training modules (induction and refresher).

Employee training on CGRM: While every employee should receive a training in CGRM, employees who are directly responsible for CGRM or for facilitating and resolving the complaints, should be given detailed training about the system, responsibilities of different departments, processes, categorizing complaints and TAT for resolving the complaints etc. Employees directly facing the customers and capturing their complaints should be provided adequate soft skills training to handle/deal with customers reaching out with complaints.

To ensure that employees are updated on the CGRM including changes in process, key issues etc., refresher training for employees should be regularly conducted. Amendments in policies and new circulars/ instructions should also be communicated through these training courses which will help the employee to handle the customer complaints/ queries as per the updated instructions and policy.

Assessing employees' understanding of CGRM: For employees, particularly those directly handling the customer complaints, there should be periodic assessment of their

TRAINING MODULE

Training modules for employees to include components on CGRM.

EMPLOYEE TRAINING

Induction and refresher trainings are conducted for employees on CGRM

ASSESSMENT

Employees' knowledge on CGRM to be assessed on a regular basis

PERFORMANCE APPRAISAL

Parameters on CGRM factored in the employee performance appraisal

understanding of the CGRM. Such an assessment will help us to understand the retention levels amongst the employees and plan periodic training accordingly.

Factoring CGRM in employee performance appraisal: Linking employee performance to CGRM indicators is another critical instrument to build company's culture around the CGRM. This could work at two levels.

For employees directly responsible for CGRM, either through capturing complaints or resolving them, performance can be linked to how effectively (timely and to the satisfaction of the customer) they were able to resolve the complaints.

At the second level, there could be penal provision in the appraisal of the serious complaints (behavior, other integrity issues) received for the employee.

These steps will ensure that employees have incentives to handle the customer issues with utmost care and as per the company policy.

CUSTOMER FACILITATION

Customer facilitation on CGRM is a key to ensure that customer knows and trusts the CGRM of the company and has easy access to it. To achieve this, companies should continuously reach out to their customers through various means such as customer education, disclosures, outreach program and reinforce the message about the CGRM in the company.

Given the educational and socio-economic background of microfinance customers, it is likely that they may not proactively reach out to CGRM for a variety of reasons including hesitation, poor recall, and mistrust, among other things. Therefore, the company should take proactive steps to facilitate customers' access to the company's CGRM. Awareness of the CGRM should be imparted throughout the customer life cycle.

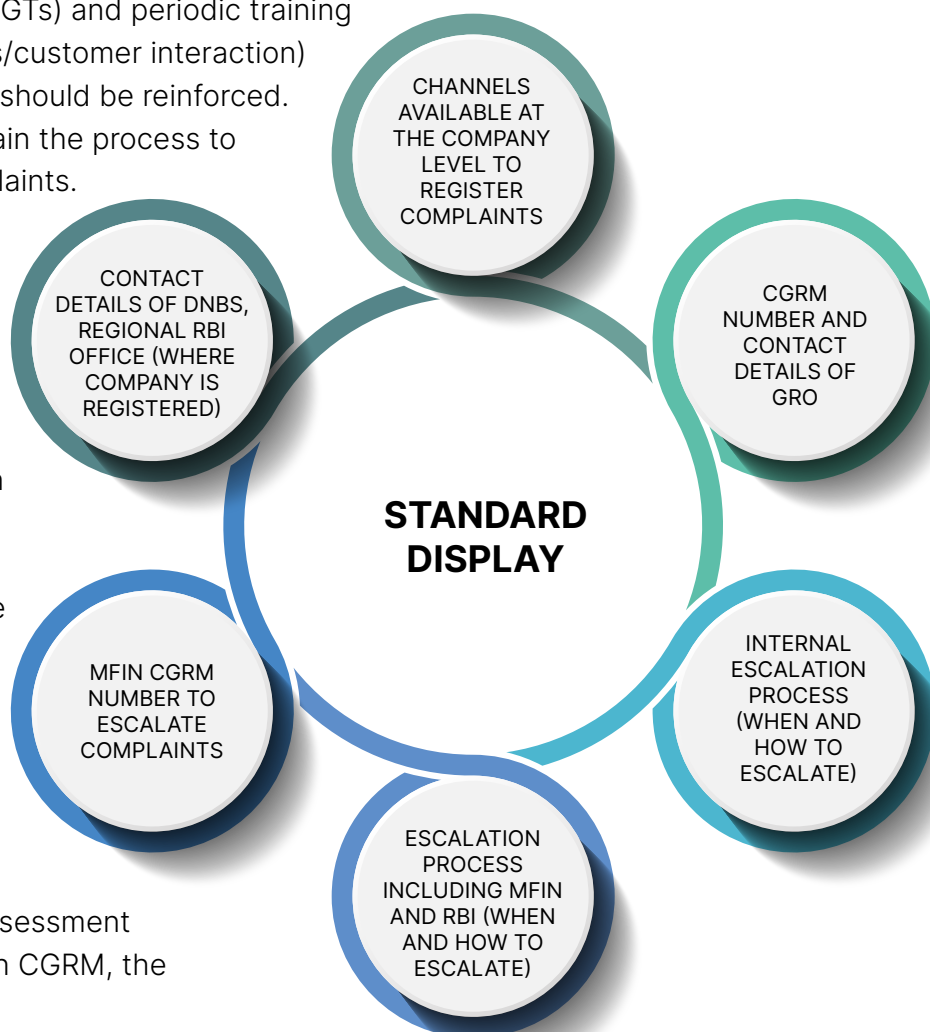
There are four aspects related to customer facilitation which companies should try to build into their CGRM: Multiple Channels: Customer should be provided multiple channels to access the CGRM, so that based on her convenience and choice, she can easily and promptly access the CGRM. These channels could be at the branch level (complaint box, register) or at the company HO level (e-mail, phone, post etc.).

Training and Disclosure: For the customers to be able to access the company's CGRM, they must be fully informed about the CGRM. Information should be given, beginning with Compulsory Group Trainings (CGTs) and periodic training (during regular center meetings/customer interaction) and message about the CGRM should be reinforced. These interactions should explain the process to register and escalate the complaints.

Apart from periodic training, it is also important to provide adequate information to customers on CGRM through various forms of display at appropriate places and documents. This information on display acts as ready reference to the customers and enables prompt access to the grievance redressal mechanism of the company when required. Please refer to Annex 2 for guidance on disclosures to customers.

Assessment of customers'

understanding: Like regular assessment of employees' understanding on CGRM, the



understanding of customers about CGRM should also be assessed regularly. This will help company to identify gaps and plan training programs accordingly.

Proactive outreach to customers: Going a step further towards customer satisfaction, companies should try to reach out to customers to get their feedback on various aspects like products offered, processes followed and staff behavior etc. This helps the companies to identify issues before they turn into actual complaints and would allow them to take appropriate actions in a timely manner.

COMPLAINT PROCESSING

An effective and efficient complaint processing system ensures that the customer complaints are resolved in a timely manner as per company policy and to the customers' satisfaction. This involves several processes beginning with registering and acknowledging a complaint, bucketing them as per company policy, forwarding the complaints to concerned department and employees, tracking the complaints for timely and appropriate resolutions, escalating the complaint if required, intimating customers about the resolution status and taking customers' feedback with respect to the resolution provided.

Complaint processing entails following steps:

Registering the complaints: To begin with, companies should have a process to register the complaints received from the customers. Based on the volume and resources available with the company, the registration process can be paper based, spreadsheet based, or software aided.

Whatever may be the form, complaints should be captured in the standard format, with date/time of complaint, customers details (name, location, phone, loan account number), nature of complaint and allocation of complaint to specific complaint category based on company policy.

Providing acknowledgement to customers: As soon as the complaint is registered, the customer should be given an acknowledgment with a reference number along with an expected timeframe within which the complaint will be resolved. Acknowledgment is important as it helps to manage the customer's expectations. Additionally, the acknowledgement can provide details of the next

escalation level available to customers in case the complaint is not resolved within the specified turnaround time.

Categorization of Complaints: The nature of complaints differs widely. An early assessment of the nature of complaints is necessary for effective and efficient handling of complaints. Categorization helps in assigning priority, assigning complaints to people/ departments based on complaint categories and assigning different turnaround times (TATs) to different types of complaints. Categories of issues/ complaints will certainly differ across the companies. A suggested list of the most common complaints is given in Annex 3 for reference.

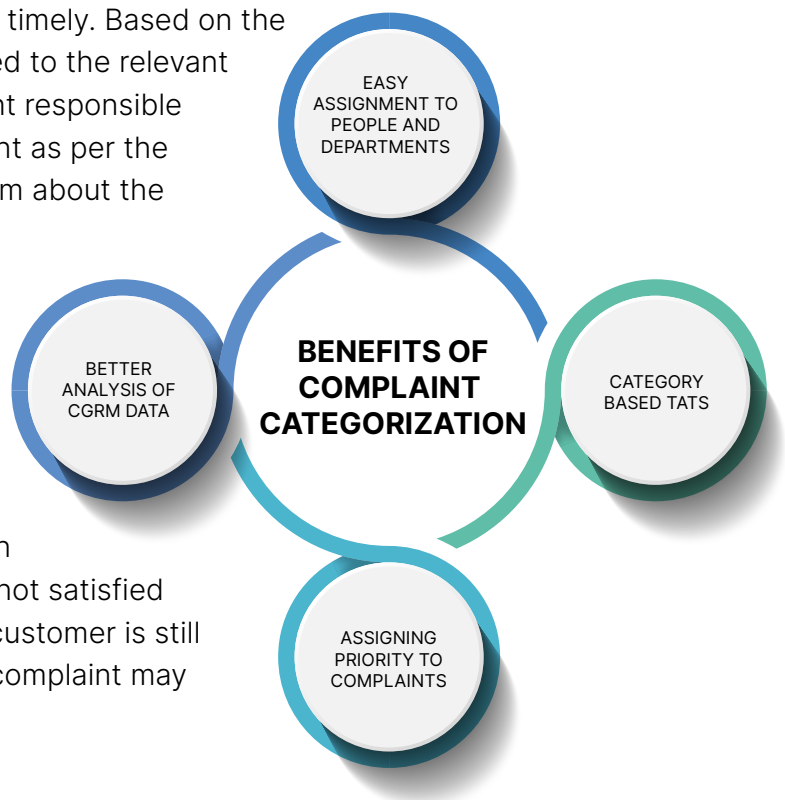
Tracking of resolution status: To ensure that complaints are resolved within predefined TATs, it is important to closely monitor the status of complaints. This helps in ensuring that all

Considering that complaint volumes are low in few small MFIs, they are using spreadsheet-based complaint registration systems. Although cost is low in such cases, there are certain limitations to these systems such as:

- **Inconsistent data entry makes the analysis very difficult.**
- **Assignment of complaints is manual and hence, error prone.**
- **Tracking of complaint closure is not easy.**
- **Detailed categorization of complaints becomes difficult.**

complaints are attended to and escalated timely. Based on the category, the complaint must be forwarded to the relevant department for resolution. The department responsible for resolution should address the complaint as per the company policy and inform the CGRM team about the resolution provided to the customer.

Capturing customer feedback: After the complaint has been resolved by the relevant department, the CGRM team should call the customer to take her feedback, note her satisfaction with the complaint resolution and then close the complaint. There should be a provision to relook into the issue if the customer is not satisfied with the resolution provided. In case the customer is still not satisfied, escalation of the customer complaint may be facilitated.



MONITORING AND REPORTING

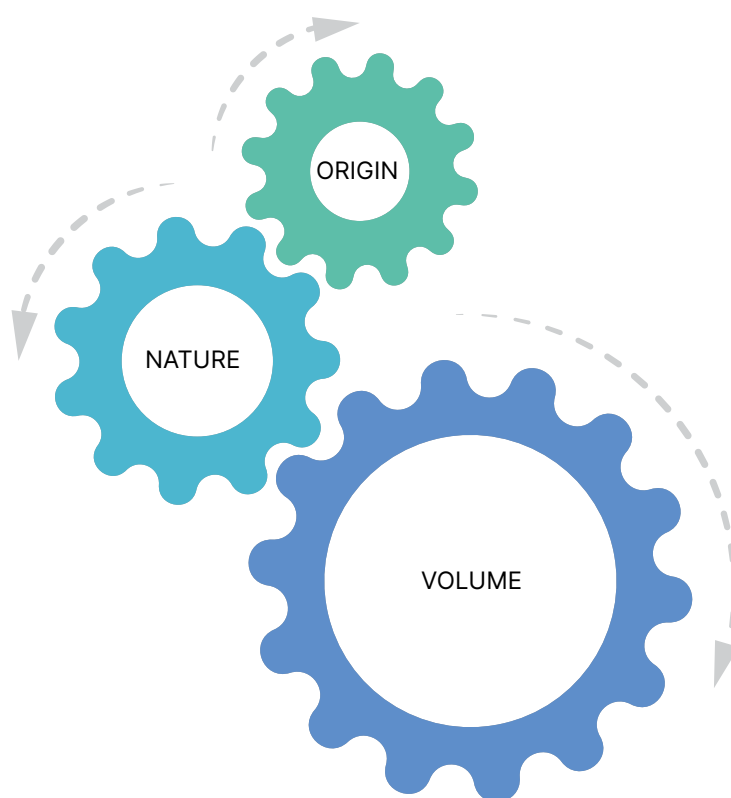
A robust monitoring and reporting mechanism for CGRM is essential to measure the effectiveness and functioning of the CGRM. A proactive monitoring mechanism also acts as an early warning mechanism to identify and address any emerging issue that may warrant quick redressal.

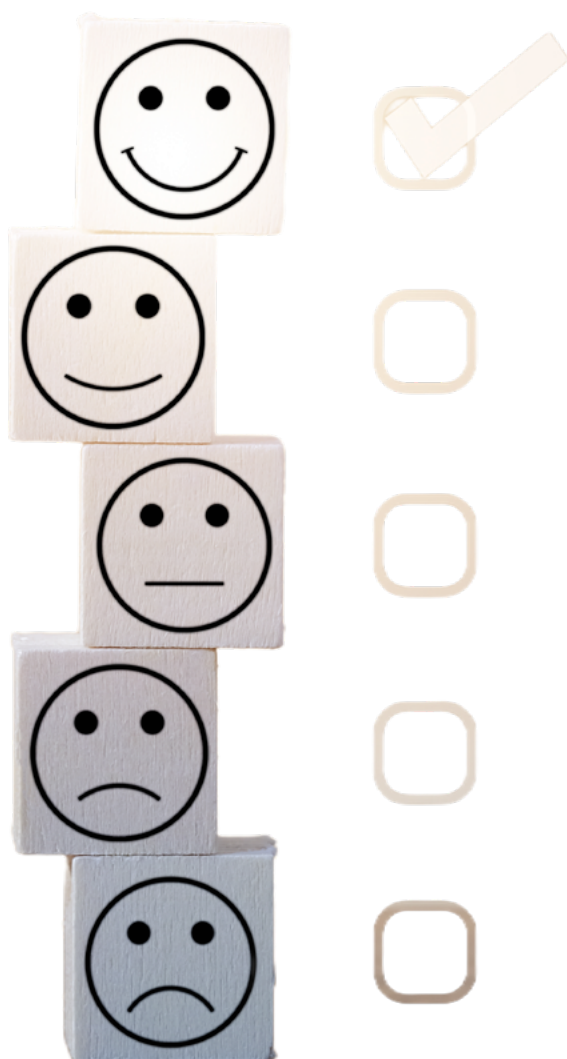
Monitoring and Reporting has three parts to it:

Analysis: Companies should aggregate data of all the complaints received through different channels and analyze them for trends based on nature/cause of complaints, origin (branch, location), product etc. Analysis of customer complaints can give rich information about the operational gaps, reasons for customer dissatisfaction and raise awareness about company's CGRM amongst the customers.

Audit: To understand the efficacy of the CGRM, the company should have periodic audit of the CGRM. Such an audit should cover all elements related to CGRM such as adherence to policy, employee awareness of CGRM, customer's awareness of CGRM (trainings, disclosure, awareness) and processing of complaints. In processing of complaints, audit should check if all complaints are appropriately registered, handled and resolved, adherence to TAT, degree of satisfaction with the resolution provided as reported by customers.

Reporting: The CGRM report and CGRM audit report (if company conducts CGRM audit) should be presented to the board/senior management of the company on a periodic basis. The board/senior management should review the CGRM analysis and audit reports and based on this information, should provide necessary feedback to different departments within the company as required.







ANNEXURES

ANNEX 1: SNAPSHOT OF CGRM FRAMEWORK

I Policy	
1	A documented policy on CGRM which is approved by the Board
2	Policy on CGRM is reviewed by the Board/Senior Management on a periodic basis
3	Company's policy on CGRM includes the following: ▪ Process to register, escalate and resolve the complaints ▪ Channels provided for registering complaints ▪ Internal escalation mechanism (within the company) ▪ External escalation mechanism (MFIN and RBI) ▪ Categorization of complaints/ Defined turn-around time (TATs) for different categories of complaints ▪ Roles and responsibilities for employees with respect to CGRM ▪ Process of review/audit of the CGRM ▪ Reporting to the top management and Board
II Employee Orientation	
4	Components on CGRM included in the training module
5	Employee training is conducted on CGRM as under: ▪ On-boarding ▪ Periodic refresher
6	Employee's knowledge on CGRM is assessed on a periodic basis
7	Parameters on CGRM are included in employee performance appraisal
III Customer facilitation	
8	Multiple channels are provided to the customers for registering complaints as under: ▪ Complaint register/box at branch ▪ Dedicated phone number for CGRM ▪ Dedicated e-mail/postal address for CGRM
9	Training module for the customers includes a component on CGRM
10	Customer training on CGRM is conducted
11	Company provides training to customers on CGRM during: ▪ On boarding ▪ Periodic interactions (like group meetings etc.)
12	Customer's knowledge on CGRM is assessed on a periodic basis
13	CGRM system details are displayed on the website as under: ▪ Channels available to customers at the company level to register complaints ▪ Escalation process including MFIN and RBI ▪ Expected turnaround time at every level of escalation ▪ CGRM number and contact details of company's Customer Grievance Redressal Officer ▪ MFIN CGRM number to escalate complaints ▪ Contact details of DNBS, Regional RBI Office (where company is registered) to escalate complaints

-
- 14 CGRM details are displayed in vernacular, at its offices/branches, as under:
- The name and contact details (Telephone / Mobile nos. as also email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the company
 - Channels available to customers at the company level to register complaints
 - Escalation process including MFIN and RBI
 - Expected Turnaround time at every level of escalation
 - CGRM number and contact details of company's Customer Grievance Redressal Officer
 - MFIN CGRM number to escalate complaints
-

- 15 Company's written acknowledgement (for loan application) provided to the customers captures the CGRM number of the company
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- 16 CGRM details are displayed in loan card as under:
- CGRM number and contact details of company's Customer Grievance Redressal Officer
 - MFIN CGRM number to escalate complaints
-

IV Complaint processing

- 17 There is a robust system to register complaints
-

- 18 Acknowledgement is provided to customers with a complaint reference number
-

- 19 Acknowledgement is provided to the customers at-least in one of the following forms:
- Verbal
 - Paper receipt
 - SMS receipt
 - Email receipt
-

- 20 Expected TAT for complaint resolution is communicated to customers in the acknowledgment
-

- 21 Complaints are categorized under different categories
-

- 22 Resolution of complaint is tracked
-

- 23 Customer feedback is taken to capture customer satisfaction with respect to resolution of complaints using outbound calls/ surveys
-

V Monitoring and Reporting

- 24 All complaints (received through all channels) are consolidated centrally and analyzed periodically
-

- 25 Complaints are analyzed on the basis of the following:
- Location
 - Complaint category
 - Turnaround time (TAT)
 - Resolution status
-

-
- 26 Internal audit reviews the adherence to the CGRM policy on the following parameters:
- Categorization of complaints
 - Escalation mechanism being followed
 - Resolution provided to the customer as per the policy
 - TATs for different categories of complaints
 - Customer satisfaction with the resolution provided
-
- 27 Internal audit report on the CGRM is presented to the management/ board on a periodic basis
-
- 28 CGRM report is presented to the Board on a periodic basis
-
- 29 Based on complaints and suggestions received from its customers, policies, operations, products and communication materials are reviewed and updated
-

ANNEX 2: DISCLOSURES TO CUSTOMERS ON CGRM

Offices & Branches	Drawn from	Clause/Page no
The name and contact details (Telephone / Mobile nos. as also email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the company	CoC	VI.D.i.2
Customer Grievance Redressal Mechanism (CGRM) of the company including the following: - Channels available to customers at the company level to register complaints; - Escalation process including MFIN and RBI; - Expected turnaround time at every level of escalation; - CGRM number and contact details of company's Customer Grievance Redressal Officer; - MFIN CGRM number to escalate complaints	Code of Conduct (CoC)	VI.D.i.5
Loan Card		
CGRM number and contact details of company's Customer Grievance Redressal Officer	RBI Master Direction (Mar 2022)	Clause 7.1.3
MFIN CGRM number to escalate complaints	CoC	VI.D.i.5.vi*

*Applicable only to MFIN member NBFC-MFIs

ANNEX 3: POSSIBLE COMPLAINT CATEGORIES

Complaint categories		Explanation
1	Loan	
1.1	Application & Processing	
1.	Product details not informed	Customer complains that she is not given the product details such as loan amount, interest rate, processing fee, insurance premium, repayment frequency, tenure and other conditions etc
2.	Fee demanded/charged for loan application	Customer complains that a fee is demanded/charged for loan application by loan officer or center leader etc.
3.	Loan application not taken	Customer complains that loan officer is not taking the application for loan
4.	Acknowledgement not given for loan application submitted	Customer complains that she has not received acknowledgment for the loan application that she has submitted
5.	Status of loan application not informed	Customer complains that she is not getting informed about the status of the loan application she has submitted
6.	Delay in processing/sanctioning of loan	Customer complains that there is delay in her loan processing after submission of application
7.	Loan rejected, and reasons not disclosed	Customer complains that her loan application is rejected but reasons not given by the company
8.	Loan rejected but customer contesting the reasons given for rejection	Customer complains that reasons given by the company for rejecting her loan application are not correct or right
9.	Disbursement amount received is less/more than sanctioned amount	Customer complains that she has received disbursement (either in cash or in cash-less mode) of less or more than sanctioned amount
10.	Disbursement not credited in bank account	Customer complains that disbursement amount is not credited in her bank account
11.	Fake/soiled note received in disbursement	Customer complains that she has received fake/soiled note in the disbursement
12.	Loan agreement not given	Customer complains that she has not received the loan agreement
13.	Loan agreement does not include key details	Customer complains that copy of her loan agreement does not include key details like interest rates, processing fee, insurance premium, loan amount, tenure, repayment frequency, CGRM etc.
14.	Loan card/fact sheet not given	Customer complains that she has not received the loan card

Complaint categories		Explanation
15.	Loan card does not include key details	Customer complains that copy of her loan card does not include key details like interest rates, processing fee, insurance premium, loan amount, tenure, repayment frequency, CGRM etc.
16.	Loan sanctioned/ disbursed without customer's consent	Customer complains that the loan has been disbursed to her without her consent
1.2 Repayment		
17.	Repayments done not acknowledged/updated	Customer complains that repayments done by her are not updated in the loan card or she has not received the receipt
18.	Penalty demanded/charged for delayed repayment	Customer complains that she is demanded/charged penalty amount for delayed repayment
19.	Repayment demanded/ collected before due date	Customer complains that advance repayment (before the due date) is demanded or collected
20.	Penalty charged for absence from center meeting	Customer complains that she is demanded /charged penalty fee for absence from the center meeting
21.	Pre-closure not allowed	Customer complains that she is not permitted to pre- close the loan
22.	Penalty demanded/charged for pre-closure	Customer complains that she is demanded/charged penalty amount for pre-closure
23.	Forced for pre-closure	Customer complains that she is forced to pre-close the loan
24.	Final discharge/ acknowledgement for closure	Customer complains that she is not given final discharge/ acknowledgement for closure of loan
1.3 Staff Behavior		
25.	Subjected to indecent/abusive behavior	Customer complains that she is being subjected to indecent and abusive behavior or language
26.	Home visit at late hours	Customer's home is visited at late hours for application/ documents/repayment/attendance etc.
27.	Staff not coming or coming late	Customer complains that staff does not come or comes later than the agreed time given to her
1.4 Others		
28.	Un-authorized collection of charges	Customer complains that she is demanded /charged un-authorized fee (other than processing fee, interest premium, scheduled repayment)
29.	Dispute with Credit Information Report (CIR)	Customer complains that her records in Credit Information Report (CIR) are not correct

Complaint categories		Explanation
30.	Breach of personal data	Customer complains that her data has been shared externally with third parties without her consent
31.	Misuse of KYC	Customer complains that her KYC documents/IDs have been misused
32.	Subjected to discrimination	Customer complains that she is discriminated on account of her ethnicity, gender, age, disability, political affiliation, sexual orientation, caste, and religion
33.	Not informed of terms and condition	Customer complains that she is not informed about terms and condition associated with loan
34.	Behavior of group members /center leader	Customer complains about behavior of other group members or center leader
35.	Complaint is not registered	Customer complains that her complaint is not registered or taken
36.	Complaint is not resolved	Customer complains that her complaint is not getting resolved
2 Credit linked life insurance		
37.	Details of insurance coverage not provided	Customer complains that she is not informed about the insurance coverage
38.	Receipt of premium amount not given	Customer complains that she is not given any receipt for the premium paid for insurance (either in loan card, loan agreement or other receipts)
39.	Repayment not stopped after death of insured person	Customer complains that repayment has not stopped after the death of insured person (either customer or her spouse or relative who was insured)
40.	Documents for insurance claim not collected	Customer complains that she is not getting support for documents to be collected for claim settlement
41.	Insurance claim not received after submission of the documents	Customer complains that she has not received the claim amount after submission of the relevant documents
42.	Insurance claim received is less/more than her principal loan amount outstanding at date of death	Customer complains that claim amount received is less/more than her principal loan amount outstanding at date of death
43.	Repayment collected after death has not been refunded	Customer complains that repayment collected after date of death of insured has not been refunded
44.	Insurance amount is withheld by the MFI	Customer complains that she is being asked to settle outstanding amount before she is provided with the claim amount/cheque

Complaint categories	Explanation
45. Issues with claim cheque	Customer complains either of a) outdated cheque being given to customer, b) cheque with wrong customer/ nominee/ account details given to customer
3 Third-party/cross-sell products	
46. Customer forced to buy third-party/cross-sell product	Customer complains that she is forced to buy a third- party/ cross-sell product
47. Customer not informed about charges of third-party/cross-sell product	Customer complains that she is not informed about the cost/charges of third-party/cross-sell product
48. Customer not informed/ misinformed about product features	Customer complains that she is not informed or mis-informed about features of third-party/cross-sell product
49. Receipts/ documents not provided for purchased product	Customer complains that she is not given receipt/document for the purchased third-party/cross-sell product
50. Delay in delivery of product	Customer complains that she has purchased/ taken loan for the product, but the product has not been delivered to her
51. Product quality issues	Customer is not getting support for defects in third- party/ cross-sell product
52. Product servicing issues	Customer is not getting support for servicing of third- party/ cross-sell product
53. Digital transaction issue	• Customer is unable to make a payment through the MFI app. • Customer accidentally paid an amount greater than the EMI amount, and the excess amount has not been refunded to her. • Customer does not own a smartphone, so she is unable to make EMI payments using the app. • Field executive collected the EMI payment from the customer, but the same amount was also deducted from her account. • EMI was mistakenly transferred to wrong account/other member's loan account.

ANNEX 4: ASSESSMENT TOOLS AND STANDARDS OF CLIENT PROTECTION PATHWAY (CPP)

Essential Practice and Indicators / Details	
1	Clients have a way to submit complaints to persons other than their loan officer/product officer and that person's supervisor.
2	The provider has at least two complaints channels that are free of charge and accessible to clients.
3	The provider informs clients how to submit a complaint.
3.1	The provider displays information on how to submit a complaint in branch offices, at agent locations, in product documentation, and in all digital channels it uses to provide services to clients.
3.2	At the time when clients are applying to use a product, the provider informs clients on how to submit a complaint both to itself and to any third-party partner.
4	If the complaint mechanism initially handles complaints through automated means, the provider makes a channel with live, human interaction available to clients.
5	The provider's complaints policy identifies levels of severity and requires that severe complaints are escalated immediately to senior management.
6	The provider's complaints mechanism ensures that all formal complaints are registered in a secure system that reaches the complaints handling staff and/or management.
7	The provider resolves client complaints quickly.
7.1	The provider sends to clients a confirmation of receipt of their complaints and a notification when the complaint has been resolved.
7.2	If a provider receives complaints via call centres or chat, it monitors the average wait time.
7.3	The provider resolves at least 90% of complaints within one month. If the resolution takes longer than one month, the provider notifies the client of the reason for the delay.
8	Complaints handling staff have access to relevant client data, including transaction details and notes from previous complaint conversations.
9	The complaints system creates a report for management and customer care staff. Minimum frequency: monthly.
10	Management reviews complaints reports and key performance indicators (e.g., average time to resolve, percent resolved) and takes corrective action to resolve systematic problems leading to complaints. Minimum frequency: annually.

Source:

'Annex. Client Protection Standards' (Feb 2022) [<https://cerise-sptf.org/about-client-protection/#downloadmanual>]

ANNEX 5: MASTER DIRECTION – RESERVE BANK OF INDIA (REGULATORY FRAMEWORK FOR MICROFINANCE LOANS) DIRECTIONS, 2022

Each RE shall provide a loan card to the borrower which shall incorporate the following:

- Details of the grievance redressal system, including the name and contact number of the nodal officer of the RE.
- Each RE shall have a dedicated mechanism for redressal of recovery related grievances. The details of this mechanism shall be provided to the borrower at the time of loan disbursal.

*For any suggestion/clarification/query,
please contact sro@mfinindia.org*



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