

## **MFIN sets-up the first Kolhapur District Customer Grievance Redressal Cell for customers of NBFC-MFIs in Maharashtra**

Kolhapur, 19 February 2021: MFIN, an RBI recognized Self-Regulatory Organization and an Industry Association of RBI regulated Microfinance Institutions, has set-up its first District Customer Grievance Redressal Cell at Kolhapur in addition to its existing Toll-Free No. **1800 102 1080**.

**Achla Savyasaachi, National Head – State Initiatives said,** “To protect the interests of the borrower, MFIN SRO, already has a very strong grievance redressal mechanism cell which attends to the concerns of borrowers in multiple languages in a timely manner. Kolhapur District-Level Grievance Redressal Cell will provide an additional avenue to NBFC-MFIs customers in Maharashtra to reach out to us with their queries and complaints for early resolution locally. The Kolhapur District Grievance Redressal Cell No. **+91 7042003315** is dedicated for customers of NBFC-MFIs who are Members of MFIN. We have advised MFIs’ customers to register their complaints with the District Grievance Redressal Cell.”

Microfinance institutions work with the low income and excluded segments of our society and are a key vehicle for Financial Inclusion, a priority for the RBI and the central & state Government.

### **About Microfinance Institutions Network**

MFIN is a premier industry association comprising 58 NBFC-MFIs and 39 Associates including Banks, Small Finance Banks (SFBs) and NBFCs. It is also the Self-Regulatory Organization (SRO) for the regulated NBFC-MFI. By virtue of bringing the NBFC-MFIs under one common umbrella, MFIN acts as a bridge between them and the regulators to build a dialogue for greater transparency, better policy frameworks and stronger client protection standards for responsible lending, thus enabling the microfinance industry to partake in meeting the larger financial inclusion goals.