

MFIN - MICROFINANCE INDUSTRY NETWORK

RBI-Recognized Self-Regulatory Organization (SRO) for Microfinance



CGRM

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

MANDATED BY RBI TO THE SRO

One of the largest & most trusted grievance redressal platforms
operated by an SRO

TO REGISTER COMPLAINTS

MFIN's Toll Free Helpline Number – 1800 102 1080

MFIN's Email Id – customercomplaint@mfinindia.org

MFIN CUSTOMER GRIEVANCE REDRESSAL MECHANISM – A WALKTHROUGH

MICROFINANCE CUSTOMER

- Customers of the MFIN member - Regulated Entities who have availed microfinance loans

COMPLAINT CATEGORIES

- Insurance
- Application
- Digital Transaction
- Disbursement
- Dispute With CIR
- Pre-Closure
- Processing
- Repayment
- Third Party Product
- Loan - Others

MFIN Customer Care Executive (CCE)

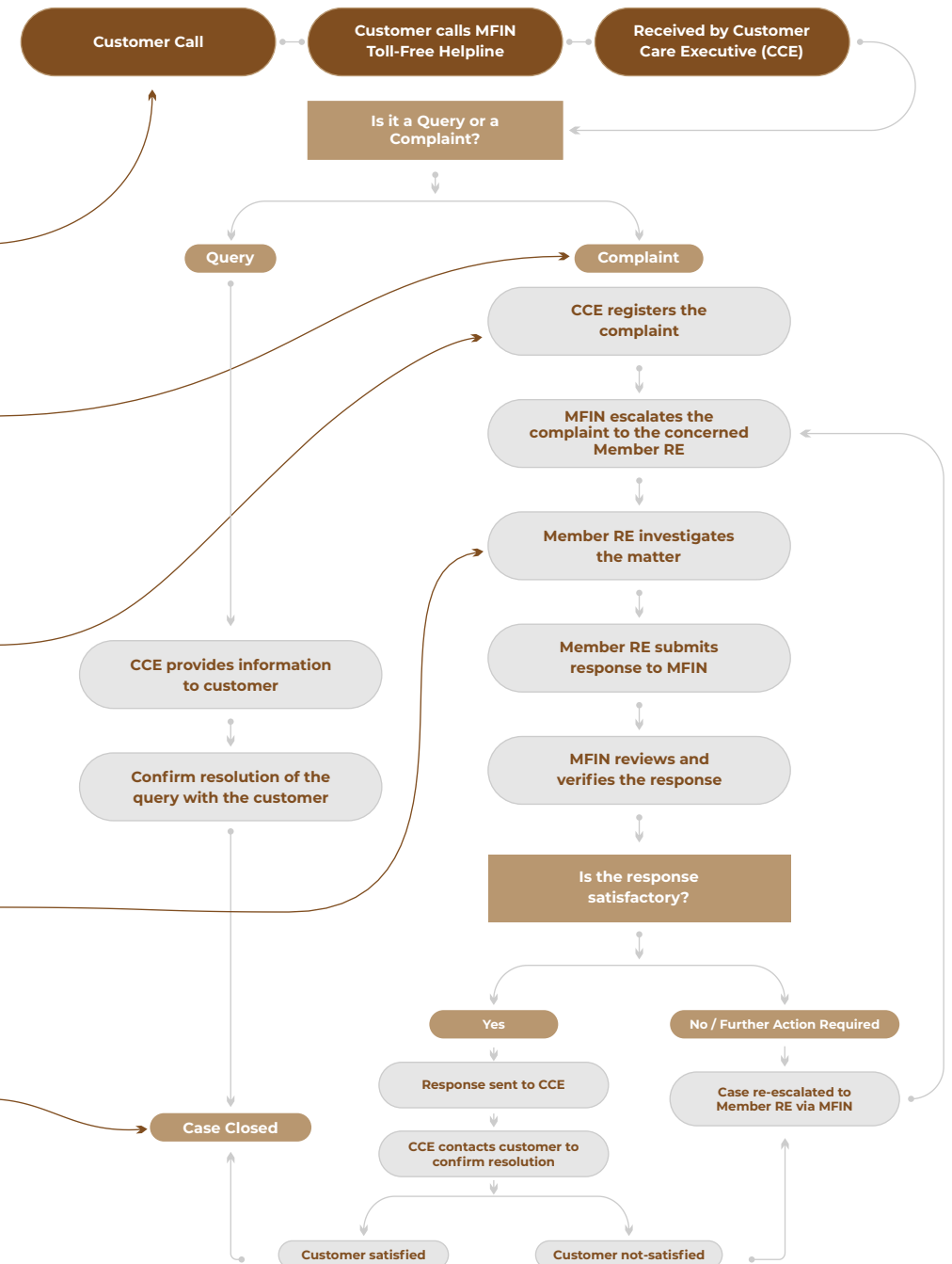
- Dedicated and trained Executives
- Handle customer calls from all states, across India
- Language -based call routing for clear communication
- Follow -up verification calls to confirm customer satisfaction
- Complaints closed only after customer confirmation
- If the customer is not satisfied, RBI Ombudsman contact details are provided

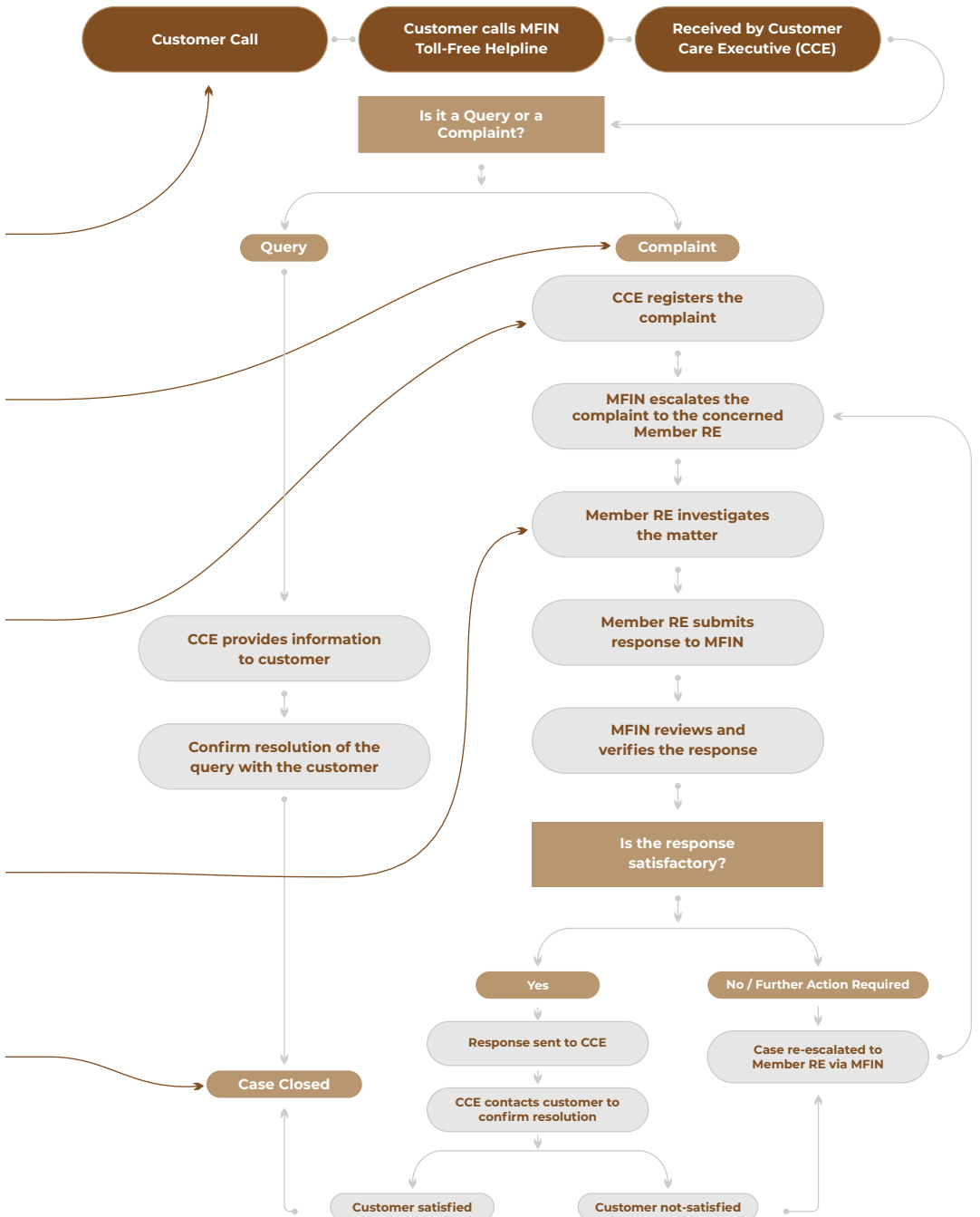
ROLE OF MEMBER REGULATED ENTITIES (REs)

- First point of contact for customers to register grievances
- Maintain a robust internal CGRM in line with RBI guidelines
- Cooperate with MFIN CGRM for grievance redressal
- Revert to MFIN within the defined TAT on the resolution provided to the customer

COMPLAINT CLOSURE

- Customer satisfied: Complaint closed.
- Customer not satisfied: Complaint re-assigned for further review
- In case customer remains dissatisfied even after the adequate resolution by RE or there is a difference between the customer's and the MFI's statement: RBI Ombudsman contact details are shared, and the complaint is closed as "Disputed"





MFIN COMPLAINT ESCALATION MATRIX



LEVEL 1

Calls/
writes to
member
RE in case
of
grievance



Member RE
redresses
the
complaint
and informs
customer



MFIN coordinates & tracks
the resolution with
member RE

Resolution/response is
provided by member RE

LEVEL 2

Calls to MFIN
in case
customer is
not satisfied
with member
RE's decision/
resolution



MFIN confirms
resolution
provided by the
member RE
with the
customer



Quarterly
reports & non-
compliance

Guidance



MFIN governance
committee (SROC)

LEVEL 3

Calls/
writes to
RBI in
case the
customer
is still not
satisfied



RBI
addresses
the issue



MFIN - CGRM

2.5L+ Calls Handled Annually

12 Languages Supported

MON – SAT 9:30 AM – 5:30 PM
Operational Hours

Toll-Free Helpline

- Operational Hours: Mon – Sat | 9:30 AM – 5:30 PM
- Printed on Loan Card: Toll-free number is printed on customer's loan card for easy access
- Call Recording: All calls are recorded for quality assurance and full transparency
- IVR Facility: Complaints can be recorded after working hours through IVR (currently in Hindi)
- Multilingual Support: Grievance assistance available across 12 languages

MFIN CGRM – Key Features

- Complaint Handling: Verify complaint details and forward to the respective member REs
- Centralised CRM System: Robust system for end-to-end complaint tracking
- High Volume Capacity: Handles 2.5+ lakh calls annually
- Time-Bound Resolution: Strict monitoring of resolution timelines
- Regulatory Reporting: Quarterly CGRM reports shared with Member REs and RBI
- Recent Updates: SMS alerts, customer satisfaction feedback & verification call automation

Automated SMS Notifications

Customers receive automatic SMS alerts at every key stage of their grievance resolution process

Registration	Verification	Closure
Complaint received & logged	Follow-up call to confirm satisfaction	Resolution confirmed & closed

Turnaround Time (TAT) for Resolution

Complaint Type	Resolution TAT
Normal Complaint	10 Days
Third-Party Complaint (TPP, Insurance, CBs)	15 Days
Critical Complaint	2 Days

ABOUT MFIN

MFIN was established in 2009 as an association for microfinance and was recognized by the RBI as India's first SRO for the NBFC-MFIs in 2014. Currently, MFIN members & associates are RBI-regulated entities, comprising NBFC-MFIs, Banks, SFBs, and NBFCs along with BCs & CICs, Fintech companies among others, which collectively account for more than 90% of the industry's GLP.

Keeping the larger objective of financial inclusion in mind, MFIN focuses on creating an enabling policy and business environment for its members to pursue responsible finance, with the highest standards of customer protection and corporate governance.

In pursuit of this goal, MFIN works closely with microfinance providers, regulators, government bodies, and key stakeholders across 36 states and union territories, spanning 721 districts including 112 aspirational districts, to ensure that credit reaches low-income households.

MFIN operates through three verticals – SRO, Advocacy & Development, and State Initiatives, playing an invaluable role in the robust development of the microfinance sector.

The impact of microfinance can be seen in its extensive outreach, over 75 million women borrowers are currently being served through small, easily serviceable, collateral-free loans with doorstep delivery, designed especially for women excluded from formal banking. These efforts have positively impacted nearly 300 million families, enabling a vast unbanked and underserved population in India to access formal credit, even in the remotest regions of the country.



For more information about MFIN and its work, please visit www.mfinindia.org

The Customer Grievance Redressal Mechanism (CGRM) ensures a fair, transparent, and timely complaint resolution process through a simple and customer-friendly registration system.

CONNECT WITH US

Email id: contact@mfinindia.org

Website: www.mfinindia.org

Follow MFIN on:



Microfinance Industry
Network (MFIN)



Mfin_india



Microfinance
Industry Network



MFIN