

Grameen Development & Finance Private Limited

Grievance Redressal Mechanism

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Now Grameen Development & Finance Pvt. Ltd.	26.11.2011
Grievance Redressal Policy	
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Policy owner	Grievance Committee
Policy implementation authority	Nodal Officer
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Applicability	All Business Units
Document Owner	
Name	Designation
Mr. Rajesh Baishya	Manager, Partnership Operations

Revision Trail

Date	Author	Révision Description	Latest Version
14.08.2018	Mr. Rajesh Baishya	Included the Customer Service Helpline Number and the maximum period within which the customer complaints would be addressed	1.01

Grameen Development & Finance Private Limited – Grievance Redressal Mechanism

In the present competitive scenario, excellent customer service is an important tool for sustained business growth. Customer complaints are part of the business life in any corporate entity. At Grameen Development & Finance Pvt. Ltd., customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Grameen Development & Finance Pvt. Ltd. has come up with a lot of initiatives that are oriented towards providing a better customer experience and an efficient complaints redressal mechanism with a view to providing enhanced experience to our customers.

In order to make Grameen Development & Finance Pvt. Ltd.'s redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given frame- work of rules and regulation.

a. Machinery to handle customer complaints/ grievances

Customers who wish to provide feedback or send in their complaint may use the following channels:

1. Complaint/Suggestion Box: Every office of Grameen Development & Finance Private Limited is equipped with Complaint/Suggestion Box. The entire boxes are locked and keys are at Head Office. Only authorized personnel from Head Office allowed using keys to open the boxes. On the day before visiting a branch the authorized personnel will collect the key and opens the box in the presence of Branch Head.

The visiting functionary is not allowed to open the complaint/suggestion and it will be sealed in an envelope in the presence of the Branch Head and entry will be done in the Grievance Register (Branch Copy) and it will be confirmed by the Branch Head. The visiting functionary will later will hand over the sealed Complaint/Suggestion to the Chairman of Grievance Redressal Committee.

2. Call our Customer Service Helpline during working hours on Monday to Friday between 9:30 am and 5:30 pm and on Saturday from 9:30 am to 1:30 pm (except on holidays).
3. Email us at grameendevfpl@gmail.com
4. Write to us at the below mentioned address:
Grameen Development & Finance Private Limited- Customer Service Cell
C/o. Grameen Sahara, Village – Dubjeni, Kulsi Road,
Post- Chhaygaon,
Dist- Kamrup – 781124 (Assam)
5. In case the complaint is not resolved within the given time or if he /she is not satisfied with the solution provided by Grameen Development & Finance Pvt. Ltd., the customer can approach the Complaints Redressal Officer (Nodal officer). The name and contact of the Complaint Redressal Officer (Nodal officer) is as follows:

Rajesh Baishya,
Mobile No.: +9184039-83650
Email Id: baishyarajesh8@gmail.com

6. Distribution of pre-postage paid envelopes to receive grievance/suggestion/feedback: Grameen Development & Finance Private Limited distributes a specific amount of pre-postage paid envelopes to receive grievance/suggestion/feedback. Clients are selected randomly and they have the freedom to sincerely acknowledge all the processes of the Company. Additionally they can jot down grievances of any kind and post the envelopes to reach Grievance Redressal Committee of the Company.

We assure a response to letters / emails received through this channel within 5 working days.

Grameen Development & Finance Private Limited has constituted a Grievance Redressal Committee and has been entrusted with the responsibility for ensuring adherence to the various policies and guidelines established across the various business units of the Company to ensure client protection. The Committee regularly reports to the Board of Directors on the status of number of grievance settled or pending.

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the Grameen Development & Finance Pvt. Ltd. falls. The details of DNBS are given below:

General Manager,
Department of Non-Banking Supervision
Reserve Bank of India,
Station Road, Post Bag No. 120
Panbazar, Guwahati-1
Email id: dnbsguwahati@rbi.org.in

b. Mandatory display requirements

Grameen Development & Finance Pvt. Ltd. has the following in all our branches:

- Appropriate arrangement for receiving complaints and suggestions.
- Display of the name, address and contact number of the Complaint Redressal Officer

The process of the complaints redressal unit will ensure closure of all complaints to the customers' satisfaction.

They will ensure that the complaint is escalated to the appropriate levels in case it is not possible to resolve at his/her level. Whilst the ultimate endeavor is to ensure we reach a situation where our customers don't have to complain to senior management to get an effective redressal, we have put in a robust mechanism to handle these complaints, review them from a point of view of understanding reasons for the complaint and for the escalation and working on prevention of recurrence thereof.

c. Time frame

To register complaints, the customers may use any of the channels mentioned above (refer point (a) on Internal Machinery to handle the customer complaints). If the complaint has been received in writing, Grameen Development & Finance Pvt. Ltd. will endeavor to send an acknowledgement / response within a week. Once the matter is examined, Grameen Development & Finance Pvt. Ltd. endeavours to either send a final response to the customer or an intimation seeking more time within one month upon receipt of complaint.

Complaints that are received at our end will be seen in the right perspective and would be analyzed from all possible angles.

The communication of Grameen Development & Finance Pvt. Ltd.'s stand on any issue will be provided to the customers. Complaints that require some time for examination of issues involved will be acknowledged promptly.

Grameen Development & Finance Pvt. Ltd. will display prominently, for the benefit of their customers, at their branches / places where business is transacted, the details of the grievance redressal officer belonging to their company as also that of the local office of RBI as detailed above.

d. Periodic Review

The aforesaid policy will be reviewed periodically /revised as and when there are any new changes incorporated by Grameen Development & Finance Pvt. Ltd. in handling complaints / grievances of the customer which includes introduction of new grievance channels, if any.

The Board of Directors should also provide for periodical review of the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews may be submitted to the Board at regular intervals, as may be prescribed by it.