



IIFL Samasta Finance Limited

Customer Grievance Redressal Policy

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V 1	Initial Issue	Process Excellence Team	21.04.2017
V 1.1	Changes as per guidelines	Process Excellence Team	26.10.2018
V 1.2	Changes as per guidelines	Process Excellence Team	11.05.2019
V 1.3	Changes as per guidelines	Process Excellence Team	04.08.2022

Introduction

IIFL Samasta Finance Limited is committed to provide access to quality services to all its customers by drafting appropriate policies and procedures and imparting training to all its employees. The company believes ensuring a satisfactory customer experience is key to growth of the company and benefits all the stakeholders. In this regard, a Customer Grievance Redressal Mechanism (CGRM) has been set up to address any queries or issues faced by the customer. This CGRM Policy aims to provide easy access to the customers to register any grievances faced at multiple levels and provide a speedy and quick resolution, thereby ensuring a prompt and effective service delivery mechanism.

Objectives of the Policy

The Company's Policy on Grievance Redressal Mechanism has been formulated in line with the RBI Fair Practices Code. The policy broadly strives to ensure that:

- All customers are treated fairly at all times
- All complaints, requests, queries and critical requests received from customers are responded with courtesy and on time
- Customers are fully informed of avenues to escalate their complaints/ grievances within the organization and their rights to alternative remedy, if s/he are not fully satisfied with the response.

Scope of the Policy

This policy is applicable to the customers of all loan products and at all branches of ISFL. ISFL shall also deal with the issues relating to services provided by the outsourced agencies, if any. Grievances of persons with disabilities shall also be fairly addressed under the CGRM Policy.

Customer Grievance Redressal Channels

IIFL Samasta Finance Ltd. has set up a dedicated team to address customer grievances which is monitored by the Customer Grievance Redressal Officer. Customers of ISFL can reach out to the company through various channels to raise their grievances as follows:

- 1. Report to the Branch Manager/ Field Team**
- 2. Call to ISFL Toll Free Number - 1800-120-8868**
- 3. Email ID: customer.care@iiflsamasta.com**
- 4. Register on ISFL Website Grievance Page**
- 5. Report to State/Regional Nodal Officers (Annexure - 2)**
- 6. Report to the Head Office by Writing to Customer Grievance Redressal Officer**

Address: Customer Grievance Redressal Officer, Head Office, IIFL Samasta Finance Limited, 110-3, Lal Bagh Main Rd, Krishnaappa Layout, Doddamavalli, Sudhama Nagar, Bengaluru, Karnataka 560027

Phone : 080-42913591 / +918792913128

The same information of customer grievance redressal channels is displayed in vernacular language in all the branches of ISFL.

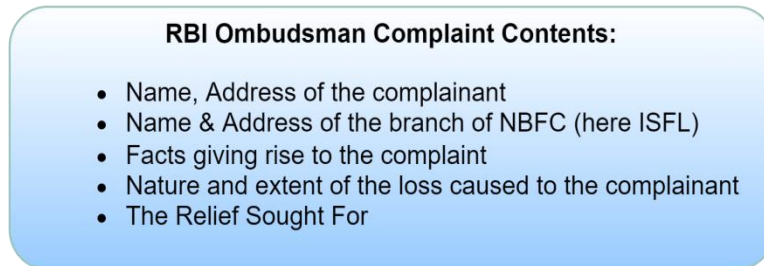
Register Grievance with MFIN:

When the company does not respond to the filed complaint within 15 days of customer lodging it, they can reach out to Microfinance Institutions Network Grievance Cell at their toll free number:

1800-102-1080

Register Grievance with RBI Banking Ombudsman:

If the customer’s grievance is not redressed within a period of 30 days by the company, the customer can appeal to RBI Banking Ombudsman. Customers may refer to the complete document “Ombudsman Scheme for Non-Banking Financial Companies, 2018” uploaded on ISFL website. The details of Ombudsman Offices is given in Annexure - 1. The Complaint Format is given in Annexure-3.

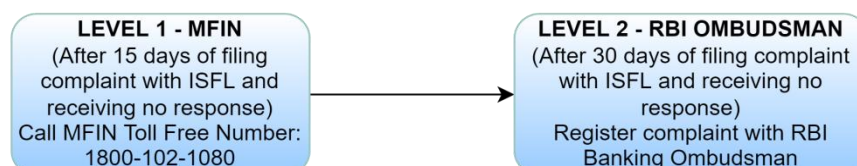


Internal & External Escalation Matrix for the Customer

The customer can follow the internal escalation matrix in case their complaint is not addressed at any of the lower levels within the company within TAT (Mentioned in Table - 1).



The customer can raise a complaint with MFIN or RBI Ombudsman in case the complaint filed is not responded by ISFL within 15 days or 30 days respectively, which is the external escalation matrix as shown below:



Types of Grievances and TAT

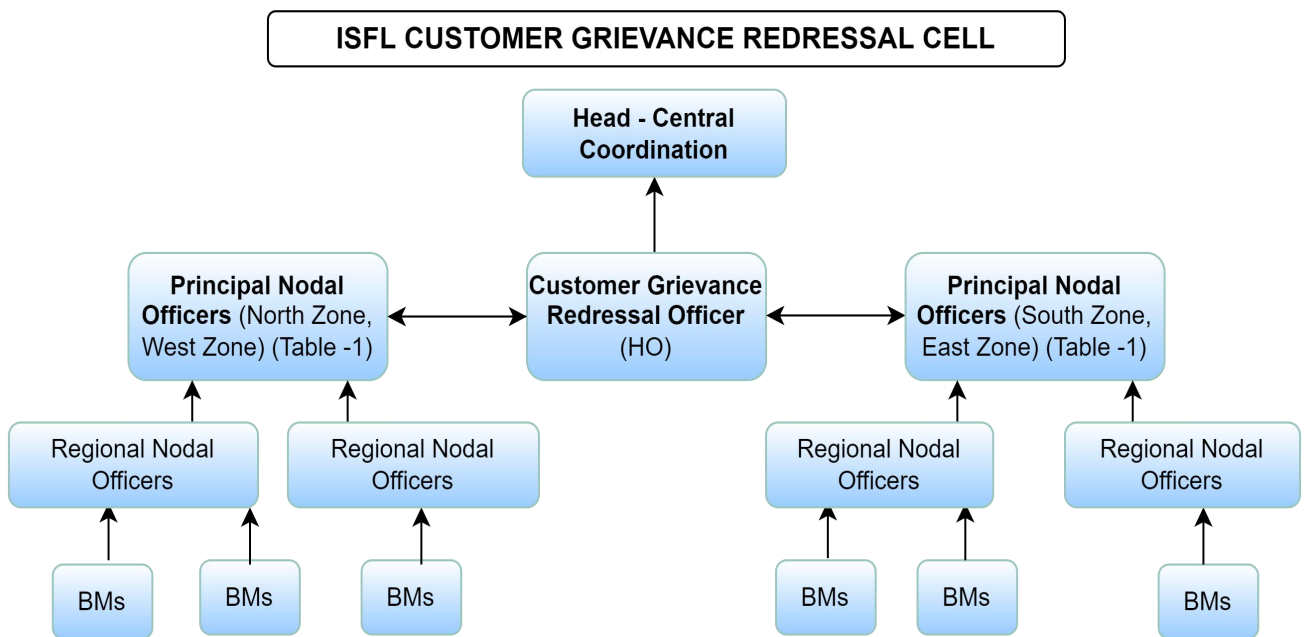
All grievances by customers shall be classified into 4 types - Disbursement related, Fee and Charges Related, Staff Behavioural Issues or Other type of Complaints. Each type of complaint shall will be responded to as per the TAT according to nature of the complaint mentioned in Table -1.

Table 1 : Types of Grievances and TAT

Type of Issue	Maximum TAT at Branch	Maximum TAT at HO
Disbursement	7 working days	14 working days
Collection	7 working days	14 working days
Fee and Charges	7 working days	14 working days
Staff Behavioral Related	14 working days	28 working days
Others	For other complaints TAT will be decided as Per the nature of complaint in line With respective Department SOP	

ISFL Customer Grievance Redressal Cell

The Customer Grievance Redressal Cell of ISFL consists of the Head-Central Coordination Team, Customer Grievance Redressal Officer (CGRO), Regional Nodal Officers and Branch Teams. The CGRO is responsible for the prompt and satisfactory redressal of all grievances registered with ISFL within TAT. The CGRO reports to the Head-Central Coordination and monitors the resolution of all the complaints received at any level, in alignment with the Regional and Principal Nodal Officers. The hierarchy is given below:



Roles & Responsibilities of Customer Grievance Redressal Cell

- a) Ensuring effective management of complaints and escalations
- b) All Grievance details to be recorded in CGRM master database
- c) Updating monthly reports to board and other stakeholders
- d) Reports to be audited and awareness to be created among employees about the same
- e) Training and monitoring of branch team for effective resolution and closure; Soft skill training to be provided to Help Desk team in regards to Phone etiquette and speech
- f) Routing of customer complaints to concerned department
- g) Routing of unsatisfactory complaint resolutions to respective departments and recording the same in master database

Regional/Principal Nodal Officers

As per the guidelines of RBI, Regional Nodal Officers have been appointed who are responsible to address the complaints of customers pertaining to their region. All principal nodal officers shall be notified of all complaints received in their zones. The RBI shall directly correspond with the Principal Nodal Officers if required as mentioned in the RBI Ombudsman. The list of Nodal Officers and their contact details are mentioned in Annexure -2.

Closure of the Complaint:

Post the receipt of resolution from concerned department, the Customer Grievance Redressal Cell/CGRO will call the customer to confirm that customer has received satisfactory response before closing the ticket. If ISFL's response is not satisfactory to the customer, the CGRO should again route the ticket to respective departments for redressal with escalation to Principal Nodal Officer. Customer Feedback shall be taken by the Customer Grievance Redressal Cell for all closed tickets and maintained in master database.

Audit and Review:

The Customer Redressal mechanism shall be subjected to audit annually and the subject policy shall be subjected to review on an annual basis by the Board of Directors.

Conclusion:

The Policy is expected to serve as the guide for handling customer grievances in an efficient and transparent manner. A summary of all such complaints are summarized and presented periodically to MFIN / Company secretary/Board / Management & all respective stake holders. This will help in maintaining a healthy customer relationship, build greater trust and in reinforcing the organisation with enhanced customer focus and commitment.

ANNEXURE-1**RBI Ombudsman Offices Details**

SNo	Centre	Address of the Office of NBFC Ombudsman	Area of Operation
1.	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001; STD Code: 044 ; Telephone No: 25395964; Fax No: 25395488 Email : nbfcchennai@rbi.org.in	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
2.	Mumbai	C/o Reserve Bank of India RBI Byculla Office Building Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008 STD Code: 022; Telephone No: 23028140 Fax No: 23022024 Email : nbfc Mumbai@rbi.org.	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
3.	New Delhi	C/o Reserve Bank of India Sansad Marg, New Delhi -110001 STD Code: 011; Telephone No: 23724856 Fax No: 23725218-19; Email : nbfcnewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
4.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road, Kolkata-700 001 STD Code: 033; Telephone No: 22304982 Fax No: 22305899 Email : nbfcokolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand

ANNEXURE - 2**Contact Details of Regional Nodal Officers/Principal Nodal Officers (Assigned as per RBI Ombudsman for NBFCs, 2018 - 15 3. (iii))**

RBI Ombudsman Office	Areas of Operation	Regional Nodal Officers & Principal Nodal Officers	Email ID	Phone	Department
Chennai	Tamil Nadu	John william A	johna@iiflsamasta.com	8870225893	Credit
	Karnataka	Harisha K	harishak@iiflsamasta.com	7411219084	Credit
	Kerala	Tamilarasan NV (Principal Nodal Officer)	tamilarasannv@iiflsamasta.com	7639556900	Credit
	Pondyicherry	John william A	johna@iiflsamasta.com	8870225893	Credit
Mumbai	Maharashtra	Shailesh Walavalkar (Principal Nodal Officer)	shailesh@iiflsamasta.com	8975584035	Credit
	Goa	Shailesh Walavalkar	shailesh@iiflsamasta.com	8975584035	Credit
	Madhya Pradesh	Lokesh Sakle	lokeshrs@iiflsamasta.com	9685226586	Credit
	Chattisgarh	Subham Nayak	subhamn@iiflsamasta.com	7381851696	Credit
	Gujarat	Kalpesh Rathod	kalpeshrr@iiflsamasta.com	7600982631	Credit
New Delhi	Uttar Pradesh	Ashwani Singh (Principal Nodal Officer)	ashwanisingh@iiflsamasta.com	8299348860	Credit
	Rajasthan	Naveen Sharma	Naveens@iiflsamasta.com	8387858836	Credit
Kolkata	Assam	Subhajit Biswas	subhajitb@iiflsamasta.com	8926021491	Credit
	Orissa	SUKDEV DAS (Principal Nodal Officer)	sukadevd@iiflsamasta.com	7008175915	Credit
	Bihar	Chandra Kanta Pitari	chandrakantap@iiflsamasta.com	9614639713	Credit
	Jharkhand	Padma Lochan Paul	lochan@iiflsamasta.com	7856011161	Credit
	Tripura	Subhajit Biswas	subhajitb@iiflsamasta.com	8926021491	Credit
	West Bengal	Abhishek Bhattacharjee	abhishekb@iiflsamasta.com	7979805009	Credit

***RNO/PNOs are subjected to change from time to time based on deputation/transfer/administrative exigencies**

ANNEXURE - 3
RBI Banking Ombudsman

FORM OF COMPLAINT (TO BE LODGED) WITH THE RBI OMBUDSMAN (TO BE FILLED UP BY THE COMPLAINANT if satisfactory response is not received from ISFL within TAT)

To:

The NBFC Ombudsman

Place of office of the NBFC Ombudsman

Dear Sir,

Sub: Complaint against (Name of the NBFC branch)
of (Name of the NBFC)

Details of the complaint are as under:

1. Name of the Complainant

2. Full Address of the Complainant

.....
.....

Pin Code

Phone No/ Fax No..... Email

3. Complaint against (Name and full
Address of the branch & NBFC)

.....

Pin Code

Phone No. / Fax No.

Email

4. Particulars of NBFC Account (If any)

.....
(Please state the number and the nature of account viz. deposit/ loan account etc. related to the subject matter of the complaint being made.)

5. (a) Date of representation already made by the complainant to the NBFC *(Please enclose a copy of the representation)*
.....

(b) Whether any reminder was sent by the complainant? YES/NO *(Please enclose a copy of the reminder)*

6. Subject matter of the complaint *(Please refer to Clause 8 of the Scheme)*

.....

.....

7. Details of the complaint:

(If space is not sufficient, please enclose separate sheet)

.....
.....
.....

8. Whether any reply (Within a period of one month after the NBFC concerned received the representation) has been received from the NBFC? Yes/ No

(if yes, please enclose a copy of the reply)

9. Nature of Relief sought from the NBFC Ombudsman

.....

(Please enclose a copy of documentary proof, if any, in support of your claim)

10. Nature and extent of monetary loss, if any, claimed by the complainant by way of compensation (please refer to Clauses 12 (5) & 12 (6) of the Scheme) Rs.....

11. List of documents enclosed:

(Please enclose a copy of all the documents) 12. Declaration:

(i) I/ We, the complainant/s herein declare that:

a) the information furnished herein above is true and correct;

and

b) I/ We have not concealed or misrepresented any fact stated in the above columns and in the documents submitted herewith.

(ii) The complaint is filed before expiry of period of one year reckoned in accordance with the provisions of Clause 9(A)(a) and (b) of the Scheme.

(iii) The subject matter of the present complaint has never been brought before the Office of the NBFC Ombudsman by me/ us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(iv) The subject matter of the present complaint has not been decided by/ is not pending with any forum/ court/ arbitrator.

(v) I/ We authorise the NBFC to disclose any such information/ documents furnished by us to the NBFC Ombudsman and disclosure whereof in the opinion of the NBFC Ombudsman is necessary and is required for redressal of our complaint.

(vi) I/ We have noted the contents of the Ombudsman Scheme for NBFCs, 2018

Yours faithfully,

(Signature of Complainant)

NOMINATION – (If the complainant wants to nominate his representative to appear and make submissions on his behalf before the NBFC Ombudsman or to the Office of the NBFC Ombudsman, the following declaration should be submitted.)

I/We the above named complainant/s hereby nominate Shri/Smt.....

..... who is not an Advocate and whose address is

..... as my/ our REPRESENTATIVE in all proceedings of this complaint and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/ us. He/ She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Complainant)

Note: If submitted online, the complaint need not be signed.
