



# MUTHOOTTU MINI FINANCIERS LTD

*Reviewed and approved by the Board in their Meeting held on 20-07-2020*

## **POLICY FOR GRIEVANCES REDRESSAL**

### **1. Introduction**

Customer complaints are part of the business life of any corporate entity. This is more so for Non Banking Financial Companies because they are service organizations. As a service organization, customer service and customer satisfaction are the prime concerns of the MMFL. Muthoottu Mini Financiers Ltd believes that excellence in customer service is its prime motto; providing prompt and efficient service should get paramount importance in its business policies.

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism is aimed at helping identification of shortcomings in product features and service delivery. The MMFL is fully aware that customer dissatisfaction would spoil company's name and image. The Company's policy on grievance redressal follows the under noted principles.

- Customers be treated fairly at all times
- Complaints raised by customers are dealt 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 they are not fully satisfied with the response of the MMFL to their complaints.
- MMFL will treat all complaints efficiently and fairly as they can damage the company's reputation and business if handled otherwise.
- The MMFL employees must work in good faith and without prejudice to the interests of the customer.

In order to make grievance redressal mechanism more meaningful and effective, a structured system has been built up towards such end. Such system would ensure that the redressal sought is just and fair and is permissible within the given framework of rules and regulation. The policy document would be made available at all branches, the concerned employees shall be made aware about the complaint handling process.

**1. The Customer Complaint arises due to:**

- a. The attitudinal aspects in dealing with customers.
- b. Inadequacy of the functions/arrangements made available to the customers or gaps in standard of services expected and actual services rendered.

The customer is having full right to register his complaint if he is not satisfied with the services provided by the Company. He can give his complaint in writing, orally or over telephone. If customer's complaint is not resolved within the prescribed time or if he is not satisfied with the solution proved by the company, he can approach Reserve Bank of India with his complaint or other legal avenues available for grievance redressal.

**2. Mandatory requirements**

**i. Recording of complaints**

A register is maintained by the Customer Complaints Department for recording all written complaints received by it from customers, branches and Corporate Office. All Complaints received by different departments, will be sent to Customer Complaints Department for further processing and taking action.

**ii. Procedure of handling complaints**

After scrutiny of the complaint, the nature of complaint will be categorized department-wise and forwarded to the respective department. Regarding complaints over phone on the issue of charging excess interest, change of interest slab, etc, such issues may be settled over phone. Customers may be convinced on the policy of the Company on matters like interest rates, interest concession, etc.

**iii. Complaints received from RBI/SEBI and NCD matters**

These complaints shall be received by Company Secretary and disposed of by Secretarial Department supervised by Company Secretary.

#### **iv. Posting of complaints in Company Website**

Company has a mail id [info@muthoottumini.com](mailto:info@muthoottumini.com) in which customer complaints are received. Such complaints should be forwarded to Customer Complaints Department.

#### **Disposal of complaints**

Time frame for closure of the complaint will be within 15 days from the date of receipt. Once a decision is arrived at on each complaint, the matter will be conveyed to the customer/branch by the Department handling the same under copy to Customer Complaints Department. The details of complaints outstanding will be intimated to MD/CEO every month by 10<sup>th</sup> of the subsequent month with copy to concerned department. Pending list above 15 days with complaints remaining unresolved will be shared with Management and Departments.

#### **Ombudsman Scheme for Non-Banking Financial Companies, 2018 - Appointment of the Nodal Officer/Principal Nodal Officer**

The Reserve Bank of India (RBI) has brought into operation on February 23, 2018, the Ombudsman Scheme for Non-Banking Financial Companies, 2018 (The Scheme). The extension of the Scheme to eligible Non-Deposit Accepting Non-Banking Financial Companies came into effect and force from April 26, 2019. The Scheme is to ensure that a suitable mechanism exists for NBFC's for receiving and addressing complaints from their customers with specific emphasis on resolving such complaints expeditiously and in a fair manner

The Company has appointed Nodal Officers (NOs) at their Zonal Offices and a Principal Nodal officer ( PNO) at the head office.

The PNO appointed at the Head Office of the NBFC shall be responsible for coordinating and liaising with the Customer Education and Protection Department (CEPD), RBI, Central Office. Covered NBFCs are at liberty to appoint the Grievance Redressal Officer (GRO) identified by the respective NBFCs in terms of extant guidelines on Grievance Redressal Mechanism, applicable to them, as the PNO or NO, provided that the officer concerned is sufficiently senior in the organisation. Where there is more than one Nodal Officer for a zone, the PNO shall be responsible for representing the company and furnishing information to the Ombudsman in respect of complaints filed against the NBFC. The Company shall display prominently, for the benefit of

their customers, at their branches/ places where business is transacted, the name and contact details (Telephone/ Mobile numbers as also email addresses) of the PNOs/NOs and the name and contact details of the Ombudsman, who can be approached by the customer. The Company shall prominently display the salient features of the Scheme (in English, Hindi and Vernacular language) in their website and at all their offices and branches in such a manner that a person visiting the office or branch has easy access to the information.

| Details of Principal Nodal officer |                          |                |                      |
|------------------------------------|--------------------------|----------------|----------------------|
| Name                               | Designation              | Contact Number | E-mail Id            |
| P.E Mathai                         | Chief Operations Officer | 9686013108     | mathai@muthoottu.com |

| Details of Zonal Nodal Officers |                              |                       |  |
|---------------------------------|------------------------------|-----------------------|--|
| NAME                            | DESIGNATION                  | Contact Number        | EMAIL ID   |
| Melvin Easa                     | REGIONAL MANAGER - AHMEDABAD | 9909275882            | <a href="mailto:melvin.easa@muthoottumini.com">melvin.easa@muthoottumini.com</a>             |
| Bipin P.S                       | ZONAL HEAD - BANGALORE       | 9846224554/9072331241 | <a href="mailto:bipin.ps@muthoottumini.com">bipin.ps@muthoottumini.com</a>                   |
| S Venkataraghavan               | ZONAL HEAD - HYDERABAD       | 9500664449            | <a href="mailto:s.venkataraghavan@muthoottumini.com">s.venkataraghavan@muthoottumini.com</a> |
| Manohar Royan                   | ZONAL HEAD - KANYAKUMARI     | 9500373047/7593838102 | <a href="mailto:manohar.royan@muthoottumini.com">manohar.royan@muthoottumini.com</a>         |
| Sreejith C.U                    | ZONAL HEAD - KOLLAM          | 7593838102/9567397898 | <a href="mailto:sreejith.cu@muthoottumini.com">sreejith.cu@muthoottumini.com</a>             |
| P Balasubramanian               | ZONAL HEAD - MADURAI         | 9072340612/9944869979 | <a href="mailto:balasubramanian@muthoottumini.com">balasubramanian@muthoottumini.com</a>     |
| N Madhanraj                     | ZONAL HEAD - SALEM           | 9094754422 9072326087 | <a href="mailto:n.madhanraj@muthoottumini.com">n.madhanraj@muthoottumini.com</a>             |
| Sanalkumar C                    | ZONAL HEAD - THRISSUR        | 9946226624/7593838105 | <a href="mailto:sanal.kumar@muthoottumini.com">sanal.kumar@muthoottumini.com</a>             |
| Kannababu K                     | ZONAL HEAD - VIJAYAWADA      | 8332073823            | <a href="mailto:kannababu.k@muthoottumini.com">kannababu.k@muthoottumini.com</a>             |

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