



MUTHOOTTU MINI FINANCIERS LTD

Reviewed and approved by the Board in their Meeting held on 25-04-2024

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 Grievance cell at Corporate Office for recording all written complaints received by it from customers, branches and Corporate Office. All Complaints are initially received by grievance cell in the mail ID grievance@muthoottumini.com and the grievances are routed to the departments concerned for 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.

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 in which customer complaints are received. Such complaints should be forwarded to Grievance cell.

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 grievance cell. The details of complaints outstanding will be intimated to MD/CEO every month by 10th 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.

Monitoring by the Board of Directors

The Complaints received and disposed/pending status shall be tabled before the Board of Directors on a quarterly basis

THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

The Reserve Bank of India (RBI) has brought into operation, the integrated Ombudsman Scheme 2021. 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 Regulated Entity shall display prominently for the benefit of their customers at their branches/places where the business is transacted, the name and contact details (Telephone/mobile number and E-mail ID) of the Principal Nodal Officer along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>).

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

Details of Zonal Nodal Officer			
Name	Designation	Contact Number	E-mail Id
Sreejith C.U.	Senior Zonal Manager-Kerala	75938 38102	sreejith.cu@muthoottumini.com
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