



**CREDITACCESSGRAMEEN LIMITED**

**CUSTOMER GRIEVANCE REDRESSAL POLICY**

Abstract

This policy provides details on the Customer Grievance redressal practices adopted by CreditAccess Grameen Limited

## Revision History

Version	Author	Description of Changes	Release Date
1.0	Arun Kumar B	Initial draft for quality review.	06/01/2011
2.0	Arun Kumar B	Incorporated Additional scenarios as per direction of Board committee	08/02/2012
3.0	Nagananda Kumar K N	Few minor upgrade to the content	20/05/2016
4.0	Nagananda Kumar K N	Added note on insurance TAT consideration in Section 4	29/01/2018
5.0	Nagananda Kumar K N	An update of policy to incorporate process upgrades and Internal Ombudsman scheme.	23/03/2022
6.0	Nagananda Kumar K N	Aligning in line with the provisions of Integrated Ombudsman Scheme by RBI, 2021	07/02/2023
7.0	Nagananda Kumar K N	Amendment related to Complaint box at branches and treatment of repeated complaints	19/01/2024
8.0	Arun Kumar B	Amendment to add availability of complaint register at branches	24/01/2025
9.0	Arun Kumar B	<ol style="list-style-type: none"> <li>1. Introduction of Section - Random sample check of 20 cases by senior management official (Grievance redressal officer) with a quarterly report to senior management on findings.</li> <li>2. Introduction of Section - Observance of Grievance redressal cell in all branches allowing walk-in customers to raise any grievances through the branch channel.</li> <li>3. Introduction of Section - Grievance redressal pertaining to Credit Information Reports as</li> </ol>	21/04/2025

		<p>per the latest RBI guidelines including a compensation framework in case of delays in updation/resolution of the complaint.</p> <p>4. Added relevant annexures to support the above points.</p> <p>5. Removed point 3 (xii) from previous version (attached for reference) - this was mentioned earlier when complaint registers were not available.</p>	
10.0	Haridarshini A, Principal Officer	The policy has been reviewed holistically and update to comply with the current RBI guidelines and internal procedures	08/05/2026

Version	Author	Reviewed By	Approved By
1.0	Arun Kumar B	Udaya Kumar	Suresh Krishna
2.0	Arun Kumar B	Udaya Kumar	Suresh Krishna
3.0	Nagananda Kumar K N	Gururaj Rao	Udaya Kumar
4.0	Nagananda Kumar K N	Gururaj Rao	Udaya Kumar
5.0	Nagananda Kumar K N	CAO and MD & CEO	Board of Directors
6.0	Nagananda Kumar K N	CAO and MD & CEO	Board of Directors
7.0	Nagananda Kumar K N	CAO and MD	Board of Directors
8.0	Arun Kumar B (Principal Nodal Officer)	COO, CEO & MD	Board of Directors
9.0	Arun Kumar B (Principal Nodal Officer)	COO, CEO & MD	Board of Directors
10.0	Haridarshini A (Principal Nodal Officer)	Gururaj Rao, COO Ganesh Narayanan, MD & CEO	Board of Directors

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Abbreviation	Meaning
RBI	Reserve Bank of India
KYC	Know Your Customer
RPC	Regional Processing Centre
GRC	Grievance Redressal Cell
TAT	Turnaround Time
IO	Internal Ombudsman
MD	Managing Director
CEO	Chief Executive Officer
MFIN	Microfinance Institutions Network
IT	Information Technology
GL	Group Lending
RF	Retail Finance
CIC	Credit Information Company
GRM	Grievance Redressal Management
NPS	National Pension System

## 1. Introduction

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In compliance with the Directions/Guidelines issued by the Reserve Bank of India ("RBI"), as applicable to non-banking financial companies, and other applicable provisions of PFRDA and IRDAI, and with a view to ensuring an effective grievance redressal mechanism within the organization for addressing customer grievances, the CreditAccess Grameen Limited ("CAGL" , "Company") has formulated this Customer Grievance Redressal Policy ("Policy") and also, established a Grievance Redressal Cell (GRC) to ensure that all customer grievances are appropriately addressed.

The Grievance Redressal Cell (GRC) is responsible for:

- a. Monitoring all customer grievances received across channels
- b. Tracking grievances received until closure
- c. Ensuring adherence to defined Turnaround Time (TAT)
- d. Escalating unresolved grievances
- e. Reporting grievance data to Board/ Board Committee(s) and Senior Management

## 2. Scope & Responsibility

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The grievance redressal process has been defined to address the grievances of all our customers.

**Grievance/Complaint:** A "Grievance/Complaint" is defined as any representation by the customer in writing or through other modes alleging deficiency in service by CAGL with or without seeking relief thereon.

Examples:

- i. Customer raising an issue regarding a request not addressed on time.
- ii. Inappropriate behaviour by any CAGL staff
- iii. Non-disbursal of loans on time,
- iv. Non-settlement of insurance claim
- v. Discrepancies in Credit Information Report, etc.

## 3. Procedure for raising grievance

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The customer who intends to raise grievance may raise their grievance with the Company by using any of the following channels available, between 9:15 am to 6:15 pm on any working days of the Company and furnishing complete details in relation to such grievance:

- i. Call Toll free number 1800 123 153 153
- ii. Send an Email – [yourvoice@cagrameen.in](mailto:yourvoice@cagrameen.in)
- iii. Write a letter to head office address:

**Grievances Redressal Officer (Principal Nodal Officer)**

CreditAccess Grameen Limited,  
#49, 46th Cross, 8th Block, Jayanagar,  
Bengaluru - 560070.

- iv. Submit a written complaint in the "Complaint Register" maintained at the branches

- v. Attend Grievance Redressal Day observed at the Branches on 02<sup>nd</sup> Monday of every Month (or next working day if 2<sup>nd</sup> Monday happens to be a holiday) from 2.00.p.m. to 5.00 p.m.

Grievances raised by customers will be resolved and final decision will be communicated to customers within a TAT of 30 days except for the grievances related to insurance, for which the TAT is 14 days.

Details of grievance redressal channels are published on the company's website as well as displayed on the notice boards at all branches and offices of the Company. The details are also printed in the Kendra meeting minutes book and passbooks issued to customers. Additionally, information regarding the channels available for reporting grievances is communicated to all customers through Kendra announcements on quarterly basis.

#### **4. Process followed at Grievance Redressal Cell (GRC)**

- i. All complaints received through various channels as mentioned above shall be handled by GRC Team till closure.
- ii. The complaints can be registered by any aggrieved customer by walking into the branches/offices of the CAGL without any prior appointment.
- iii. The complaints received at the branches are to be captured in complaint register. Details of these grievances should be communicated to GRC within 3 working days on email ID [yourvoice@cagrameen.in](mailto:yourvoice@cagrameen.in). The format to record these customer grievances is provided in *Annexure-3*.
- iv. For all the complaints received, a ticket shall be registered in GRM system. An acknowledgement will be sent by SMS to the contact number of the complainant along with the ticket number for future reference
- v. While registering the ticket, GRC shall check if any tickets by the same customer with same subject matter exists in the GRM and is marked closed in the last 15 days. If found, GRC will create a reference to the same by mentioning the previous ticket ID, subject, resolution remarks in the ticket being created and then continue with the resolution process.
- vi. Post the registration of ticket, additional information as required shall be obtained by the GRC from the complainant/ system/ branch and/or the concerned department. The case is then analysed to determine the root cause of grievance and further classification.
- vii. The turnaround time (TAT) for resolution will depend on the nature of the issue raised subject to maximum of 30 days and for insurance related grievances, the TAT shall be 14 days.
- viii. On receipt of complaint intimation from GRC, concerned departments need to assign the case to designated official/team for necessary investigation. The designated official /team

- should contact/visit the customer or Kendra and submit the response within the TAT based on the nature of the grievance. The response submitted by the concerned department will be reviewed by GRC and additional details/ documents or information may be sought if found necessary. GRC team will follow the response TAT escalation matrix (Annexure 2-A) to escalate the matter to the next levels.
- ix. GRC will follow up with the concerned departments for resolution of the grievance within the committed TAT. GRC team will follow the resolution TAT escalation matrix (*Annexure 2-B*) to escalate the matter to the next levels.
  - x. The resolution shall have three categories:
    - a) 'Fully Resolved',
    - b) 'Partially Resolved' and
    - c) 'Wholly Rejected'
  - xi. Based on the response received, the GRC shall tag the resolution either as 'Fully Resolved' or as 'Partially Resolved'/'Wholly Rejected'. The GRC team will interact with the complainant/concerned member, communicate the resolution and update the status in GRM system. The closure call shall be recorded and updated for future reference.
  - xii. If the resolution is 'Partially Resolved'/'Wholly Rejected', the case has to be auto-escalated to the Internal Ombudsman for review (as per the RBI IO scheme guidelines).
  - xiii. The Company shall formulate a Standard Operating Procedure for flow of complaints and information in a time-bound manner.
  - xiv. The complaints which are 'Partially Resolved'/'Wholly Rejected' shall be reviewed by designated senior official, before sending it to IO.
  - xv. All such complaints will be examined by the Internal Ombudsman based on records available including any documents submitted by the complainant, resolution remarks and related documents furnished by the concerned departments.
  - xvi. The Internal Ombudsman may hold meetings with the concerned functionaries/departments and seek any additional record/document available with them in connection with the complaint and for reviewing the decision.
  - xvii. The IO may, if required, seek written or oral submission (including additional information and documents) from the complainant, through the secretariat.
  - xviii. In case the Internal Ombudsman disagrees with the resolution provided by the concerned department, he will recommend the revised resolution as per his findings and analysis. Further, the reply to the complainant should explicitly state that the said complaint has been reviewed by the IO.
  - xix. The concerned department will either implement the recommended resolution or in exceptional cases where the recommendations cannot be complied with, shall seek approval of the MD&CEO and go ahead with the derived resolution.
  - xx. GRC team will once again interact with the complainant/concerned member and

communicate regarding the resolution and update the closure on the online GRM.

- xxi. For complaints that are partially resolved or wholly rejected after examination by the IO, the customer should be advised about the option available of approaching RBI – Ombudsman for redress. This closure call shall mention the URL of RBI’s Complaint Management System portal (for online filing of complaints) and the physical/ email address of its Centralised Receipt and Processing Centre and such closure call will be recorded and updated along with the ticket for future reference.
- xxii. The entire process has to be completed within 10 days from the point of escalation to IO and within 30 days from the receipt of the complaint (14 days in case of insurance related grievance), as the case may be. All complaints which are not resolved within 20days are auto escalated to IO.
- xxiii. An SMS will be shared with the complainant confirming the closure of the complaint.

## 5. Escalation channel

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If the resolution is not provided within 30/ 14 days from raising the grievance or if the complainant is not satisfied with the resolution provided by the Company, then he/she can escalate the same to:

### 1. MFIN Grievance Redressal Cell:

Grievance Redressal Cell

Microfinance Institutions Network (MFIN)

403 - 404, 4th floor,

Emaar Palms Spring Plaza, Golf Course Road,

Sector-54 Gurgaon-122003, Haryana

**MFIN Toll Free: 1800-102-1080**

### 2. RBI - Ombudsman

The Ombudsman

Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India,

Central Vista, Sector 17, Chandigarh – 160 017

Email – [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

Web: <https://cms.rbi.org.in>

## 6. Anonymous Calls received at Grievance Redressal Cell

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For anonymous calls received, through grievance channels, the nature of grievance will be determined, and necessary investigation will be initiated by GRC as appropriate.

## 7. Review by Senior Management:

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In order to ensure effectiveness of quality of redressal and categorization of complaints, a monthly review shall be conducted under the chairmanship of MD & CEO.

## **8. Grievances related to NPS as per PFRDA:**

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The grievances related to NPS will be handled/followed as per the above defined process. The subscribers have the right to lodge grievances through the available channels, and an acknowledgement will be sent within three (3) working days from the date of receipt of the grievance by the Company.

The Company maintains a system to receive, register, acknowledge and effectively dispose off the grievances received. All grievances will be disposed off/resolved within a period of thirty (30) days of its receipt and a final response will be communicated to the complainant, including details of resolution or rejection of the complaint, with reasons recorded in writing.

In the event that a subscriber's grievance is not resolved within the prescribed timeline or if the subscriber is not satisfied with the resolution provided, the subscriber may escalate the grievance with the National Pension System Trust and thereafter to the IO appointed by the PFRDA, in accordance with the prescribed procedure.

## **9. Complaints related to Insurance Services:**

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Complainants related to insurance services may be lodged by the complainant through the above mentioned channels of the Company, and such complaints will be resolved within the prescribed timeline of fourteen (14) days.

## **10. Complaints Related to Credit Information Reports:**

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The complaints related to the updation/rectification of credit information can be lodged by the Complainant either with the Company or with the concerned Credit Information Companies (CICs) in the following manner:

- i. The complainant can request to update/rectify the credit information to Company CICs
- ii. The complainant will be provided with the updated credit information within thirty (30) days from receiving the complaint [i.e., Company will have twenty one (21) days and CICs will have the remainder of nine (9) days for complete resolution of the complaint].
- iii. The final resolution of the complaint will be considered when the rectified credit information report (CIR) is shared by the Company/CICs to the postal address or email ID provided by the complainant.
- iv. The company will inform the complainant about the action taken regarding the complaint and/or reasons in case of rejection of complaint, if any.

If the Company fails to update/rectify the credit information within the prescribed timeline, the complainant will be entitled to compensation in accordance with the Company's 'Customer Compensation Policy'.

## 11. Reporting

GRC will submit the following periodical reports:

1. Weekly/Monthly Reports on the status of number of grievances received, resolved and pending, to Senior Management and MD & CEO.
2. Quarterly reports with a detailed analysis of grievances received, resolved and pending to the Stakeholders' Relationship & Customer Service Committee.
3. Compliance to other periodical reporting shall be ensured by the Company as per applicable regulatory provisions.

## 12. Annexure

### 12.1 Annexure -1 – Grievance Tracker Format

Sl.No	Name of member	Member ID	Ref. No	Kendra Name	Contact Number	Branch Name	Case Type	Category	Date of raising Issue	Description of the issue(s)	Responsibility	Resolution remarks	Case Status	Date of Resolution	Source

### 12.2 Annexure-2 - Escalation process

**Table A: Escalation Process for Response**

Responsible	Timeline ( Days)
Customer contacts CreditAccess Grameen Limited with Grievance	Day 0
Branch Manager/ Team lead	Day 0
Resolving Unit Team Manager (Area Manager or equivalent)	Day 0 to Day 3
Reporting Manager (Regional Manager or equivalent)	Day 4
General Manager / SH/ZM / Head of the department	Day 5
BH/CBO	Day 7
COO/ MD & CEO	Day 10

**Table B: Escalation process for Resolution** (in case the case is not resolved within TAT)

Responsible	Timeline (Working Days)
Customer contacts CreditAccess Grameen Limited with Grievance	Day 0
Branch Manager/ Team lead	Day 0

Resolving Unit Team Manager (Area Manager or equivalent)	1 Day beyond Specified TAT* for the case
Reporting Manager (Regional Manager or equivalent)	3 Days beyond TAT
General Manager / SH/ZM / Head of the department	7 days beyond TAT
BH/CBO	10 days beyond TAT
COO/ MD & CEO	15 days beyond TAT

\*In case the department does not respond, default TAT of 7 days will be assigned by the GRC Team.

*Note: In case of insurance claim related issues where documents are pending from the claimant/Nominee, the TAT will be considered from the date of receipt of all the relevant documents by the Insurance Department.*

### 12.3 Annexure-3: Format to record complaint in Complaint Register at branch

Date (Grievance Redressal Day)	Member ID	Name of the Member/ Complainant	Complainant's contact Number	Details of Grievance	Resolution Level; Branch/HO	Date of submission of statement to HO
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