

Circular No: OPR-1240-03-2016

March 19, 2016

Revision to Circular Nos: OPR-1203-07-2014, OPR-1163(A)-02-2013, OPR-1227-05-2015 and 1234-08-2015

**Subject: Customer Feedback & Grievance Redressal Mechanism (*Part of Fair Practices and Code of Conduct*)**

As part of Spandana's Code of Conduct and its compliance with the RBI's Fair Practices Code and SRO's Code of Conduct (MFIN), the following is the Customer Feedback and Grievance Redressal Mechanism. All contact numbers need to be prominently displayed at all branches.

Spandana follows the following multi-tier Customer Feedback & Grievance Redressal Mechanism:

### **1. Field Level**

- 1.1 Branch staff – Credit Assistant and Branch Manager (BM) are expected to visit clients close to their houses/ workplace. They should gather the feedback from clients and also redress complaints – if any. If the complaints are unresolved, they should report it back to their superiors –Cluster Manager (CM)
- 1.2 When any non branch staff visits the field: e.g.: CM/ Divisional Manager (DM)/ Zonal Manager (ZM)/ State Head or any Head Office Senior staff, they need to compulsorily visit the field and meet the clients and gather feedback and resolve grievances if any
- 1.3 The Loan Card needs to carry the BM's contact number. In Group Trainings and also at the time of loan disbursements, the clients and their spouses should be made aware that they can contact the BM anytime at this number for any grievance.

### **2. Branch Level**

- 2.1 Each branch needs to **display the contact number of the officials'** prominently in clear view so that the visitors can access them. Numbers of BM, CM, DM/ ZM and State Head need to be displayed in the branch
- 2.2 Each Branch has a **complaints register**. Any person is free to walk into the branch and register a complaint in this register. CMs must check the Complaints register on every visit to the branch and ensure their disposal and sign on the complaints register with a date. If the complaints are unresolved, they should report it back to their superiors – DM/ ZM.

### **3. Head Office Level**

- 3.1 Each loan card has the phone number of the Customer Support Service Officer based at Head Office. Customers can contact on that number and the Complaints will be redressed.

Complete Address and Contact Details of Customer Support Service Officer is:

**Spandana Sphoorty Financial Limited**, Plot No.31 & 32, Ramky Selenium Towers, Tower A, Ground Floor, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032, Telangana, India. **Toll Free Contact Number:18001205519**

4. **Industry Associations/ Self-Regulatory Organizations (SRO):** If the complainant feels that s/he is not getting resolution from the company's officials, they can also contact the MFI industry Association MFIN / Sa-Dhan, the SROs at the following address.

**Micro Finance Institutions Network (MFIN)**, 216, Radisson Suites Commercial Plaza, Sushant Lok-1, Gurgaon - 122002, Haryana, India. Toll Free Contact Number: **18002700317**

**Sa-Dhan**, The Association of Community Development Finance Institutions, A 1-248, Safdarjung Enclave, New Delhi – 110029, India. Tel No: +91-11-47174417/4400

5. **RBI: Reserve Bank of India:** If the complaints/ disputes are not redressed within a period of one month, the customer may appeal to the Officer in Charge of Regional Office of DNBS of RBI. Complete contact details are as below:

The **Reserve Bank of India (RBI)**, Department of Non Banking Supervision, Secretariat Road, Saifabad, Hyderabad -500 004, Telangana, India. Contact Number: **040-23241270**

6. **Cross Checks:** *Internal Auditor is expected to check that each branch has a Client Feedback/ Complaints Register; If there is any complaint mentioned there, it should have been addressed by the RM/CM in his last visit to the branch. Any un-addressed complaint observed in the field during customer interactions OR in the complaints register should be reported as an exception to the Senior Management & the Audit Committee of the Board*

All State Heads and Internal Auditors are responsible for ensuring its compliance. Gaps in the above process compliance will be treated as breach of company Code of Conduct and strict disciplinary action can be taken.

**Contact Details: To be displayed in every Branch/Office**

For any queries, feedback and grievances, clients may please feel free to contact the Customer Support Service at Toll Free Contact Number **18001205519** or Cluster Managers/ Divisional Managers/ Zonal Managers whose contacts are displayed below. If the client feels that she is not getting resolution from the company's officials, she can also contact the MFI industry Association / SRO – MFIN and Sa-Dhan. If the complaints/ disputes are not redressed within a period of one month, the borrower may appeal to the Officer in Charge of Regional Office of DNBS of RBI.

<b>Field Level:</b>		<b>Contact Number</b>
Branch Name :	Address:	
Branch Manager's Name:		
Cluster Manager's Name:		
Divisional/ Zonal Manager's Name :		
<b>Complaints / Grievance Redressal Cell, Head Office Level</b>		
Customer Support Service Officer	<b>Spandana Sphoorty Financial Limited</b> , Plot No.31 & 32, Ramky Selenium Towers, Tower A, Ground Floor, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032, Telangana, India.	<b>18001205519</b>
<b>Industry Association / SRO</b>		
Industry Association / SRO	<b>Micro Finance Institutions Network (MFIN)</b> , 216, Radisson Suites Commercial Plaza, Sushant Lok-1, Gurgaon - 122002, Haryana, India.	<b>18002700317</b>
	<b>Sa-Dhan</b> The Association of Community Development Finance Institutions A 1-248, Safdarjung Enclave New Delhi - 110029. (India)	<b>011-47174417</b> <b>011-47174400</b>
<b>Customer/ Branch Support Services</b>		
Officer In Charge	The <b>Reserve Bank of India (RBI)</b> , Department of Non Banking Supervision, Secretariat Road, Saifabad, Hyderabad -500 004, Telangana, India.	<b>040-23241270</b>