

CUSTOMER GRIEVANCE REDRESSAL POLICY OF S V CREDITLINE PRIVATE LIMITED

OVERVIEW

Customer satisfaction is necessary for consistent business growth and success of any organization. This is also necessary towards widening the customer base and retaining of existing customers. SVCL aims to satisfy its customers and delights them with its services. The aim of the policy is to design an effective customer redressal system.

OBJECTIVE

The objective of the policy is to provide timely resolution/solution to the issues/complaints of the customers, to make them satisfied and ensure long term association with them.

MODE OF COMPLAINTS

SVCL has identified the following ways of addressing customer grievances/complaints:

1) Direct mode

a) Customer visit at branches:

- a. Verbal Complaints – Branch Manager/Cashier will record the complaints and provides the solutions.
- b. Written Complaints – Customer can obtain Complaint Form and fill her complaint details (branch staff will assist if customer is not literate), filled complaint form can be handed over to Branch Manager/Cashier or can be sent to Nodal Officer based at Head Office through post.

b) Customer Call:

- a. Customer calls to branch's phone number – Branch Manager/ Cashier of the branch will record the complaint and provides the resolution.
- b. Customer calls to Nodal Officer based at Head Office who will record the complaint and provides customer with solution.

2) Indirect mode:

- a. Company officials like Audit Executive, Area Manager, State Head and other Top management members frequently visit the customers and customer can raise their grievance directly with them. In most of the instances, the customer's grievance is redressed instantly. Where immediate solution to the grievance is not possible, the grievance will be forwarded to Nodal Officer and to the functional head. The Nodal officer will get the clarification on the grievance and the solution will be given to the customer through the branch.
- b. Complaints received through (on behalf of customer) general public & other stake holders such as Govt agencies, RBI, police, lawyers etc & social activists will also be recorded at either branch level or by Nodal Officer based at Head Office and provided with appropriate solutions. Hence, any staffs who receive complaints from such agencies should escalate them to Branch Manager / Nodal Officer immediately.

Turn-around Time: - All complaints will be resolved within specified time at each level mentioned herein below;

Level 1 – Branch Manager/Cashier – 5 **working days**

Level 2 – Nodal Officer based at HO – 7 **working days**

Escalation:-

All complaints which are not resolved within 5 working days from receipt of customer complaint by Branch Manager/Cashier should be escalated to Nodal Officer based at Head Office.

Nodal Officer should provide the resolution to customer within 7 working days from the receipt of the complaint. Any delays in this regard should be escalated to Operations Head based at HO.

INTERNAL PROCESS

All grievances will be segregated based on their severity and criticality. Severity here is defined as the intensity of loss to the customer and to the company. Grievances if necessary will be forwarded to concerned departments for further action.

The grievances of the customers will be categorized in three levels based on their severity. For example,

Issue	Level 1	Level 2	Level 3	Level 4
Fraud Cases	Yes			
Staff Misbehavior		Yes		
Service Delays or Service Defects			Yes	
Others				Yes

NOTE: This list will be amended as per need

LEVEL 1: Integrity Issues, Revenue loss, etc. LEVEL

2: Disciplinary, Misbehavior concerns, etc.

LEVEL 3: Disbursements delays, loan application delays, center meeting delays, etc.

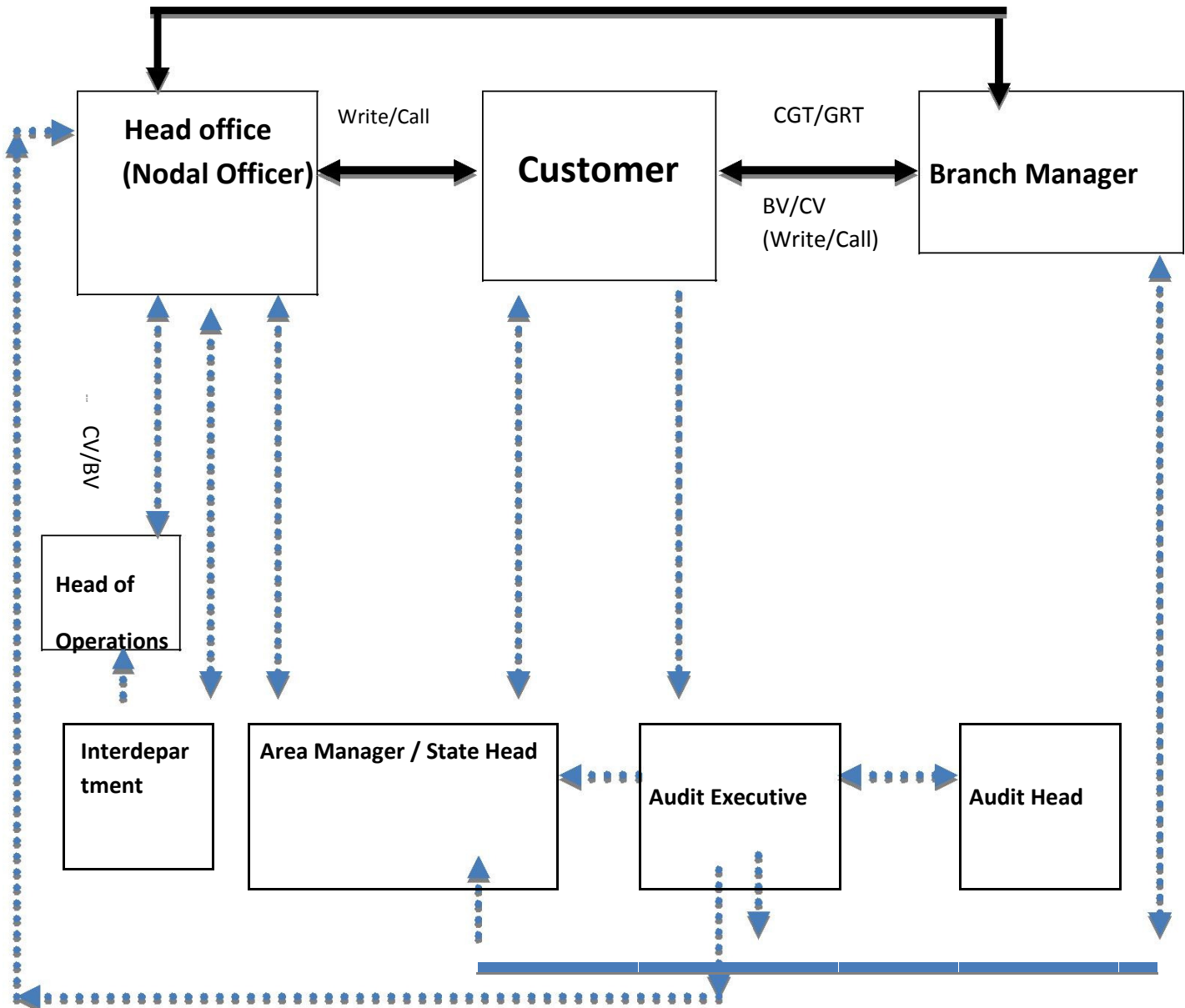
LEVEL 4: Others, such as Co-ordination concerns in customer’s group, centre, meeting place, etc.

All levels of grievances will be treated equally with the same sense of urgency and speed. However the resolution given and the action taken might vary depending on the severity.

REPORTING & REVIEW MECHANISMS

Quarterly – Quarterly Report on the Customer Grievances will be prepared by the Nodal Officer of the Company and will be presented to the Management for review.

FLOWCHART (GENERAL PROCESS OF COMPLAINT RESOLUTION)



CV – Center Visit

BV – Branch Visit

GRT – Group Recognition Test

CGT – Compulsory Group Training

Explanation

- 1) The primary point of contact of customer is Nodal Officer based at Head office & Branch Manager/ Cashier at branch.

CUSTOMER COMPLAINT FORM

(FOR OFFICE USE ONLY)

Complaint No.....

Of Year.....

Date.....

(TO BE FILLED UP BY THE CUSTOMER)

To

Nodal Officer,
S V Creditline Private Limited,
5th Floor, Tower B, SAS Towers, Medicity,
Sector-38, Gurgaon- 122001,
Haryana, India.

Dear Sir/Madam,

Sub: Complaint against: _____

Branch Name: _____

The details of my/our complaint are as under:

Name of Customer: _____

Contact No: _____

Full Address of the Customer: _____

Customer ID: _____

Loan A/c Number: _____

Details of Complaint, Documents Attached, etc –

(If space is not sufficient please enclose separate sheet)

DECLARATION – I/WE, the Customer/s herein declare that:

- (a) The information given above is true and correct; and
- (b) I/We have not hidden or misrepresented any fact in the above complaint and in the documents submitted herewith.

Yours Faithfully

(Signature of Customer/s)