

Complaints can be addressed to:

The Grievance Officer,

MSM Microfinance Limited,

Corporate office:

13A/209, 1st Floor, Kaashyap Enclave,

Velachery Main Road, Velachery,

Chennai - 600042

Phone No: +91-9381022345

Available on working days from 9.30AM to 6.00PM

Customer Feedback & Grievance Redressal Mechanism

As per MSM's compliance with the RBI's Fair Practices Code and MFIN's Code of Conduct, the following is the Customer Feedback and Grievance Redressal Mechanism. Every Branch Office, Regional Office and Corporate Office needs to display this process and contact numbers for customer use.

Field Level:

The branch team which includes FOs, BMs need to interact with the customers in Centre Meetings to know the feedback of service delivered and if there is any complaint to be addressed. If the complaint is not resolved, they need to report the same to their immediate superiors (Cluster Managers, Area managers and Regional Managers).

Any staff who visits branch from Corporate or Regional office need to visit clients in center meeting and take feedback and resolve complaints.

Both members and the guarantor has to be trained at the time of regular training in field by the field officer and also at the time of disbursements by Branch Manager detailing the Grievance process. Every loan repayment schedule and the minute's book given to the group have Branch Manager contact number written on it.

Branch Level:

Each branch has to maintain a complaint register kept in a place, visible to the customers who visit the branch. The customers have to be trained well during the financial literacy meeting and at the time of disbursement that "they can visit the branch to register any type of complaint. Any customer can file a complaint". The BM need to resolve the complaint within 7 days and present the details of complaint filed and action taken report to RM and corporate office every month.

Cluster Managers and Regional Managers visiting the branch must ensure to check the complaint register; any complaint pending should be resolved and reported back to corporate office.

Every branch need to display the contact details of field officials from BM to Head of Operations at customer notice board in training hall so that the customers can access the information.

Corporate Office Level:

Customers can contact the Grievance Redressal Officer at HO and file a complaint, the contact number is printed on every repayment schedule and minutes book given to customers.

Industry Associations/SROs: If the customer is not satisfied with the resolution of his/her complaint, they can also contact MFIN and Sa-dhan. The contact details for these are displayed at the branch.

If the complaint is not resolved within 1 month, the customer may appeal to the officer in charge of Regional Office, MFIN and DNBS- RBI. Contact details are displayed at the branch.

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

Third Party Customer Protection:

Back office team shall call to all the customers as a part of customer protection a day after the loan is disbursed. During this call, back office team checks the following:

- Loan amount sanctioned Vs disbursed
- Customer awareness pertaining to EMI / Interest rate / Tenure period
- Fees collection details
- Behavior of Staff during KYC capturing / due diligence / Loan disbursement
- Any commission or bribe details

In case of any discrepancy in the report, the same shall be escalated to corporate office for resolution. Detail consolidated report shall be presented by the back office in charge to the MSM management team in the monthly MR meeting

Role of Internal Auditors:

The internal Auditors must check the complaint register is maintained at every branch and check for any un-resolved complaints and report the same to corporate office. At the time of field visit also the IA needs to interact with customers for any complaint and feedback. The IA needs to report the same separately to the Audit Head.