

Customer grievance Redressal Mechanism

Overview

Grievance Redressal policy of IRCED is a mechanism within the organization to enable the members to lodge their complaints / grievances or give their feedbacks. The policy document aims at minimizing instances of complaints and grievances through proper service delivery and review mechanism.

Prompt excellent and efficient customer services and high level customer satisfaction is the prime objective of IRCED. The grievance redressal is designed with this objective.

Objective

The objective of the grievance resolution mechanism is to provide members with a convenient, simple, low cost and effective process for settlement of individual grievances.

Modes of Complaint

1. **Branch Manager:** Customers are provided with the branch manager's contact number, customers can call to branch manager who will record their complaints in the grievance redressal register and will follow-up with the issue.
2. **Grievance Redressal Officer:** The contact number of grievance redressal officer has been displayed on the notice board of all the branches. For any unresolved complaint customers can directly call to grievance Redressal Officer.
3. **Chief Grievance Redressal Officer/Nodal Officer:** Customers are provided with numbers on the daily transactions receipts, customers can directly call to the Nodal officer if only their complaints have not been resolved by the Branch Manager of grievance redressal officer.
4. **Written Complaints:** The customers are provided with branch and head office addresses. Customers can submit their hand written complaints to the branch and head office.
5. **Complaints on the field:** The customers can submit their complaints whether written or oral to any of the IRCED staff, who meets them during financial training, group meetings etc. The complaints will be redirected to the branch office instantly and solution be provided through branch.

Turn-around time: The complaints will be resolved within specified time mentioned below:

Stage 1: Branch Manager- 7 working days

Stage 2: Chief Grievance Redressal Officer/Nodal Officer - 15 working days

Escalation

All the grievances which are not resolved within 7 working days from the receipt of customer complaint by branch manager through customers or field staff shall be escalated to the grievance redressal officer.

Further if grievance redressal officer is not able to resolve the complaint of the customers within 10 working days then the complaint will be escalated to the Nodal officer who sits in the Head Office, Sangli for further resolution.

Through Nodal officer customer complaints will be resolved within 15 working days and respective branch manager and Grievance redressal officer will be informed.

If the customer is not satisfied with the resolution of the complaint, they may escalate the complaint to Microfinance Institutions Network (MFIN) or reserve Bank of India (RBI).

Monitoring and Evaluation

All complaints are registered in the grievance redressal register issued to the branch and branch manager is responsible for resolving the issues. If client is not satisfied then branch manager redirects the complaint to nodal officer at the head office.

A full-fledged client grievance redressal committee is overseen by nodal officer including committee members audit head, business head, and operations manager. A dedicated toll free number and complaint register is maintained at H.O for receiving and recording member's grievances. Grievance redressal committee takes necessary actions for resolving the cases within stipulated time. Accordingly necessary instructions are given to branches for speedy redressal. After following up with the complaint revert reply is provided to the nodal officer duly explaining the decision taken on the complaint.

On monthly basis a review of member's grievances and complaints is done with the committee members. Submission of quarterly report on member's grievances to board of directors for review and monitoring during quarterly board meetings takes place.