

CUSTOMER GREIVANCE REDRESSAL
OF
CHAITANYA RURAL INTERMEDIATION DEVELOPMENT SERVICES
PRIVATE LIMITED



Version No.	CGR/1.0/2016-17
Originally adopted Date of Policy	30 th April 2016
Amended/Modified Date of Policy	-
Policy owner	Guruswamy/Anand Rao
Approved by	Board of Directors
Signature	

Reference : RBI/2015-16/16 DNBR (PD) CC.No.054/03.10.119/2015-16 dated 1st July 2015

CHAITANYA'S GREVIENCE REDRESSAL PROCEDURE

Ensuring all customer complaints are given utmost importance and addressed at the earliest is very important for the company. Our regional office is structured with an intention of ensuring that the company is close to its customers and all customer complaints are quickly addressed by a senior person - Regional manager who handles 5 to 6 branches of the company. The company ensures that branches are not more than 30 km from villages they serve to ensure a moderate distance between customer and company.

The company has a systematic procedure for handling customer grievances. Every customer is given a pass book which has the detail procedure of customer grievance.

FIRST LEVEL:

At the first level, if a customer has a complaint, the customer can contact the Branch Manager who disburses the loan. The phone number and the address of the Branch Manager are mentioned in the pass book.

SECOND LEVEL:

At the second level, if the customer is not satisfied with the response by the Branch manager, the customer can contact the Regional Manager at the Regional Office. The phone number and the address of the Regional office are mentioned in the pass book.

THIRD LEVEL:

At the third level, the customer can contact the Grievance Redressal Officer of the company. The Grievance Redressal Officer will respond within 15 days of receiving the complaint

GRIEVANCE REDRESSAL OFFICER NAME AND ADDRESS:

Mr. Anand Rao
#98,3rd floor, Sirsi circle, Mysore Road
Chamrajpet,
Bangalore-560018

FOURTH LEVEL:

If complaint is not addressed within 30 days, the customer can approach Reserve Bank of India

Address:

General Manager
Department of Non-Banking Supervision (DNBS)
Reserve Bank of India
Nrupathunga Road
Bangalore -560001
Ph No: 080-22180380

It is not necessary that the customer should follow the steps in the above mentioned sequence. The customer is at liberal to go with her complaint to any level.

Amendment / modification of Policy:

Board reserves the right to amend/modify this policy as and when deemed fit and proper, at its sole discretion.
