



CUSTOMER GRIEVANCE REDRESSAL POLICY





This policy was approved by Board of Directors in their meeting held on 16th December 2019.

*as Amended on 15/11/2021

I. Introduction

Our Company aims at high level of customer satisfaction. We believe that the customer satisfaction can be achieved only by offering right products, timely redressal/ resolution of customer complaints and review mechanism to improve quality of services offered. The objectives of this policy are-

- To address the genuine needs of customers.
- To provide high quality services to customers.
- To ensure that employees/staff act in good faith and without prejudice to the interests of the customer and within the laid down policies and guidelines of Company, in this regard
- To ensure that the customers are fully informed of avenues to escalate their complaints / grievances within the organization.

This policy lays down the manner which customer complaints and grievances need to be addressed and resolved by the Company's employees and the management. This policy shall also be a guidance note to present employees and new joiners on how to address the customers complaints effectively. This policy shall be read along with other Company policies and appropriate action to be taken by the Company without fail.

II. Definitions

“Customer” means any person/institutions/association of persons/body of individuals who avails financial or other services of the company, as per extant policies of the Company.

“Grievances” shall mean complaint, resentment, dispute, disagreement etc. arising out of the practices, procedures and codes, followed by the Company in its customer dealings.

“Grave Grievance” shall mean a grievance of grave nature like staff misbehaviour, cheating/fraud, misconduct, misappropriation or misuse of customer's funds, antisocial behaviour etc by employees/staff of the Company towards customers/prospective customers.

“Working days” shall mean any day on which the branches and corporate office of the Company working and excludes Sundays, national holidays, public holidays or any other day on which Company is not open for work.

“Query” means general inquiries/suggestions relating products and services of the Company.

III. Grievances under this policy

As defined above “Grievances” shall mean complaint, resentment, dispute, disagreement etc. arising out of the practices, procedures and codes, followed by the Company in its customer dealings. To put in a more simple manner, a communication by prospective / existing Customers of Company that expresses dissatisfaction because of lack of action, inadequate quality of services by the Company's employees/staff. Grave grievances against any employee/staff shall be dealt seriously and disciplinary action shall be taken under the policies laid down by the Company.



A query is not “grievance” and thus not covered under grievance redressal mechanism this policy. Queries are general inquiries/comments relating to services of the Company which shall be made to the employees/staff at branches.

IV. Grievance mechanism

General queries does not come

Grievances could be redressed in 3 ways-

1. Customer Complaint box at branches
2. Complaint to Customer Service Team

Which is detailed in following paras-

1. Customer Complaint/grievance box at branches: **Every branch will have a customer complaint box near the counter or opposite customer lobby for depositing complaints.** Complaints shall be written in legible handwriting or printed containing the matter in detail. The customer shall mention his contact number, email id, and full address to enable the company to contact him for redressal. Complaints of minor nature will be dealt by branch staff. Complaints/Grievances which cannot be addressed at branch level will be forwarded to Grievance Redressal Officer at Head Office.

2. Complaint to Customer Service Team: A customer can lodge a complaint in person during working hours at Customer Service Team address given below, established in our Head office, by submitting a written letter and giving full details. Complaints may also be mailed to jmj@jmjfinance.com with appropriate subject line.

Customer Service Team
JMJ FINANCE LIMITED
Door No.25/469/23,
3rd Floor, Pooma Complex,
Naduvilal Jn., M.G Road,
Thrissur – 680001.
Ph: 0487 2428175

Also,

- a. Anonymous complaints will not be entertained.
- b. The complaint shall be readable and understandable for the officer reading the same.
- c. The customer service team shall record the same in the Customer grievance register, maintained electronically or physically with details of complaint with complaint number, date of receipts, address, brief description of complaint etc. Action taken shall also be recorded in the register.
- d. **The grievance redressal officer shall take steps to redress the complaint normally within 21 working days from date of receipt of complaints.**

V. Grievance Redressal Officer

At present, the Company has a Grievance Redressal Officer to deal with major complaints of customers and to overlook entire complaint redressal system:-

Shri. Shaji TD



JMJ FINANCE LIMITED

Door No.25/469/23,
3rd Floor, Pooma Complex,
Naduvilal Jn., M.G Road,
Thrissur – 680001.
Ph:0487-2428175

The duties of Grievance Redressal Officer are as follows-

- a. GRO will have the responsibilities of ensuring early resolution of complaints (within 30 working days).
- b. GRO will first examine the nature of the Complaint and initiate necessary action to address the complaint to the satisfaction of the complainant. He / She will also ensure to record the action initiated or taken along with the status of the complaint- resolved / unresolved in Complaint register, maintained for the purpose.
- c. Customer may directly approach and appeal to GRO within 15 days of the solution/decision/reply provided by GRO in case not satisfied with the same.
- d. The GRO, in that case, shall resolve the same within a reasonable time, with possible solution as deemed expedient to him.
- e. If the response/ resolution of the complaint is delayed beyond 30 days of receipt, or the complainant is not satisfied with the reasons of delay conveyed to him / her, he / she may appeal to the Officer-in-Charge of the Regional Office of Department of Supervision (DoS) of RBI situated at Bakery Junction, P.B No.6507, Thiruvananthapuram - 695 033 (Tel: +91 471 2320612);
- f. **Summary of the customer grievance reports along with actions initiated would be reported to the Board at least once in a year.** The report shall contain information like, the total no. of complaints received, disposed off and pending, with reasons thereof, which will be placed before the Board for information / guidance.

VI. Mandatory display at the offices

At the operational level, the Company shall ensure to display the following information prominently, for the benefit of its customers, at its places of business:

(a) the name and contact details (Telephone / Mobile nos. / email address) of the Grievance Redressal Officer who can be approached by the customer for resolution of complaints against Company.

(b) If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision (DNBS) of RBI (situated at Bakery Junction, P.B No.6507, Thiruvananthapuram - 695 033) under whose jurisdiction the registered office of the Company is situated.

(Refer Annexure A for suggested model of poster/display.)

VII. Training

The Company shall also conduct training programmes regularly for staff on customer services and minimizing grievances. Imparting soft skills required for handling customers, would be an integral part of the training programmes



VIII. Complementary effect

This policy shall be read along with other policies of the Company.

V. Overriding effect

Where due to any amendment in applicable laws/regulations/rules, any clauses of this policy becomes inconsistent with law, then the amended law shall apply to such clauses or such portion of the policy to make the policy legally valid.

VI. Revision/Amendments

Any amendments to this policy shall be made by decision of Board of Directors on recommendation made by any committee of Board or by KMP or loan department or to bring the policy in line with any future amendment in applicable laws.

For **JMJ Finance Limited**



Annexure A- Display information

Customer Complaint/Grievance Box

Any complaints or grievances relating to our services could be deposited in this box or send to customer service team at

Customer Service Team
JMJ FINANCE LIMITED
Door No.25/469/23,
3rd Floor, Pooma Complex,
Naduvilal Jn., M.G Road,
Thrissur – 680001.

Details of Grievance Redressal Officer (GRO):

Shri. Shaji TD
JMJ FINANCE LIMITED
Door No.25/469/23,
3rd Floor, Pooma Complex,
Naduvilal Jn., M.G Road,
Thrissur – 680001.

Email: loanmgr@jmjfinance.com
Contact number: 8111886873
Ph: 0487 - 2428175

If complaint not redressed in 30 days, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision (DoS) of RBI at Bakery Junction, P.B No.6507, Thiruvananthapuram - 695 033, India.
