

GRIEVANCE REDRESSAL MECHANISM & ESCALATION MATRIX

Escalation matrix:

Level 1:

If Customer is not satisfied with the resolution provided by customer service team of the company OR no response is received within 7 days, the customer could write to:

Manager Operations

Centrum Microcredit Limited

Address Office # 402, Neelkanth Corporate Park, Level 4, Kirol
Road Vidyavihar (West), Mumbai, 400 086, 91-022 62756212
[landline no.] OR send an email to
cml.complaints@centrum.co.in

The company will respond within 7 working days from the date of receipt of such complaint.

Level 2:

If customer is still not satisfied with the resolution provided by Manager – Operations, customer can write to the Grievance Redressal Officer at:

The Grievance Redressal Officer

Centrum Microcredit Limited,

Attn.: Mr. Om Shankar Dubey

Address: Office # 402, Neelkanth Corporate Park, Level 4, Kirol
Road Vidyavihar (West), Mumbai, 400 086

OR Send an email to om.dubey@centrum.co.in

OR call on 91-90828 29036 [mobile] / 91-022 62756222 [landline no.]

Reply to the complaint will be given within 7 working days.

Level 3:

If the customer is still not satisfied with the resolution provided by Level 1 and Level 2 escalations, then he can call MFIN Toll free number **18001021080**

Level 4:

If the customer is still not satisfied with the resolution provided by Level 1, Level 2 and Level3 escalations, then he can also approach the RBI or write to them to the below mentioned address:

The Officer-in-Charge
Reserve Bank of India
Non-Banking Supervision Department
Mumbai Regional Office
3rd Floor, Dr. A.B. Nair Road,
Mumbai Central Station (Next to Maratha Mandir Theatre)
Byculla, Mumbai 400008

Tel: (022) 2302 2014 Fax: (022) 2302 2011 e-mail

ID: helpdnbs@rbi.org.in

OMBUDSMAN SCHEME

Alternatively, if a reply is not received within, one month from the Company or the customer is dissatisfied with the response of the NBFC (+) If customer has not approached any forum, the customer may file a complaint with NBFC Ombudsman (not later than one year after the reply from NBFC) **on the following grounds:**

- Cheques not presented or done with delay
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.
- Failure or refusal to provide sanction letter/ terms and conditions of sanction in vernacular language or a language as understood by the borrower
- Failure or refusal to provide adequate notice for proposed changes in sanctioned terms and conditions in vernacular language or a language as understood by the borrower
- Failure/ Delay in releasing securities documents on repayment of all dues
- Levying of charges without adequate prior notice to the borrower
- Failure to provide legally enforceable built-in repossession in contract/ loan agreement
- RBI directives not followed by NBFC
- Guidelines on Fair Practices Code not followed

Address and Area of Operation of NBFC Ombudsman (RBI) and Centrum Microcredit Limited (CML) Nodal Officers

Mr. Om Shankar Dubey shall act as the Principal Nodal Officer (PNO) of the Company. The details of regional nodal officers is given below:

SN	Centre	Address of the Office of NBFC Ombudsman	Area of Operation	CML Regional Nodal Officers
1.	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Telephone No : 25395964 Fax No : 25395488 Email : nbfcchennai@rbi.org.in	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry	Mr. Tushar Holey Address: Centrum MicroCredit Ltd Office # 402, Neelkanth Corporate Park, Level 4, Kirol Road Vidyavihar (West), Mumbai, 400 086
2.	Mumbai	C/o Reserve Bank of India RBI Byculla Office Building Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008 STD Code: 022 Telephone No : 23028140 Fax No : 23022024 Email : nbfc Mumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu	Mr. Tushar Holey Address: Centrum MicroCredit Ltd Office # 402, Neelkanth Corporate Park, Level 4, Kirol Road Vidyavihar (West), Mumbai, 400 086

3.	New Delhi	C/o Reserve Bank of India Sansad Marg New Delhi -110001 STD Code: 011 Telephone No: 23724856 Fax No : 23725218-19 Email : nbfcnewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir	Abhilash Keshaarwani Address : Centrum Microcredit Ltd Samantarapur , Old Town , Above ICICI Bank , 2nd Floor , Bhubaneswar , Odisha-751002
4.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Telephone No : 22304982 Fax No : 22305899 Email : nbfcokolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand	Abhilash Kesharwani Address : Centrum Microcredit Ltd Samantarapur , Old Town , Above ICICI Bank , 2nd Floor , Bhubaneswar , Odisha-751002

(1) How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation-> If not reached, can issue Award/Order

(2) Can a customer appeal, if not satisfied with decision of Ombudsman?

Yes, If Ombudsman's decision is appealable -> Appellate Authority: Deputy Governor, RBI

Note:

- This is an Alternate Dispute Resolution mechanism
- Customer is at liberty to approach any other court/forum/authority for the redressal at any stage

A COPY OF THE OMBUDSMAN SCHEME IS AVAILABLE WITH THE BRANCH MANAGER/ ASSISTANT BRANCH MANAGER OF THE BRANCH/ PNO AT HEAD OFFICE.