

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

In case of any complaints/ grievances/ disputes/ queries, the customers can make use of the following Grievance Redressal Mechanism within the organisation at various levels.

Level - I

The Customer can contact the Cluster Manager/Regional Manager at field level and discuss the issue. The contact details of the concerned staff indicated above are made available to the members at the time of loan sanction as well as displayed in the cluster/branch offices.

Level - II

If the customer is not satisfied with the response received from the branch or if the customer don't receive a response in 3 working days, please call our Help Desk Representatives available on the phone or write an e-mail to the below mentioned e-mail id to register your complaints.

Toll-Free Helpline Number: 18001028530

(Timings: 10 a.m. to 6 p.m. except Sundays & Fourth Saturday of every month)

E-mail: customer.support@mmfl.in

Level - III

If the customer is not satisfied with the response from customer service helpdesk or if the customer don't receive a response within 3 working days, please call or write to the Grievance Redressal Officer. The Customer will receive a response within 5 working days from the receipt of the complaint by the Grievance Redressal Officer.

Contact Details of the Grievance Redressal Officer:

Mr. D. Ravi Kumar

Sr. Vice President – SHG Operations

Madura Micro Finance Limited

No. 634, Anna Salai, 6th Floor,

Karumuttu Centre, Nandanam,

Chennai, Tamil Nadu 600035

Contact Number: +91 9047552222

E-mail: ravikumar.doddala@mmfl.in

If your complaint is not resolved by within 15 working days, the customer can call the Toll free number **18002700317** of Microfinance Institutions Network (MFIN) which is an Independent body recognized as Self-Regulatory Organisation (SRO) by the Reserve Bank of India to redress customer complaints.

Appeal to the Reserve Bank of India

If the complaint is not redressed within 30 days, the customer may appeal to the Officer-in-Charge of the Department of Non-Banking Supervision (DNBS) of the Reserve Bank of India, Chennai at the following address.

Reserve Bank of India

Department of Non-Banking Supervision,

RBI, Fort Glacis, Rajaji Salai, Chennai, Tamil Nadu – 600001.

Phone no – 044 25393406 Fax no – 044 25393797 E-mail: [dnbschennai@rbi.org.in](mailto:dnbsschennai@rbi.org.in)

Debenture Trustees	Catalyst Trusteeship Limited Office No. 83 - 87, 8th Floor, B' Wing, Mittal Tower, Nariman Point, Mumbai – 400021 Contact: Ms. Deesha Trivedi Phone: +91 22 4922 0506 E-mail: deesha.trivedi@ctltrustee.com
Contact details of the officer handling Investor grievances	Mr. Sanin Panicker Company Secretary & Compliance Officer No. 634, Anna Salai, 6 th Floor, Karumuttu Centre, Nandanam, Chennai, Tamil Nadu 600035 Contact Number: +91 78670 91582 E-mail: sanin.p@mmfl.in