

CONSTITUENTS OF THE GRIEVANCE COLLECTION AND REDRESSAL MECHANISM (GCRM)

Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

An official located at Head Office is designated to receive and register the queries/grievances from borrowers and such are dispensed /resolved by appropriate authority on priority basis. Matters requiring immediate attention are escalated in the hierarchy of the appropriate authority and all complaints are simultaneously reported to the Ombudsman Committee which consolidates all such reports and forward the same to the Board of Directors along with an action taken report.

COMPLAINT BOX

Complaint/suggestion box is made available at the disposal of borrowers at each branch office and also at the Head Office of the Company. Anonymous complaints can be dropped into this box which is opened at an interval of 15 days by officials from head office, who submit the same to Head Office after proper filing of all the complaints and preparation of a summary report. Based on the precedence, the complaints are looked into and responded upon. Serious matters are escalated. The matters that assume importance are brought to the kind attention of the Ombudsman Committee, a three member's independent and impartial committee for resolving the complaints in fair and transparent manner. The committee members are impartial and function independently for resolving the complaints in a fair and transparent manner. An action taken report is also presented to the Board.

OMBUDSMAN COMMITTEE

This committee comprises of three senior executives (not associated with field operations of the company). They function in a very impartial manner. Serious cases received through complain box or e-mail is dealt with by them. In addition to that, they are also directly available to deal with any grievance. An individual can contact them directly and share their concern/feedback. That apart from this, the committee members pay surprise visits to branches. The meeting of the Ombudsman Committee is usually held every month. However, they are at liberty to meet it any occasion of importance arises.

Customers who wish to provide feedback or send in their complaint may use the following channels between 9:30 am and 6:00 pm, from Monday to Saturday (except on national holidays).

- Call our Customer Helpline on +91-73993-23409
- Email us at biplab.satra@gmail.com
- Write to us at the below mentioned address:

SATRA Development Finance private Limited- Customer Service Cell Sahitya Sabha Bhawan, Dhanai Bora Chowk, Village- Pachimchuba, Post Sipajhar, Distt.-Darrang (Assam) - 784145

In case the complaint is not resolved within the given time or if he / she is not satisfied with the solution provided by SATRA Development Finance private Limited, the customer can approach the Complaints Redressal Officer (Nodal officer). The name and contact of the Complaint Redressal Officer (Nodal officer) is as follows:

Mr. Biplab Saharia, Director
Mobile No.: +91-943501350
Email Id: satradevfin@gmail.com

We assure a response to letters / emails/Mobile received through this channel within 5 working days.

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the SATRA Development Finance private Limited falls. The details of DNBS are given below:

General Manager,
Department of Non-Banking Supervision
Reserve Bank of India, Station Road Panbazar Guwahati-781001
Email: cms.boguwahati@rbi.org.in.
Telephone: 0361-2734219/ 2512929.