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**VFS CAPITAL LIMITED**

**(formerly Village Financial Services Limited)**

**FAIR PRACTICE CODE**

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<b>Board Meeting Date</b>	<b>Subject</b>	<b>Department</b>	<b>Approved by</b>
25-05-2022	Fair Practice Code	Compliance – as Custodian Operation – for implementation	Board

**BACKGROUND:**

Fair Practice Code (in short FPC) of VFS Capital Ltd (the Company) pursuant to RBI Master Circular dated July, 01 2015, RBI/2015-16/16 DNBR (PD) CC.No.054/03.10.119/2015-16, Master Direction - Non-Banking Financial Company - Systemically Important Non-Deposit taking Company and Deposit taking Company (Reserve Bank) Directions, 2016 including the amendments thereafter and the guidelines of RBI as per Master Direction – Reserve Bank of India (Regulatory Framework for Microfinance Loans) Directions, 2022 dated March 14, 2022.

All the provisions of the RBI Master Circular dated July 01, 2015 and RBI Master Directions dated September 01, 2016 shall remain in full force and effect other than the provision that conflicts with the terms and spirit of the above Master Directions of RBI dated March 14, 2022, which are being amended appropriately in order to be consistent with the said Master Directions.

**Customer Protection Principles:**

The Company shall ensure that all employees:

1. Use respectful language, maintain decorum and are respectful of social and cultural sensitives.
2. Do not Use threatening or abusive language.
3. Do not use coercion of any sort to make recovery of loans and take recovery only at a centrally designated place. An employee can take recovery at the place of residence or work of the customer only if the customer fails to appear at the central designated place on two or

more successive occasions.

4. Do not intimidate or humiliate verbally or physically.
5. Do not persistently call the borrower and/ or do not call the borrower before 9:00 a.m. and after 6:00 p.m.
6. Do not harass relatives, friends, or co-workers of the borrower.
7. Do not publishing the name of borrowers
8. Do not use or give threat of use of violence or other similar means to harm the borrower or borrower's family/ assets/ reputation
9. Do not mislead the borrower about the extent of the debt or the consequences of non-repayment.

**I. Application for loans and their processing**

- (a) All communication to the borrowers will be in local languages.
- (b) All Loan Application Forms include the necessary information which affects the interest of the borrowers, so that the borrower can make a meaningful comparison with the terms and conditions offered by other MFIs and it will help them to take proper decision.
- (c) The Loan Application Form shall include the option for flexibility in repayment obligations by the borrower. The Loan may be repayable in fortnightly or monthly installments at the choice of the borrower/group.
- (d) The required documents to be submitted are written clearly in the Loan Application Form.
- (e) An acknowledgement for receipt of Loan Applications will be given to the borrower.

- (f) The parameters for Income Assessment of the household as per RBI Directions should be duly filled in the application form.
- (g) Income shall be assessed for every borrower and thereafter compared with the already reported household income determined from CIC report. In case of any divergence, the reasons for the same shall be specifically ascertained from the respective borrower.
- (h) Only thereafter, the assessed household income shall be uploaded with respective CICs.
- (i) Any change in interest rate or any other charge shall be informed to the borrower well in advance and these changes shall be effective only prospectively.
- (j) There shall be a standard form of loan agreement in a language understood by the borrower.

## **II. Loan appraisal and terms/conditions**

- (a) The Company will properly communicate to all borrowers about the amount of loan sanctioned along with terms and conditions including annualized rate of interest and method of application.
- (b) Every borrower shall be provided with an explicit fact sheet detailing therein any fees to be charged to the borrower by the Company and Detailed Repayment Schedule in the language understood by the borrower. The borrower shall not be charged any amount which is not explicitly mentioned in the factsheet.
- (c) The factsheet shall also be provided for other loans (i.e., collateralized loans) extended to borrowers from low-income households.

- (d) Acceptance of terms and conditions by the borrowers shall be kept on record.
- (e) The Company shall furnish a copy of the loan agreement along with the enclosures at the time of sanction / disbursement of loans (a written application of the borrower is required and cost to be borne by the borrower).
- (f) General terms and conditions of the loan products are mentioned below :
  - i. the borrower must be a member of one JLG.
  - ii. Annual household income of the borrower should not exceed Rs 3,00,000.
  - iii. Interest Rate to be determined by the Board of the Company. With a ceiling on the interest rate and all charges as may be decided by the Board from time to time. Interest rates and other charges/ fees should not be usurious.
  - iv. Total indebtedness of the borrower should be such that, outflows on account of repayment of monthly loan obligations of a household as a percentage of the monthly household income does not exceed the limit of maximum 50% of the monthly household income.
  - v. The computation of loan repayment obligations shall take into account all outstanding loans (collateral-free microfinance loans as well as any other type of collateralized loans) of the household. The outflows capped at 50% of the monthly household income shall include repayments (including both principal as well as interest component) towards all existing loans as well as the loan under consideration.

- vi. Existing loans, for which outflows on account of repayment of monthly loan obligations of a household as a percentage of the monthly household income exceed the limit of 50%, shall be allowed to mature. However, in such cases, no new loans shall be provided to these households till the prescribed limit of 50% is complied with.
- vii. There shall be no pre-payment penalty.
- viii. Penalty shall be charged on the overdue amount for delayed payment only.
- ix. The household is covered under insurance.
- x. Microfinance Loan is without collateral.

**III. Minimum Period of Moratorium:**

There must be a minimum period of moratorium between the grant of the loan and the due date of the repayment of the first instalment. The moratorium shall not be less than the frequency of repayment e.g. in the case of weekly repayment, the moratorium shall not be less than one week.

**IV. Disbursement of loans including changes in terms and conditions**

Any change in terms and conditions including disbursement schedule, interest rates, etc. shall be informed to the borrowers well in advance.

**V. General**

- (a) The Fair Practice Code shall be in vernacular language understood by the borrower and displayed in all the offices and website of the Company.

- (b) A statement shall be made in vernacular language and displayed in their premises and in Passbook articulating the commitment to transparency and fair lending practices.
- (c) The staffs shall be properly trained to deal with the customers in appropriate manner and to make necessary enquiries with regard to existing debt of the borrowers.
- (d) The training to the borrowers shall be free of cost. The Field staff shall be trained to offer such training and also make the borrowers fully aware of the procedure and systems related to loan / other products.
- (e) The effective rate of interest charged and the Grievance Redressal System prominently displayed in vernacular language in all its offices and in the literature issued by it and also on its website.
- (f) A declaration that the Company will be accountable for preventing inappropriate staff behavior and timely grievance redressal shall be made in the loan agreement and also in the Fair Practice Code displayed in its office/branch premises.
- (g) The KYC Guidelines of RBI shall be complied with. Due diligence shall be carried out to ensure the repayment capacity of the borrowers.
- (h) All sanctioning and disbursement of loans should be done only at a central location and more than one individual should be involved in this function. The procedure for loan application shall be simplified and loan disbursements will be done as per pre-determined time.
- (i) The Company shall prominently disclose the pricing information

to the customers at the time of application / sanction, in its website, marketing collateral, loan documents, application form, sanction letter, agreement, loan statement/loan card and also to SRO and RBI as and when required by them. The Company shall promptly update the marketing collateral, website and other relevant documents for any change in the rates and charges and inform the same to existing customers through any mode.

#### **VI. Disclosures in loan agreement / loan card**

- (a) The loan agreement is in vernacular language.
- (b) In the Loan Agreement the followings are disclosed:
  - ❖ All the terms and conditions of the loan;
  - ❖ The pricing of the loan involves only three components viz; the interest charge, the processing charge and the actual insurance premium;
  - ❖ No penalty charged on delayed payment;
  - ❖ No Security Deposit/ Margin is collected from the borrower;
  - ❖ The borrower cannot be a member of more than one SHG/ JLG;
  - ❖ The moratorium between the grant of the loan and the due date of the repayment of the first instalment;
  - ❖ An assurance that the privacy of borrower data will be respected.
  - ❖ A declaration that the Company shall be accountable for



inappropriate behaviour by its employees or employees of the outsourced agency and shall provide timely grievance redressal. The said declaration shall also be included in FPC displayed in all offices and website.

- (c) The Loan Card / Passbook reflects the following details:
- ❖ Information which adequately identifies the borrower.
  - ❖ Simplified factsheet on pricing.
  - ❖ All other terms and conditions attached to the loan.
  - ❖ Acknowledgements by the Company of all repayments including instalments received and the final discharge;
  - ❖ The effective rate of interest charged.
  - ❖ The Grievance Redressal System and the name and contact number of the nodal officer is clearly mentioned in the Loan Card / Passbook.
  - ❖ The Insurance facility provided with full consent of the borrowers and the related fee structure communicated in the Loan Card / Passbook.
  - ❖ All entries in the Loan Card / Passbook shall be made in the vernacular language understood by the borrower.

## **VII. Recovery of Loans**

The Company will treat every customer with respect and dignity. We provide our microfinance services regardless of caste, creed and religion. The Company will maintain a positive bias in favour of the socio-economically vulnerable segments of the society. We always maintain decency and decorum during all customer and employee

interactions, are respectful of social and cultural sensitives and avoid behaviour which may lead to any form of threat or violence.

The Company does not believe in usage of muscle power, abusive language, persistently bothering borrowers at odd hours or at inappropriate times such as bereavements, illness, social occasions such as marriages and births for loan recovery purpose.

The Company shall periodically visit the borrowers for identification of their repayment related difficulties, if any, engagement with such borrowers and providing them necessary guidance about the recourse available.

The loan recovery is made only at a designated / central designated place decided mutually by the borrower and the Company. Field staff shall be allowed to make recovery at the place of residence or work of the borrower only if borrower fails to appear at central designated place on two or more successive occasions.

The Company or its agent shall not engage in any harsh methods towards recovery. Without limiting the general application of the foregoing, following practices shall be deemed as harsh:

- (i) Use of threatening or abusive language
- (ii) Persistently calling the borrower and/ or calling the borrower before 9:00 a.m. and after 6:00 p.m.
- (iii) Harassing relatives, friends, or co-workers of the borrower
- (iv) Publishing the name of borrowers
- (v) Use or threat of use of violence or other similar means to harm the borrower or borrower's family/ assets/ reputation
- (vi) Misleading the borrower about the extent of the debt or the consequences of non-repayment

For appraisal/compensation/promotion for staffs, the Company gives more emphasis on areas of service and borrower satisfaction than number of loan mobilized and recovery rate.

### **Engaging Recovery Agents**

The Company shall do the necessary due diligence before engagement of any recovery agents including but not limited to due diligence of the employees of the agent / individuals involved in the recovery process. The Company shall ensure that the recovery agents so engaged shall carry out verification of the antecedents of their employees, which shall include police verification. The Company shall also decide on the periodicity at which re-verification of antecedents shall be resorted to.

To ensure due notice and appropriate authorization, The Company shall provide the details of recovery agents to the borrower while initiating the process of recovery. The agent shall also carry a copy of the notice and the authorization letter from The Company along with the identity card issued to him by The Company or the agency. Further, where the recovery agency is changed by the Company during the recovery process, in addition to the Company notifying the borrower of the change, the new agent shall carry the notice and the authorization letter along with his identity card.

The notice and the authorization letter shall, among other details, also include the contact details of the recovery agency and the Company. The up-to-date details of the recovery agencies, if any time engaged by the Company, shall also be hosted on the website.

## **VIII. Internal control system:**

The Board of the Company shall be responsible for necessary implementation and monitoring of Fair Practice Code and Code of Conduct (adopted from sector associations-MFIN and Sa\_Dhan). The Board shall look into implementation, monitoring and periodic review of Fair Practice Code and Code of Conduct throughout the organization. The Board of Directors should also provide for periodical review of the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews will be submitted to the Board at regular intervals.

## **IX. Grievance Redressal Mechanism for Customers**

A grievance can be defined as any sort of dissatisfaction, which needs to be redressed in order to bring about the smooth functioning of the organization. Broadly, a grievance can be defined as any discontent or dissatisfaction with any aspect of the organization. It can be real or imaginary, legitimate or ridiculous, rated or unvoiced, written or oral; it must be however, find expression in some form or the other.

Discontent or dissatisfaction is not a grievance. They initially find expression in the form of a complaint. When a complaint remains unattended to and concerned feels a sense of lack of justice and fair play, the dissatisfaction grows and assumes the status of grievance.

## **FAIR PRACTICE CODE FOR CUSTOMERS**

- i. All our dealings with customers will be open, fair and ethical.
- ii. We will treat all our customers with respect and professionalism.

- iii. We will treat all our customers fairly without discriminating on grounds of religion, caste, marital status or sexual orientation etc.
- iv. We will not intimidate or humiliate customers verbally or physically.
- v. We shall explain and disclose the features of our services in a transparent & understandable manner. Further, our applications and agreements shall clearly include:
  - a. Interest rate on loans
  - b. Processing Fee and Insurance Premium and
  - c. All other terms and conditions
- vi. We will make our best efforts to ensure that the loans we provide are within our customers' capacity to repay.
- vii. We will provide a receipt/ acknowledgement for every payment received from customer.
- viii. We will regularly rotate center leaders to restrain the disproportional influence of leaders in the group.
- ix. We will not engage in any coercive methods to collect repayments.
- x. We will provide customers with a grievance redressal system to register their complaints and resolve it in a timely & fair manner.
- xi. We respect our customers' privacy and will treat customer information as private and confidential.

## **GRIEVANCE REDRESSAL**

There are three formal stages in which any grievance can be redressed. At the Company, we want to make sure that customers get only the very best of service from us - service which our valued member deserves.

**STEP: 1**

Members may contact our branches or write to the Branch Manager explaining the details of their issues. Our Branch Manager will be glad to assist you.

**STEP: 2**

If you do not receive a response within 10 days from the channels under STEP:1, or, if you are not satisfied with the response received, you can escalate your complain to our Help Desk Executive at our Corporate Office 033 66551466 (from 10.00 AM to 05:00 PM except Saturday, Sunday and other Holidays)

**STEP: 3**

If you are not satisfied with the response that you receive from the Branch level or channels under STEP 2, or if you do not hear from us in 10 days, you may contact the Office of the Chief Nodal Officer for a speedy investigation and fair resolution of your problem. Please quote the reference number provided to you in your earlier interaction with the Company, along with your account / loan number to help us understand and address your concern.

You may write to:

Mr. Subhasis Ghosh

Nodal Officer

Corporate Office:

VFS Capital Ltd.

Eco Space Business Park

Tower-4B, Room No.-403, 4th Floor

New Town, Rajarhat

Kolkata-700160, West Bengal

Phone: (033) 66551414 /66551466

Email: [complain@vfscapital.in](mailto:complain@vfscapital.in)

If you are not satisfied with the response received from Chief Nodal Officer or do not receive any response within a period of one month, please contact:

MFIN toll free help line: 1800 270 0317

If you are not satisfied with the response received from any of the above or do not receive a response from MFIN in 15 days, please contact:

The General Manager

Reserve Bank of India

Department of Non-Banking Supervision

5th Floor, 15, N. S. Road,

Kolkata-700001

- ❖ The Company has installed complaints/suggestion box at all our branches at prominent places to receive written complaints.
- ❖ The Company has the Head Office address with Telephone number printed in all passbooks.
- ❖ During Group Training, discussions is made with our customers about the Grievance Redressed System and its benefits.
- ❖ The Company assures that the Customer will be treated fairly despite the grievance being lodged.

### **DIGITAL LENDING PLATFORM:**

Many digital platforms have emerged in the financial sector claiming to offer hassle free loans to retail individuals, small traders, and other borrowers. The Company is, though an RBI registered NBFC but the primarily The Company is engaged in the business of lending to women borrowers under 'Joint Liability Group (JLG) based individual lending' model. The micro finance business of the

Company has been beneficial to many poor families by providing them credit, helping them become economically self-sufficient, sensitizing women about empowerment issues, and bringing about a qualitative change in them and their families.

If at anytime the Company engage digital lending platforms as its agents to source borrowers and/ or to recover dues, the following instruction of RBI need to be followed in a proper manner:

- a) Names of digital lending platforms engaged as agents shall be disclosed on the website of the Company.
- b) Digital lending platforms engaged as agents shall be directed to disclose upfront to the customer, the name of the Company on whose behalf they are interacting with him.
- c) Immediately after sanction but before execution of the loan agreement, the sanction letter shall be issued to the borrower on the letter head of the Company concerned.
- d) A copy of the loan agreement along with a copy each of all enclosures quoted in the loan agreement shall be furnished to all borrowers at the time of sanction/ disbursement of loans.
- e) Effective oversight and monitoring shall be ensured over the digital lending platforms engaged by the Company.
- f) Adequate efforts shall be made towards creation of awareness about the grievance redressal mechanism.

*The Fair Practices Code is subject to revision based on the RBI directions and guidelines and such revisions shall be made on a time-to-time basis.*

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