



Regd. No. U65910UP2002NPL027113  
(Providers of financial services to the rural poor)

## CASHPOR MICRO CREDIT

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### **CASHPOR's INSTITUTIONAL CONDUCT GUIDELINES (ICG)**

1. **We shall** have an appropriate mechanism for ensuring compliance with the Code of Conduct.
2. **We shall** have appropriate policies and operating guidelines to treat clients and employees with dignity.
3. **We shall** maintain formal records of all transactions in accordance with all regulatory and statutory norms, and borrowers' acknowledgement/acceptance of terms/conditions must form a part of these records.
4. **We shall** have detailed board approved process for dealing with clients, at each stage of default.
5. **We shall not** collect shortfalls in collections from employees except in proven cases of frauds by employees.
6. **We shall** have a Board approved debt restructuring product/program for providing relief to borrowers facing repayment stress.
7. **We shall** seek a reference check from previous employer for any new hire.
8. **We shall** provide within 2 weeks the reply to the reference check correspondence for another MFI.
9. **We shall** honour a one month notice period from an outgoing employee.
10. **We shall not** recruit an employee of another MFI without the relieving letter from the previous MFI employer except where the previous employer (MFI) fails to respond to the reference check request within 30 days.
11. **We shall not** assign a new employee recruited from another MFI, to the same area he/she was serving at the previous employer, for a period of 1 year. This restriction applies to positions up to the Branch Manager level.
12. **We shall** have a dedicated process to raise the client's awareness of options, choices, rights and responsibilities as a borrower and shall conduct regular checks on client awareness and understanding of the key terms and conditions of the products/ services offered / availed.
13. **We shall** agree to share complete client data with all RBI approved Credit Bureaus, as per the frequency of data submission prescribed by the Credit Bureaus.
14. **We shall** establish dedicated feedback and grievance redressal mechanisms to correct any error and handle/receive complaints speedily and efficiently.
15. **We shall** designate an official to handle complaints and/ or note any suggestions from the clients and make his/ her contact numbers easily accessible to clients.