

# Grievance Redressal Policy

- **Objectives and Scope:**

This policy outlines a structured grievance redressal mechanism available to customers, regulators and other parties for escalating their complaints to obtain a resolution. PayNearby strives to provide best-in-class service delivery and has a dedicated customer care team that operates 24X7 for addressing such complaints.

**Complaint:** A complaint may be defined as "An expression of dissatisfaction made to an organization, related to its products and services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected". A complaint may be expressed in person, over the telephone or in writing.

- **Grievance Registration & Redressal Matrix:**

**Complaints:** Applicable to customers who need to report a dispute / grievance in service.

Level	Name & Contact Details	Remarks
Level 1	Customer Care E-mail: <a href="mailto:customercare@paynearby.in">customercare@paynearby.in</a> Customer Care Number: +91 33 6690 9090	PayNearby Customer Care team will acknowledge the complaint with a ticket number.  Response/Resolution TAT - Please refer the product-wise timeline for 1st level resolution as enclosed.  If a case needs extra time, PayNearby will inform the same along with reasons to the customer.
Level 2	Mrs. Supriya Suresh Head - Customer Experience  E-mail: <a href="mailto:supriya.suresh@paynearby.in">supriya.suresh@paynearby.in</a>	In case Level 1 resolution is not satisfactory, customer can escalate the same to Customer Care Head.  Please note: Ticket number of 1st level is mandatory.  Response/Resolution TAT - 3 Working Days
Level 3	Grievance Escalation Team  E-mail: <a href="mailto:grievances@paynearby.in">grievances@paynearby.in</a> Contact Number: +91 44 380 380 42	In case Level 2 resolution is not satisfactory, customer can escalate the same to the Grievance Escalation Team.  Please note: Ticket number of 1st level is mandatory.  In case of any unauthorized/fraudulent transaction reporting, the regulatory authority or customer can skip previous levels and directly mail to the Grievance Escalation Team.  Response/Resolution TAT - 5 Working Days
Level 4	Nodal Officer  E-mail: <a href="mailto:escalation.nodalofficer@paynearby.in">escalation.nodalofficer@paynearby.in</a>	In case Level 3 resolution is not satisfactory, customer can escalate the same to the Nodal Officer.  Please note: Ticket number of 1st level is mandatory.  Response/Resolution TAT - 3 Working Days

**Please Note:**

- a. Customers are advised to follow the hierarchy of the redressal matrix. Skipping levels in the redressal matrix may lead to failure in acknowledgement and resolution of grievances.
- b. Customers are strictly advised to refrain from reporting disputes on social media platforms for security purposes.

**Product-wise Resolution timeline for Complaints:**

Turn-around Time (TAT)						
7 Working Days	Aadhaar Enabled Payment System (AEPS)	Card Present (CNP)	Not Present	Domestic Money Transfer (DMT)	Micro ATM	Other Products
5 Working Days	Bill Payments	Cash Collection				
3 Working Days	Top-Up					

- **Regulatory References:**

This Policy should be read in conjunction with partner Bank policies and procedures, which may contain specific issues relating to compliance.

This Policy should also be read in conjunction with the regulatory guidelines and shall be updated in line with the changes made in the regulatory guidelines as and when required.

- **Interaction with Customers:**

In line with PayNearby’s strategic objective of delivering Superior and Consistent Service Experience, the organization shall constantly seek feedback from customers through various questionnaires / meetings / surveys on the overall experience for continuous improvement in customer service delivery processes.

- **Record keeping:**

Call Records, emails and other customer interactions are recorded to ensure alignment with necessary regulations and compliance standards.

- **Policy Review:**

This policy shall be subject to a review on an annual basis.