

# Grievance Redressal Policy

## Document revision history

Version	Date	Author	Details of Update with reference if any, Para / Section and Remarks	Reason for update	Reviewer	Approver
1.0	20-11-2020	Mr. Dave Fernandes	First release	First Release	Mr. Chankit Siroya Mrs. Supriya Suresh	Mr. Subhash Kumar
1.1	23-04-2021	Mr. Hemanth kumar	Second release	Removal of Customer care head level	Mr. Chankit Siroya	Mr. Chankit Siroya

- **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	<p><b>Customer Care Team</b></p> <p><a href="mailto:customercare@paynearby.in">E-mail: customercare@paynearby.in</a></p> <p>Customer Care Number: +91 33 6690 9090</p>	<p>PayNearby Customer Care team will acknowledge the complaint with a ticket number.</p> <p>Response/Resolution TAT - Please refer the product-wise timeline for 1st level resolution as enclosed.</p> <p>If a case needs extra time, PayNearby customer care team will inform the same along with reasons to the customer.</p>
Level 2	<p><b>Grievance Redressal Team</b></p> <p><a href="mailto:grievances@paynearby.in">E-mail: grievances@paynearby.in</a></p> <p>Contact Number: +91 44 380 380 42</p>	<p>In case <b>Level 1</b> resolution is not satisfactory, customer can escalate the same to the Grievance Redressal Team.</p> <p><b>Note:</b> Unresolved ticket number of 1st level is mandatory.</p> <p><b>For any unauthorized/fraudulent transaction reporting, the regulatory authority or customer can skip previous levels and directly send a mail to the Grievance Escalation Team.</b></p> <p><b>Note:</b> Calls to the Grievance Redressal team shall be attended on (working days) Monday to Friday between 10.30 A.M to 6.30 P.M</p> <p>Response/Resolution TAT - 5 Working Days</p>
Level 3	<p><b>Nodal Officer</b></p> <p><a href="mailto:escalation.nodalofficer@paynearby.in">E-mail: escalation.nodalofficer@paynearby.in</a></p>	<p>In case Level 2 resolution is not satisfactory, customer can escalate the same to the Nodal Officer.</p> <p><b>Note: Ticket number of 1st level and email response from Grievance team is mandatory.</b></p> <p>Response/Resolution TAT - 5 Working Days</p>

**Please Note:**

- 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.
- 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	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.