



**SMART PAYMENT SOLUTIONS PRIVATE  
LIMITED**

**Customer Grievance Redressal and Customer  
Liability Policy**

*Version 1.3*

## Version control

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# Chapter – I

## ***1.1 Introduction***

In the present scenario of constantly evolving technology and products, the abiding central focus continues to be the customer. Excellence in customer service is the most important tool for sustained business growth. As a service organization, customer service and customer satisfaction are the prime concerns of SPSPL. When there is a mismatch between the expectation of the customer and the service delivered it results in dissatisfaction and may lead to complaints. Customer complaint therefore, comprises an important and reliable check on the quality of our services.

Providing prompt and efficient service is essential not only to attract new customers, but also to retain existing customers. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer grievances. The review mechanism will help in identifying shortcomings in product delivery and service given.

## ***1.2 Policy***

SPSPLs' policy on customer grievance redressal is based on the following principles:

- 1.1 All initiatives and strategies will have customer as the prime focus.
- 1.2 Prompt and efficient customer service is essential for business growth.
- 1.3 A suitable mechanism must exist for receiving and redressing customer grievances. The details of grievance redressal mechanism to be placed in the domain of public knowledge. The grievances should be dealt with promptly and courteously. Any mistakes made should be rectified immediately

In order to make this redressal mechanism more meaningful and effective, a structured system has been put in place. Such system would ensure that the redressal sought is just, fair and within the given framework of rules and regulations. All the employees will be made aware about the complaint handling process to ensure better customer service.

Customer complaints arise due to:

- a) The attitudinal deficiencies when dealing with customers.
- b) Inadequacy of the function/ arrangements made available to the customers.
- c) Gaps between standards of service promised and actual service rendered,
- d) Errors.

### ***1.3 Grievances Relating Transaction***

i) In case of any difficulty in transactions, the customers may approach customer care, who will ensure that proper assistance is provided to the customer for transactions. Once the customer lodges a complaint either through E- Mail/ SMS/ Website, an auto- generated mail shall be sent to the customer stating the Complaint Number. The support team shall record the time the complaint was lodged and any customer response, if any. This shall be important in determining the customer liability. On the receipt of the unauthorized payment transactions from the customer, SPSL shall take immediate action to prevent further unauthorized transaction in the PPI.

ii) The support department shall take efforts to ensure that the redressal of the complaint takes place expeditiously and in any case within a maximum period of three weeks. If for any reason the support department is unable to redress the grievance, within 5 days the customer will be informed of the reasons and the action taken for early redressal. The Helpdesk number is made available on the Company's website.

iii) In case of difficulty with the support team, or unsatisfactory reply in respect of complaint lodged, the customer can approach to grievance support (Level 2 of support). The contact details of Escalation at level 2 will be made on Company's website. The complaint will be responded within 3-5 working days at escalation level 2. If Customer is not satisfied with resolution at level-2. He may Contact to Nodal Officer of the company

iii) The customers can also write to the Grievance Department at the Head Office. The address of the Head Office will be made available on Company's website.

#### ***1.4 Acknowledgement of Grievances and Redressal***

i) The Support Team will acknowledge the grievance immediately and a customer complaint number shall be generated immediately of receipt and initiate action to have the grievance resolved. The customer will also be kept regularly informed of the action taken, the reasons for delay if any, in redressal and the progress in redressal of grievance. In case the customer wants to know the status of the complaint which was lodged by him, he can even check the status of the complaint himself.

ii) Complaints received by e-mail shall be acknowledged by email to the extent possible. The follow up action taken in respect of such complaints shall be advised to customers by e-mail. Once the support team has issued a customer complaint number, the support team shall record the time and date of delivery so as to determine the customer liability. However, in cases of complaints of serious nature and delays in redressal etc., a paper trail may also be created.

iii) In case the customer is unhappy with the service or redressal provided by the Company, he can also approach nearest Department of Payment & Settlement System (DPSS) of Reserve Bank of India.

# Chapter – II



## **2.1 Internal Machinery to handle Customer complaints/grievances**

Customers who wish to provide feedback or send their complaint may use the following channels available:

### **Level – 1**

E-mail us at: [care@payworldmoney.com](mailto:care@payworldmoney.com)

Phone no.: 011-43758800

### **Level – 2**

In case Customer problem is not resolved within 5 working days of logging of complaint, or He/She is not satisfied with the response/resolution at level – 1, Customer can write to us at below mentioned e-mail address, and your complaint will be responded within 3-5 working days:

E-mail: [grievance@payworldmoney.com](mailto:grievance@payworldmoney.com)

### **Address:**

Smart Payment Solutions Private Limited  
6/35, WEA, Karol Bagh, New Delhi - 110005.

### **Level- 3**

If Customer is not satisfied with resolution at level-2, he may Contact to Nodal Officer of the company  
Mr. Praveen Dhabhai

Phone no.: 011-43758800

**Email ID:** [nodal@payworldmoney.com](mailto:nodal@payworldmoney.com)

### **Address:**

#### **Nodal Officer**

Smart Payment Solutions Private Limited  
6/35, WEA, Karol Bagh, New Delhi - 110005.

## 2.2 Review Mechanism

a. **Redressal of Customer Grievances**

The redressal of customer grievances takes place mainly at various levels – customer care, support team, grievance support team and at Head Office. Where the issues raised in the grievance are considered serious, 'RBI Nodal Officer' may call for a report on the causes that led to the grievance, the redressal and further action taken.

b. **Company's Board**

An analysis of customer grievances received and review of grievance redressal mechanism shall be placed before the Company's Board every Quarter.

c. **Pre-empting occurrence of Customer Grievances**

Customer grievances provide valuable feedback on quality of service at branches and whether the initiatives taken by the Company in technology and re-engineering of business processes are having the desired impact on business growth and improved customer satisfaction. The Company also understands the importance of sensitizing staff to handle customer transactions / requests with courtesy, empathy and promptness. The Company shall also conduct training programs regularly for staff on customer service and minimizing customer grievances.