SMART PAYMENT SOLUTIONS PRIVATE
Customer Grievence Podrossal and Customer
Customer Grievance Redressal and Customer  Liability Policy  Version 1.6

# **Version control**

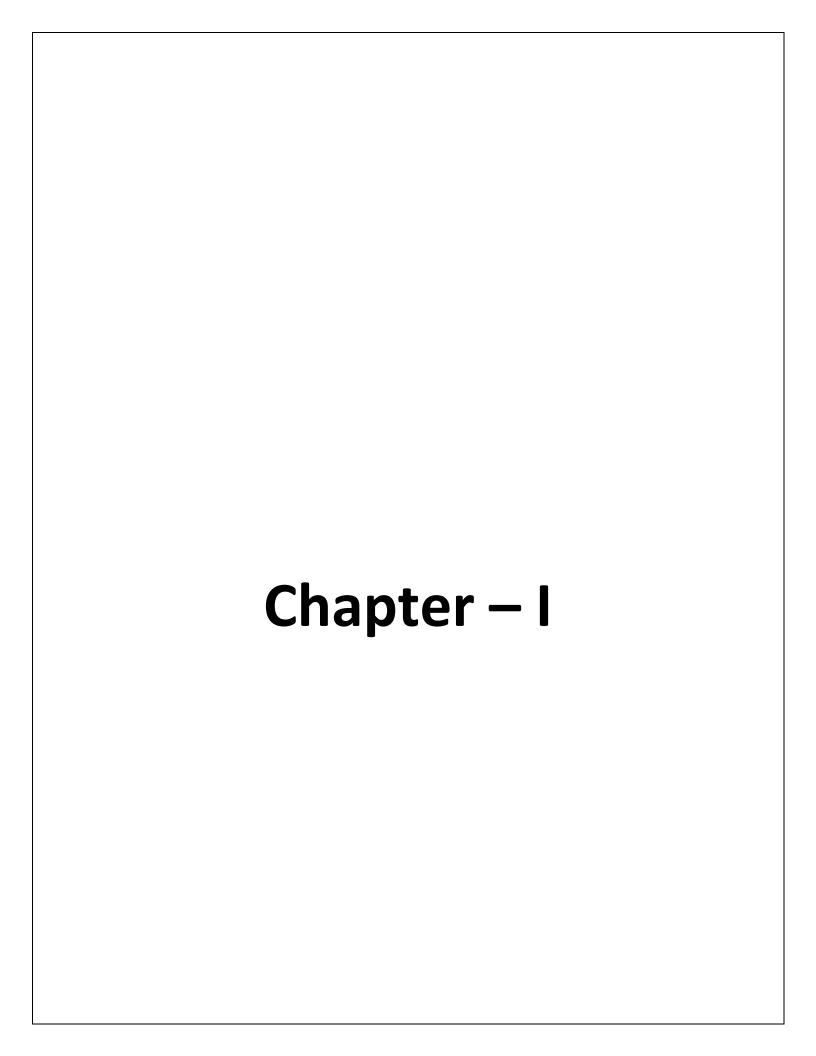
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Approved by the Director, Mr. Naresh chandra Mangal

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## 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.

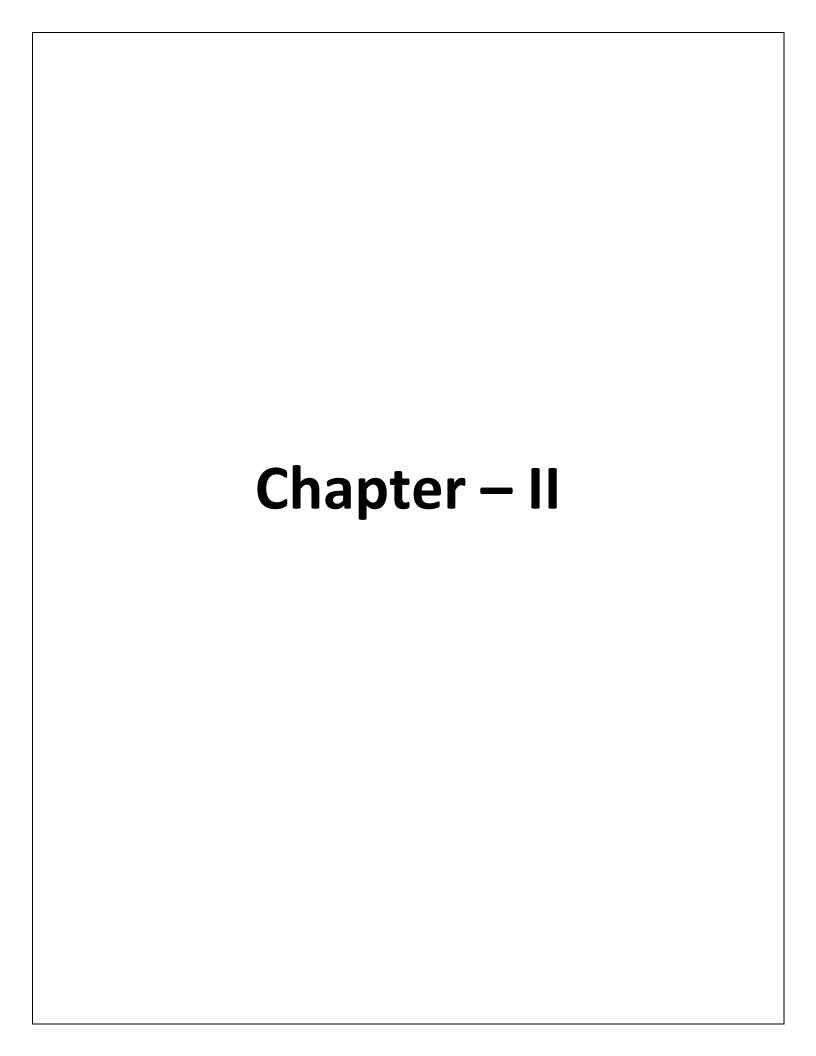
#### Customer complaints arise due to:

- 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.

m will acknowledge the gr immediately of receipt a be kept regularly informer orgress in redressal of grie	rievance immediat and initiate action	ely and a customer to have the grieva	•
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customer complaint numb termine the customer liabil	all be advised to der, the support to ity. However, in ca	customers by e-mail. cam shall record the	Once the support time and date of
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### 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

Phone no.: 0124-6908877

#### 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 email address, and your complaint will be responded within 3-5 working days:

E-mail: grievance@payworldmoney.com

#### Address:

Smart Payment Solutions Private Limited Plot No-138, Udyog Vihar, Phase-1, Gurgaon-122016

#### 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.: 0124-6428844

Email ID: nodal@payworldmoney.com

#### Address:

#### **Nodal Officer**

Smart Payment Solutions Private Limited Plot No-138, Udyog Vihar, Phase-1, Gurgaon-122016

#### 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.