TranServ Limited

(CIN:U93090MH2010PLC21138)

CUSTOMER GRIEVANCE REDRESSAL POLICY

Introduction

The TranServ Limited ("TranServ") as a service organization, imparting good customer service and enhancing level of customer satisfaction is our prime concern. Providing prompt and efficient service is essential to attract new customers, as well as to retain existing ones. We believe that increase in market share and building brand value is possible only by providing quality service in the shortest possible time ensuring prompt redressal of customer complaints and grievances.

The review mechanism for grievance redressal should help in identifying shortcomings in product features and service delivery.

This TranServ grievance redressal policy aims at ensuring prompt redressal of customer complaints and grievances. It also deals with the issues relating to services provided by the outsourced agency.

Our policy on grievance redressal follows the under noted principles:

- Customers shall be treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and without undue delay.
- Grievances of pensioners, physically challenged and senior citizens are dealt with on priority basis.
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the company to their complaints.
- All complaints to be dealt efficiently and fairly as otherwise they can damage our reputation and business.
- Our employees would work in good faith and without prejudice to the interest of the customers.

In order to make Grievance Redressal Mechanism more meaningful and effective, a structured system has been built up towards such an end. This system would ensure that the redressal sought is just and fair and is within the given framework of rules and regulation.

However, in relation to grievance redressal procedures, we have a dedicated email id to lodge any grievance by any customer if they want to do so - **support.dhanipay@indiabulls.com**

1. A complaint is an expression of dissatisfaction made to an organization, related to its products, or services, or the complaints' handling process itself, where a response or resolution is explicitly or implicitly expected.

   Grounds of Complaint: Any customer aggrieved by an act or omission of the company resulting in deficiency in service may file a complaint personally or through an authorised representative (i.e. a person, other than an advocate, duly appointed and authorised in writing to represent the complainant in the proceedings before the Ombudsman).

   The customer has a right to register his complaint if he is not satisfied with the services provided. There are four ways to lodge a complaint - in person, by telephone, by mail/post or by e-mail/internet. Complaints received through all of these channels must be handled efficiently and swiftly. If customer's complaint is not resolved within the prescribed time frame or if he is not satisfied with the resolution provided by us, he can also approach the office of Intergrated Ombudsman set up by RBI with his complaint.

2. **Internal machinery to handle customer complaints/ grievances:**

2.1 Complaint Registration:

A customer may lodge a complaint on ODR, Email, phone, formbase and by courier, if he/she is not satisfied with the services provided by TranServ.

Whenever a complaint is received, sender receives a response back either in same mode or by email acknowledging his/her complaint.

Customer may further escalate concern as per matrix given in Annexure - Escalation Grid.

Arrangements for receiving complaints and suggestions are given hereunder.

Mode	Details
ODR (On Mobile App)	Online Dispute Resolution (ODR) System
Email	Write to: support.dhanipay@indiabulls.com
Phone	Dhani Pay Customer care: 0124-6555-555
Fombase	Available on our website
Courier	TranServ Limited, Unit No. 401 & 402,One International Center, 4th Floor, Tower 1, S B Marg, Elphinstone Road (W), Mumbai – 13, Maharashtra

These mechanisms are dedicated for redressing our customer complaints, providing online resolution wherever possible, and capturing valuable feedback regarding our services.

On receiving customer feedback, our executives would reach out to the customers and ensure that all grievances are redressed within a predefined Service Level Agreement as communicated below.

If the complaint is not resolved within the given timelines or the response is unsatisfactory the customer can choose to escalate the concern to our level 2 escalation officer, with relevant details such as **Complaint Reference Number** provided at the time of raising the initial complaint. The escalation methodology is mentioned in this policy under the Escalation Section.

Online Dispute Resolution (ODR) System:

Implemented Online Dispute Resolution (ODR) system for resolving customer disputes and grievances pertaining to digital payments, using a system-driven and rule-based mechanism with zero or minimal manual intervention for disputes and grievances related to failed transactions.

Customer Resolution Timeline:

Sr. No.	Complaint Type	Estimated timelines (SLA)
1	Any Dhani Pay wallet transaction related issue	Not more than 30 days (In case of involvement of third parties in resolution, timelines followed by leading banks would be applied and communicated to customers)

The process is split across two steps:

i) **Acknowledgement**: Acknowledgement of customer query or complaint. This will be delivered via email.

ii) **Resolution**: Response to the customer either in form of resolution, or for any further communication/ detail required to resolve the customer concern as prescribed below-

- To initiate action to resolve any customer complaint / grievance expeditiously, preferably within 48 hours and resolve the same not later than 30 days from the date of receipt of such complaint / grievance.

- To display the detailed list of their authorized / designated agents (name, agent ID, address, contact details, etc.) on the website / mobile app.

3. Resolution of Grievances:

3.1 Grievances related to attitudinal aspects:

Such complaints should be handled courteously, sympathetically and above all swiftly. Misbehaviour/rude behavior with customers be treated at Zero tolerance level and immediate action is to be taken. TranServ, under no circumstances, tolerates misbehavior of any degree by staff members.

3.2 In case customer is not satisfied with the redressal provided by the TranServ within 30 days, he/she can also approach the office of Ombudsman set up by RBI for redressal.

3.3 Any Customer who has a grievance against the Company on any one or more of the grounds mentioned in Chapter IV of the Integrated Ombudsman Scheme, 2021 issued by RBI on November 12th, 2021 and updations thereof (for details visit https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf), may himself or through his authorised representative (other than an Advocate), make a complaint to the Integrated Ombudsman in the manner detailed hereinbelow.

4. Time frame:

Complaints are to be seen in the right perspective because these indirectly lead to continuous improvement in the working of the Company. Complaints received would be analysed from all possible angles. TranServ will endeavour to send an acknowledgement. Complaint should be resolved maximum within 30 days from the date of receipt.

Time matrix for dealing complaint redress process with escalation matrix for various natures of complaints has been given in Annexure- Escalation Grid. Departments/ officials dealing with the customer complaints are required to strictly adhere to the same.

Periodical MIS on complaint is generated and circulated amongst the senior officials of the Company for their knowledge and further instructions, if any.

5. Review Mechanism

5.1 Customer Service Review by Customers' Grievance/ Risk Management Committee

There is a specific service committee of the Management which periodically reviews major areas of customer grievances and measures taken to improve customer service.

The committee would also consider unresolved complaints/grievances and may offer its advice.

5.2 Principal Nodal Officer for the purpose of Grievances as per Ombudsman Scheme:

Aggrieved customers can write directly to the Principal Nodal Officer regarding their grievances at the following address:

To,
Mr. Sidharth Nathani
Principal Nodal Officer
TranServ Limited
Dhani Pay Customer Care
Unit No. 401 & 402, One International Center, 4th Floor,
Tower 1, S B Marg, Elphinstone Road (W), Mumbai – 13, Maharashtra
Email: **nodaldhanipay@indiabulls.com**

6. **Interaction with customers:**

   The TranServ recognizes that customer's expectation/ requirement/ grievances can be better appreciated through personal interaction with customers by their staff. Many of the complaints arises on account of lack of awareness among customers about services offered and such interactions helps customers to avail such services and it reduces the no of queries/ complaints at later stage.

7. **Sensitizing operating staff for improvement in service & handling complaints:**

7.1 Complaints occur very often due to lack of knowledge and awareness of the products and services. The Principal Nodal Officer is required to give feedback on training needs of staff at various levels to the Central Training Centres.

7.2 TranServ deal with customers from different segments, which may give rise to difference of opinion and areas of friction. To deal with customers with a positive attitude and a customer friendly behaviour, the selection of front line staff should be carefully done. With an open mind and a smile on the face, staff should be able to win the customer's confidence. Imparting soft skills required for handling irate customers, should be an integral part of the training programs. It would be the responsibility of the Principal Nodal Officer to ensure that the internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels.

8. **Record keeping**

   The records pertaining to customer complaints will be maintained for a period of 5 years from the date of resolution.

9. **Reporting**

   We will report the receipt of complaints and action taken status thereon, in the format specified in the PPI Master Direction on a quarterly basis by the 10th day of the following month to the Regional Office of DPSS, RBI.

10. **Review of the Policy**

    The Policy will be reviewed and updated annually by the Board, or as and when required, including in cases of changes in the business or regulatory environment. Company to display along with the details of grievance handling / escalation procedure, in public domain / website/ app.

ANNEXURE- Escalation Grid

FIRST LEVEL	Customers are requested to visit, call or write to TranServ's Dhani Pay Customer Care: ODR on Mobile App Phone : 0124-6555-555 Formbase: Available on our website Email : **support.dhanipay@indiabulls.com** Courier : TranServ Limited, Dhani Pay Customer Care, Unit No. 401 & 402, One International Center, 4th Floor, Tower 1, S B Marg, Elphinstone Road (W), Mumbai – 13, Maharashtra In all the modes, a reference number would be provided for all future communication around the complaint. The customer will also be kept informed on the progress towards the final resolution, or communicate any delays in redressing the concern All complaints are treated as closed only upon fulfilment of any of the following conditions: 1.The customer confirms being satisfied with the resolution provided. 2.The customer accepts the closure after the resolution has been communicated. 3.No response is received from the customer within 3 days from the date of communication of the resolution. Accordingly, complaint closure is undertaken only after ensuring that the customer has either acknowledged the resolution or has not raised any further concern within the stipulated period. If the customer still raises the same complaint after closure and the complaint is found to be maintainable, a fresh resolution is provided to the customer and then the above steps are followed again.
SECOND LEVEL	In case the customer is not satisfied with the: ● Resolution provided by Level 1 executives ● Behaviour of any representative or staff member at TranServ ● Breach in the Service Level Agreements or timeline or ● Complaint is not resolved within 15 working days, Customer may escalate the grievance to Level-2 " i.e. Customer care Head" via phone 0124-6555-5555 or write to **cs.headdhanipay@indiabulls.com**
THIRD LEVEL	If the complaint is not resolved satisfactorily within 7 working days, or delay in response beyond the timelines communicated even after following the above-mentioned escalation steps, customer can contact our principal nodal officer at: To, Mr. Sidharth Nathani Principal Nodal Officer TranServ Limited Dhani Pay Customer Care, Unit No. 401 & 402, One International Center, 4th Floor, Tower 1, S B Marg, Elphinstone Road (W), Mumbai – 13, Maharashtra Email: **nodaldhanipay@indiabulls.com** Phone: 0120-6977999

FOURTH LEVEL	As per the "INTEGRATED OMBUDSMAN SCHEME, 2021" issued by the Reserve Bank of India on 12 November 2021 and updations thereof, if the complaint is not redressed satisfactorily within 30 days, the customer may lodge the complaint online through the portal designed for the purpose i.e., **https://cms.rbi.org.in**. The complaint may also be submitted through electronic or physical mode to the Centralised Receipt and Processing Centre in the following manner – **Electronic Mode** **Email ID– crpc@rbi.org.in Postal Address** **Centralised Receipt and Processing Centre, Reserve Bank of India,** **4th Floor, Sector 17, Chandigarh – 160017** **Toll-free number: 14448 (for enquiry)**

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