Grievance Redressal Policy

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Table of Contents

1. INTRODUCTION 4
2. SCOPE 5
3. OBJECTIVE 5
4. KEY DESIGN PRINCIPLES 6
5. GRIEVANCE HANDLING & RESOLUTION PROCESS 7
6. ROLES & RESPONSIBILITIES FOR GRIEVANCE RESDRESSAL 11
7. POLICY REVIEW 12
8. GOVERNANCE FRAMEWORK 12
9. TRANSPARENCY AND DISCLOSURE 13
10. REGULATORY REFERENCES 13

1. INTRODUCTION

With the increased adoption of digital payments among the customers and merchants (hereinafter referred to as customers), implementation of robust and effective policies and arrangements for resolution of customer queries, complaints and disputes are of crucial importance for sustaining the trust in payments ecosystem and also for further deepening of digital payments in the country. The overall quality of customer experience and satisfaction with service delivery and the ease of access to and effectiveness of supporting grievance redressal structures and mechanisms reflect an organization's governance standards and value systems. Therefore, customer service for any organization requires a focused engagement with the customers on an ongoing basis.

JPSL has adopted the RBI's Charter of Customer Rights as an intrinsic element in its value system which underpins the entire gamut of its customer engagement. Recognizing the right of the customers to grievance redressal and compensation, JPSL has adopted this Grievance Redressal Policy to provide a framework defining the scope, objectives, key design principles, grievance handling and resolution standards, and internal and external arrangements where the customer can seek effective recourse in the rare event of being dissatisfied with the quality of our products, services or grievance redressal actions.

JPSL believes in providing quality customer service in a friendly, efficient and helpful manner to create a delightful customer experience. For this purpose, JPSL, has put in place a centralized grievance redressal system that aims to provide satisfactory resolution of every query, request, complaint or feedback in a fair, transparent and unbiased manner. While doing so, JPSL treats the customers with complete dignity, respect and courtesy in their dealings with JPSL.

Merchant Partner shall mean a business entity or organization that has agreed to avail payment related services from the Payment Aggregator/JPSL including to accept and process digital payments for goods and services through the JPSL's/ Payment Aggregator's Platform.

Consumer shall mean consumer who holds the valid Payment Instrument and makes payment for purchasing the Products from the Merchant Partner utilising the Payment Instrument using the Payment Mechanism through the Merchant Partner Platform;

2. SCOPE

This policy covers all the payment related products and services offered by JPSL to its system participants and clients which are delivered, processed or serviced at/ by any of its offices/outlets/ outsourcing agents in India. This policy shall address the queries, requests, complaints, and feedback of customers and both online and offline Merchant Partners.

3. OBJECTIVE

The grievance redressal policy sets out the framework, systems, operating principles and review mechanism for prompt and satisfactory redressal of grievances/ disputes/ complaints. The grievance redressal policy aims to achieve the following objectives on an ongoing basis:

- Facilitate fair and timely resolution of customer requests and complaints;

- Ensure unbiased, fair and just treatment to the customers while dealing with their

concerns;

- Ensure transparent, courteous and expeditious resolution of customer issues;

- Educate the customers on alternate escalation mechanisms available to them for resolution of their complaints/issues, if they are not satisfied with JPSL response.

4. KEY DESIGN PRINCIPLES

The grievance redressal policy of JPSL is based on following key principles to offer a best-in- class grievance redressal experience to customers:

- **Fairness:** Customers are treated in a fair, transparent and unbiased manner with complete dignity, respect and courtesy at all times.

- **Quality:** Customer queries, requests, complaints, feedback and disputes are dealt with an open mind and in a timely manner.

- **Consistency:** Customers are offered a standardized experience at all times irrespective of the size and segment of customer.

- **Ownership:** Commitment to maintain the highest standard of conduct and professionalism in service delivery.

- **Transparency:** Upfront disclosure of terms and conditions, timelines, technical and quality specifications, contra-indications, pricing and charges.

- **Awareness:** Information about various channels available for grievance redressal and the right to approach the nodal officer and Principal Nodal Officer are made

publicly available.

- **Simplified Process:** The grievance redressal system is designed to be customer friendly with an easy grievance tracking mechanism.

- **Empowerment:** Educating customers on various avenues available to them to escalate grievances, including external bodies (RBI, Banking Ombudsman and The Reserve Bank - Integrated Ombudsman).

5. GRIEVANCE HANDLING & RESOLUTION PROCESS

A. Registration and Tracking of Queries, Requests, Complaints and Feedback:

Customers can raise their queries, requests, complaints and feedback (QRCF) to JPSL for deficiency in service related to any of its payment products and services. JPSL will endeavor to provide multiple touch points for the convenience of customers to raise a QRCF. Customers can raise a QRCF either by writing a letter or through an email available on the website. An automated system acknowledges and assigns a unique tracking number to a QRFC received through electronic channels, which is shared with the customer for future reference and monitoring purposes. JPSL has put in place a dedicated and well trained help desk to handle QRCFs received from the customers. The timeframe for resolution of QRCF is communicated by the Helpdesk to the customers through available channels. QRCF is classified based on the voice of the customers.

The grievance redressal system implemented by JPSL covers various stages of transaction life cycle, different types of disputes, reason codes, process of dispute resolution, documentation required, escalation in case of unsatisfactory response, roles and responsibilities of various parties to the transaction, TAT for each stage, etc. The outcome of the grievance redressal mechanism is binding on all system participants. Customers may approach any alternative forum, including RBI or Banking Ombudsman

or The Reserve Bank - Integrated Ombudsman, for redressal of grievance if not satisfied with the redressal provided by JPSL.

B. Customer Complaint Resolution:

Customers can reach out to JPSL, issuing bank or Merchant Partner depending on the type of issue, to raise grievances pertaining to Transaction, Service fulfillment or Technology related issues. Mentioned below are grievance scenarios in detail for customer's reference.

- **Transaction related:**
  - No debit to account: Customer shall reach out to JPSL in case transaction is failing without any debit to account.
  - Debit to account: Customer shall reach out to the issuing bank where transaction has been confirmed to be failed by the Merchant Partner, however the customer account has been debited.
  - Refund amount not received: Customer shall reach out to the issuing bank where refund is processed successfully by the Merchant Partner, however customer has not received the amount.
- **Service fulfillment related:**
  - Payment made but issue with service availed: Customer to raise the complaint either with the concerned Merchant Partner or JPSL.
- **Technology related:**
  - System downtime related or unavailability of services.

C. Merchant Partner Complaint Resolution:

Merchant Partners can reach out to JPSL for Transaction related or Technology related issues.
Mentioned below are the details about the issues that Merchant Partner can raise with JPSL.

- **Transaction related:**
  - Refunds, transaction failure, transaction processing charges, settlement delay or failure, reconciliation, etc.

- **Technology related:**
  - System downtime, Portal issues/crashes, chargeback/dispute related issues, etc.

D. Customer Complaint Resolution TAT and Escalation Matrix:

JPSL follows the following TAT and escalation matrix for resolution of QRCF:

- **Resolution at Level 1:**

  Customers can lodge their queries, requests, complaints and feedback at care@jiopay.in. JPSL endeavors to resolve all queries, requests, complaints and feedback received from the customers promptly and in any case within 10 working days from the date of receipt. In case of card-not-present transactions and UPI P2M transactions, where the customer account is debited but confirmation is not received at the merchant end, an auto-reversal is processed within T+5 days. A compensation of ₹100 per day is to be paid to the customer for any delay beyond

T+5 days.

Merchant Partners can lodge their queries, requests, complaints and feedback at merchant.support@jiopay.in. JPSL endeavors to resolve all queries, requests, complaints and feedback received from the Merchant Partners promptly and in any case within 10 working days from the date of receipt.

- **Escalation at Level 2:**

  In case of non-redressal of complaint within the specified time period or unsatisfactory resolution at Level 1, customers can raise the case to Nodal Officer by sending an email at nodal.officer@jiopay.in. The Nodal Officer will get back to the customer within 10 working days from the date of escalation.

- **Escalation at Level 3:**

  In case of non-redressal of complaint within the specified time period or unsatisfactory resolution at Level 2, customers can raise the case to the Principal Nodal Officer by sending an email at nodal.principal@jiopay.in. The Principal Nodal Officer will get back to the customer within 10 working days from the receipt of the email.

- **Escalation at Level 4 :**

  If the complaint has not been satisfactorily resolved at previous levels within 30 working days, customers can reach out to the digital ombudsman Complaint lodging portal of the Ombudsman: https://cms.rbi.org.in/.

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  For more details, please refer to the link RBI Ombudsman - https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf

The grievance redressal mechanism of JPSL provides for a comprehensive framework for registration, tracking, resolution and analysis of QRCFs, and a robust review mechanism to identify and resolve any gaps in its products, services and processes. Root cause analysis of grievances will be carried out to ensure satisfactory grievance redressal. JPSL

follows the turn-around-time for resolution of grievances as prescribed under the RBI guidelines on **'Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems'** dated September 20, 2019.

6. ROLES & RESPONSIBILITIES FOR GRIEVANCE RESDRESSAL

A. Customer:

- Report the dispute/complaint through available channels (Email, letter) within the prescribed timelines.
- Provide supporting documents/screenshots/details of the disputed transaction as requested.
- Cooperate in the resolution process and track the dispute status via the provided channels.
- Escalate unresolved complaints according to the escalation structure outlined in the policy.

B. Merchant:

- Acknowledge the receipt of the dispute.
- Submit proof of transaction fulfillment (e.g., delivery confirmation, invoice, communication logs).
- Actively support the dispute investigation and comply with outcomes determined by the Payment Aggregator or relevant authority.
- If the resolution favors the customer, initiate a refund within the stipulated SLA.

C. Payment Aggregator (PA-PG):

- Act as the coordinating entity between the customer, merchant, and banks.
- Log and track all complaints with unique IDs, ensure resolution within 10 working

days (as per JPSL Policy) unless an extension is necessary due to merchant/bank dependencies.

- Keep the customer informed at every stage (acknowledgment, resolution, escalation).
- In the absence of a merchant or bank response, act in the customer's interest in line with regulatory expectations.
- Maintain records of all disputes and resolutions for a minimum of 5 years.

D. Bank(s) / Payment Service Providers:

- Upon request, verify transaction status or authorization logs and share findings with the PA.
- Support the PA in fund reversals/refunds as per the outcome of the dispute.

7. POLICY REVIEW

The grievance redressal policy shall be reviewed on an annual basis and / or change in the regulatory guidelines, for any amendments or updates, to reflect changes in the business strategy or regulatory guidelines impacting the grievance redressal mechanism. Any revision to the policy shall be approved by the Board. As a good governance practice, JPSL would endeavor to present a summary of complaints to the Board on a periodic basis (either quarterly or half-yearly).

8. GOVERNANCE FRAMEWORK

A. REPORTING TO THE BOARD

An analysis of customer complaints covering types, geography, source, turn-around-time, amount of compensation paid, root cause analysis and corrective action taken including complaints received from the Government, RBI, Banking Ombudsman, The Reserve Bank - Integrated Ombudsman and those escalated to any legal forum will be put up to the Board on a quarterly basis.

B. MANAGEMENT COMMITTEE ON CUSTOMER SERVICE

At JPSL, we have formed a Customer Service Management Committee (CSMC) to ensure customers receive exceptional service. The committee's primary role is to oversee and continuously improve all customer support processes, ensuring they align with our company's goals and adhere to robust governance and regulatory standards. This guarantees high-quality service, operational efficiency, and satisfaction across every support channel.

The committee comprises the following members

Chief Executive Officer (CEO) – Chairperson

Head – Business

Head – Product

Head – Risk & Compliance

Head – Technology

Head – Customer Service Delivery

Head – Chief Information Security Officer (CISO)

Terms of reference of the Management Committee include:

- Ensure timely and effective compliance of the RBI instructions on customer service
- Seek and review necessary feedback from various departments on implementation of customer service standards
- Review existing practices and procedures which may impact customer service and initiate necessary corrective action on an ongoing basis;
- Consider unresolved complaints/grievances referred to it by other functional heads responsible for redressal and offer their advice.

A report of the deliberations that take place at the quarterly meetings of the

The minutes of Management Committee on Customer Service is submitted to the Customer Service

Committee of the Board.

9. TRANSPARENCY AND DISCLOSURE

An up to date copy of this policy as approved by the Board of Directors of JPSL, the procedure for filing service/ product related complaints, access to the escalation matrix, contact details of the Nodal Officer, Principal Nodal officer, and The Reserve Bank - Integrated Ombudsman will be published on JPSL's website.

10. REGULATORY REFERENCES

Sr. No.	Guidelines	Link
1	RBI Master Direction on Payment Aggreegators dated 15th September 2025.	RBI Master Direction on Payment Aggregators (Consolidated Framework)
2	RBI Guidelines on 'Harmonisation of Turnaround Time (TAT) and customer compensation for failed transactions using authorized Payment Systems' dated September 20, 2019.	**'Harmonisation of Turnaround Time (TAT) and customer compensation for failed transactions using authorized Payment Systems'**
3	RBI guidelines on Integrated ombudsman Scheme	**https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=52549**
4	RBI - Integrated Ombudsman Scheme, 2026	RBI Integrated Ombudsman Scheme FAQs & Portal