

**GRIEVANCE REDRESSAL POLICY**

**OF**

**PAYU FINANCE INDIA PRIVATE LIMITED**

Authority	Details
<p style="text-align: center;"><b>Scope</b></p>	<p style="text-align: center;">This Grievance Redressal Policy sets out the grievance redressal mechanism of PayU Finance and details the ombudsman scheme available to Customers in accordance with the RBI Master Directions.</p>
<p style="text-align: center;"><b>Drafted by</b></p>	<p style="text-align: center;">Legal and Compliance Department</p>
<p style="text-align: center;"><b>Approved by</b></p> <p style="text-align: center;"><b>Version</b></p>	<p style="text-align: center;">Board of Directors – June 2023</p> <p style="text-align: center;">2.0</p>

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## DEFINITIONS AND INTERPRETATION

### 1 Definitions

**“Appellate Authority”** means the Deputy Governor-in-Charge of the concerned department of the Reserve Bank responsible for implementing the RBI Ombudsman Scheme or any such authority as prescribed under the RBI Ombudsman Scheme.

**“Applicable Laws”** means all applicable laws, statutes, enactments, acts of central or state legislature, ordinances, rules, regulations, notifications, guidelines, directions, directives, policies, circulars, decisions and any other pronouncements issued in accordance with the Companies Act, the RBI Master Directions or any other law applicable to the jurisdiction of India by any central, state, local, or other governmental, administrative or regulatory authority exercising executive, legislative, judicial, regulatory or administrative functions of or pertaining to the government.

**“Board”** means the board of directors of PayU Finance.

**“Companies Act”** means the Companies Act, 2013, and rules and regulations issued thereunder, as amended from time to time.

**“Customer”** means a user of the financial services and products, including lending provided by PayU Finance.

**“Grievance”** means any complaint, dispute, disagreement by a Customer arising as a result of and/or relating to the services and products provided by PayU Finance.

**“Grievance Redressal Mechanism”** is the internal grievance redressal mechanism of PayU Finance for addressing and resolving complaints received from the Customers.

**“Grievance Redressal Policy”** means this grievance redressal policy adopted and implemented by PayU Finance, as may be amended from time to time.

**“GRO”** means the Grievance Redressal Officer. **“NBFC”** means non-banking

finance company.

**“NBFC-ML”** means a middle layer non-banking finance company as classified under RBI SBR Circular.

**“NBFC ND SI”** means a systemically important non-deposit taking non-banking finance company registered with the RBI under the provisions of the Reserve Bank of India Act, 1934 and governed as per the RBI Master Directions and other applicable notifications, circulars and regulations issued by the RBI from time to time.

**“Nodal Officer”** means the person appointed by PayU Finance who shall be the authority placed above the authorities in the Grievance Redressal Mechanism of PayU Finance to address Customer complaints.

**“PayU Finance”** means PayU Finance India Private Limited, a company incorporated under the Companies Act, 1956.

**“RBI”** means the Reserve Bank of India.

**“RBI Act”** means the Reserve Bank of India Act, 1934, as amended from time to time.

**“RBI Master Directions”** means the Non-Banking Financial Company-Systemically Important Non-Deposit Taking Company and Deposit Taking Company (Reserve Bank) Directions, 2016 having reference number RBI/DNBR/2016-17/45, Master Direction DNBR.

PD. 008/03.10.119/2016-17 dated 1 September 2016, as amended from time to time.

**“RBI SBR Circular”** means the circular issued by the RBI on ‘Scale Based Regulation (SBR): A Revised Regulatory Framework for NBFCs’ having reference number RBI/2021-22/112, DOR.CRE.REC.No.60/03.10.001/2021-22 dated 22 October 2021.

**“RBI Ombudsman Scheme”** means the Reserve Bank - Integrated Ombudsman Scheme, 2021 having reference number CEPD. PRD. No. S873/13.01.001/2021-22 dated 12 November 2021, as amended from time to time.

## INTRODUCTION

### 2 Background

- 2.1** PayU Finance operates as a NBFC ND SI and has been categorised as NBFC-ML in terms of the RBI SBR Circular. It is currently engaged *inter alia* in the business of providing products, and enterprise lending and specific lending, apart from providing certain technology related services, financial services or a combination of both.
- 2.2** For the convenience of its Customers and to offer optimum support, PayU Finance has set up a Grievance Redressal Mechanism for addressing Customer complaints and grievances through a proper channelized approach, including a review mechanism to promptly redress all Customer grievances.
- 2.3** The RBI Master Directions also require the board of directors of a NBFC ND SI to ensure that a proper policy framework including a Grievance Redressal Mechanism is approved, formulated and put in place.
- 2.4** In addition, a NBFC ND SI is required to comply with the provisions of the RBI Ombudsman Scheme and provide an internal system of ombudsman for redressal of complaints against deficiency in services concerning deposits, loans and advances and other specified matters.

### 3 Objective

Objectives of this Grievance Redressal Policy are to:

- 3.1** treat all Customers of PayU Finance fairly and consistently and conduct operations in accordance with prevailing regulatory and statutory requirements; and
- 3.2** make PayU Finance's redressal channels effective and meaningful by putting in place a structured system to ensure that Customer complaints are redressed seamlessly and well within the committed timeframe.

### 4 Overview

This Grievance Redressal Policy is divided into the following parts:

- 4.1 Part 1 (Grievance Redressal Mechanism)** describes the Grievance Redressal Mechanism adopted by PayU Finance;
- 4.2 Part 2 (Registration of Complaints)** provides a framework for registration and handling of Customer complaints;

- 4.3 Part 3 (Nodal Officer and RBI Ombudsman Scheme)** sets out a detailed framework describing the mechanism for appointment of Nodal Officer for receiving and addressing complaints from Customers against PayU Finance; and
- 4.4 Part 4 (Review and Oversight)** sets out the general terms and conditions, and procedural aspects for evaluation and review of this Grievance Redressal Policy.

## **PART 1**

### **GRIEVANCE REDRESSAL MECHANISM**

#### **5 Principles**

- 5.1** The principles governing the Grievance Redressal Mechanism are as follows:
- 5.1.1** to establish a robust Grievance Redressal Mechanism for PayU Finance;
  - 5.1.2** to constantly devise newer and smarter mechanisms to receive and redress Grievances;
  - 5.1.3** to guide and enable all employees of PayU Finance to work in good faith and without prejudice to the interests of the Customers;
  - 5.1.4** to prioritise redressal of Grievances of Customers with disabilities;
  - 5.1.5** to redress the Customer's Grievances arisen on account of services provided by any outsourced agency;
  - 5.1.6** to deal with all Grievances in a prompt, efficient, timely and courteous manner;
  - 5.1.7** to treat all Customers fairly at all times;
  - 5.1.8** to keep the Customer informed about the mechanism to address their complaints, concerns and grievances within PayU Finance; and
  - 5.1.9** to analyse and implement the feedback received from Customers on a continuous basis.
- 5.2** Redressal of Grievances of a Customer with disabilities will be prioritised once a formal request is made and proof of disability is furnished by such Customer. If any Customer requests for a hard copy of agreement, statements or any other documents, a copy of which has already been provided to the Customer in soft copy, such hard copy may be provided to the Customer by PayU Finance after levying, at PayU's discretion, a charge of a nominal amount.
- 5.3** A consolidated report of all reviews conducted under the Grievance Redressal mechanism shall be submitted to the Board at such regular intervals, as specified by it or required under Applicable Laws.

## **6 Team Sensitization on Handling Complaints**

The following officers are responsible for handling the grievances of Customers:

### **6.1 GRO**

**6.1.1 Appointment:** PayU Finance shall appoint a GRO

**6.1.2 Role:** The GRO has the responsibility to handle grievances of the Customers.

**6.2** The GRO may be assisted by a team comprising of any individuals or employees of PayU Finance as determined by PayU Finance time to time.

**6.3** The team handling Grievances from Customers:

**6.3.1** undergoes training to ensure that the Grievances and queries from a Customer are handled in an appropriate manner in accordance with this Grievance Redressal Policy; and

**6.3.2** are encouraged to work in a manner which helps PayU Finance in offering a first time, efficient and speedy resolution.

## **PART 2**

### **REGISTRATION OF COMPLAINTS**

## **7 Manner of Registering Complaints**

A Customer can register Grievances in accordance with the process set out in this Grievance Redressal Policy. PayU Finance follows a 'three level' process for registering and addressing all Grievances as described below.

### **7.1 Level-1 – Customer Service Team:**

#### **7.1.1 Approach**

A Customer can approach PayU Finance in the following manner within 30 days from the date of the transaction relating to the Grievance:

- (i) Voice support details are 022 6982 1122 ; or
- (ii) email details of the Grievance at [wecare@payufin.com](mailto:wecare@payufin.com); or

#### **7.1.2 Acknowledgement**

- (i) All Grievances received in the manner set out in paragraph 7.1.1 above (i.e., by e-mail or through the voice support complaint



mechanism) are acknowledged by a system generated response or via individual emails (to the extent possible).

- (ii) The Customer will be given a ticket bearing a reference number for all future communication around the particular complaint. The aspects relating to quoting the ticket number in future communications is provided below.
- (iii) The customer support team initiates action on the Grievance and where necessary contacts the Customer for any additional details as may be necessary to address the Grievance.
- (iv) The Customers are kept informed of the action taken, the progress while redressing grievances, and/or, the reasons for delay if any, in redressing any Grievance.
- (v) The Customers are informed via e-mail about the follow up action and the turn around times for complaint resolution.

### **7.1.3 Resolution**

- (i) All Grievances received are resolved within the timelines set out in paragraph 8 below.
- (ii) In case any Grievance takes more than the specified resolution time, the Customers are:
  - (a) intimated accordingly; and
  - (b) kept updated on the progress / status of the Grievance on a periodic basis until the Grievance is resolved.

### **7.1.4 Customer Grievance Redress Escalation**

In case the Customer:

- (i) does not receive a response within the timelines set out in Level 1; or
- (ii) is dissatisfied with the response received from PayU Finance,

the Customer may escalate the Grievance to the next level as indicated below.

## 7.2 Level-2 – First Appeal:

7.2.1 The Customer can address the Grievance to the below address for escalations in accordance with paragraph 7.1.4 above:

Grievance Redressal Office:

<b>Name:</b>	Suraj Sapte
<b>Address:</b>	PayU Finance India Private Limited Empresa Building, Office No. 102 Second Road, Khar West, Mumbai, Maharashtra – 400 052
<b>Email</b>	<a href="mailto:grievanceredressalofficer@payufin.com">grievanceredressalofficer@payufin.com</a>

7.2.2 All escalations received are acknowledged within 24 Business hours and a resolution is provided by PayU Finance within the timelines set out in paragraph 8 below.

7.2.3 In case any escalation takes more than the specified resolution time, the Customers are:

- (i) intimated accordingly; and
- (ii) kept updated on the progress / status of the escalation on a periodic basis until the escalation is resolved.

7.2.4 Customers are required to approach Level 2 with the original ticket number generated by PayU Finance.

## 7.3 Level-3 – Second Appeal:

7.3.1 In case there is no response within the defined timeframe for Level 2 or in case the response provided is not satisfactory, the Customer can escalate the matter to:

Customer Care Head:

<b>Name:</b>	Ms. Bhavana Bharat
<b>Address:</b>	PayU Finance India Private Limited Empresa Building, Office No. 102 Second Road, Khar West, Mumbai, Maharashtra – 400 052
<b>Email</b>	<a href="mailto:carehead@payufin.com">carehead@payufin.com</a>

**7.3.2** All escalations received under Level 3 are acknowledged within 48 business hours and a resolution is provided within the timelines set out in paragraph 8 below.

**7.3.3** In case any escalation takes more than the specified resolution time, the Customers are:

- (i) intimated accordingly; and
- (ii) kept updated on the progress / status of the escalation on a periodic basis until the escalation is resolved.

**7.3.4** While making an escalation under Level 3, the Customer is required to send an email to the Customer Care Head setting out a full description of the Grievance and all necessary details and discrepancies due to which the Grievance could not be resolved.

## **8 Time Estimate**

**8.1** PayU Finance endeavours to address all Grievances within the below mentioned timelines, except where an investigation is involved in resolving the same:

### **8.2 Level 1 – Customer Service Team**

Response to a Customer's query / concern	24 Business hours
Follow-up queries	48 Business hours
Customer grievances resolution process	15 Business days

### **8.3 Level 2 – First Appeal**

Acknowledgement	24 Business hours
Further response	5 Business days

### **8.4 Level 3 – Second Appeal**

Acknowledgement	48 Business hours
Further response	7 Business days

- 8.5** In case the Grievance is not redressed within a period of 30 days, the Customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI situated at 3rd Floor, RBI Building, Opp. Mumbai Central Railway Station, Near Maratha Mandir, Byculla, Mumbai 400008, Contact: cms.nbfcomumbai@rbi.org.in.

**PART 3**  
**NODAL OFFICER AND RBI OMBUDSMAN SCHEME**

**9 Appointment of Nodal Officer**

- 9.1** PayU Finance shall appoint a Nodal Officer and a Principal Nodal Officer (if applicable) in accordance with the RBI Master Directions.
- 9.2** The Nodal Officer or Principal Nodal Officer (as the case may be) shall be responsible for representing PayU Finance and furnishing information to the RBI Ombudsman and the Appellate Authority in relation to the complaints against PayU Finance in accordance with the RBI Ombudsman Scheme and the RBI Master Directions.
- 9.3** Details of the Nodal Officer appointed by PayU Finance are set out in Annexure 1 to this Policy and will also be displayed for the benefit of the Customer at the office of PayU Finance.

**10 Filing a Complaint with the RBI Ombudsman**

- 10.1** The procedure for filing a complaint with the RBI Ombudsman, resolution and appeal in relation to such complaint, and the enforcement mechanism has been set out in the RBI Ombudsman Scheme available at <https://cms.rbi.org.in..>
- 10.2** Details of the RBI Ombudsman is provided in Annexure 1 of this Policy and will also be displayed for the benefit of the Customer at the office of PayU Finance.
- 10.3** A copy of the RBI Ombudsman Scheme has been displayed on the website of PayU Finance and a summary of the salient features of the Ombudsman Scheme (in Hindi, English and Vernacular language) has also been displayed at the office and branches of PayU Finance.

**PART 4**  
**REVIEW AND OVERSIGHT**

**11 Board Approval**

The Board has reviewed, approved and adopted this document as Grievance Redressal Policy of PayU Finance.

**12 Periodicity of Review**

**12.1** This Grievance Redressal Policy will be reviewed by the Board on a periodical basis as may be deemed appropriate by the Board.

**12.2** The Nodal Officer will furnish periodical reports on his/her activities to the Board, preferably at quarterly intervals, but not less than bi-annually.

**13 Amendments**

**13.1** Any amendments to this Grievance Redressal Policy will be reviewed and approved by the Board.

**13.2** Provisions of this Grievance Redressal Policy are subject to amendments in accordance with Applicable Laws (including rules, regulations, notifications) on the subject as may be issued, from time to time. In case any provisions of this Grievance Redressal Policy are inconsistent with Applicable Laws (including any subsequent amendment(s), clarification(s), circular(s), etc.) then such provisions of Applicable Laws shall prevail over the provisions hereunder and this Grievance Redressal Policy shall be deemed to have been amended to such extent.

**14 Publication**

This Grievance Redressal Policy shall be published on PayU Finance's website for the information of various stakeholders.

**ANNEXURE 1**  
**DETAILS OF OFFICERS**

**1 Details of the Principal Nodal Officer**

<b>Name</b>	Ms. Bhavana Bharat
<b>Address:</b>	PayU Finance India Private Limited, Empresa Building, Office No. 102, Second Road, Khar West, Mumbai, Maharashtra-400052.
<b>Mobile Number:</b>	022 6982 1177 (Monday to Friday between 10AM–7PM)
<b>Email:</b>	nodalofficer@payufin.com

**2 Details of the RBI Ombudsman**

<b>Address:</b>	RBI Ombudsman C/o Reserve Bank of India, 1st Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400008.
<b>Telephone Number:</b>	022- 23001280
<b>Fax Number:</b>	2302 2024
<b>E-mail:</b>	<a href="mailto:cms.nbfcomumbai@rbi.org.in">cms.nbfcomumbai@rbi.org.in</a>