

Annex – 6

PPI Customer Grievance Report for Quarter ended March/June/September/December

(to be submitted by 10th April/July/October/January respectively by non-bank Issuers to respective Regional Office of DPSS, RBI and by bank Issuers to DPSS, Mumbai Regional Office, RBI)

Name of PPI Issuer:

Period Start Date :

Period End Date :

PPI customer complaints received and resolved during the quarter										
Type of PPI issued *	Complaint type	Complaints received			Complaints resolved					Complaints pending at the end of the period
		Complaints pending at the beginning of the period	Complaints received during the period	Total Complaints	< 48 hours	2-7 days	7-15 days	15-30 days	> 30 days	
		A	B	C=(A+B)	D	E	F	G	H	I=(D+E+F+G+H) J=(C-I)
Wallets	(1) Related to Fees/charges/disclosures									
	(2) Transaction drop									
	(3) Fraudulent Use									
	(4) Non-updation of mobile number/ address									
	(5) Amount not credited back to source									
	(6) Cash back queries									
	(7) Promo code not working									
	(8) Wallet upgradation issues									
	(9) Not able to use wallet									
	(10) Problems in resetting password or login									
	(11) Delay in loading of wallets									
	(12) Non Delivery of goods/services from merchants									
	(13) Others (Please specify)									
Cards	(1) Related to Fees/charges/disclosures									
	(2) Transaction drop									
	(3) Fraudulent Use									
	(4) Non-updation of mobile number/ address									
	(5) Amount not credited back to source									
	(6) Cash back queries									
	(7) Promo code not working									
	(8) Card upgradation issues									
	(9) Not able to use card									
	(10) Problems in resetting password or login									
	(11) Delay in loading of card									
	(12) Non Delivery of goods/services from merchants									
	(13) Others (Please specify)									

Note:

*: PPI Issuers which are allowed to issue paper based meal vouchers till February 28, 2018 shall continue submitting the customer grievances return in the earlier format.

A: Number of complaints pending with the entity at the start of the quarter.

B: Number of complaints received by the entity during the quarter.

C: Total number of complaints pending with the entity at the beginning of the quarter plus complaints received during the quarter.

D: The number of complaints resolved within 48 hours from the receipt of the complaint.

E: The number of complaints resolved after 48 hours but within 7 days from the receipt of the complaint.

F: The number of complaints resolved after 7 days but within 15 days from the receipt of the complaint.

G: The number of complaints resolved after 15 days but within 30 days from the receipt of the complaint.

H: The number of complaints resolved after 30 days from the receipt of the complaint.

I: Total number of complaints resolved during the quarter.

J: Total number of complaints pending at the end of the quarter.