

## GRIEVANCE REDRESSAL POLICY

Document name	Grievance Redressal Policy
Version	v1.3
Document author	Compliance team
Release date	29 <sup>th</sup> February, 2024
Last updated on	28 <sup>th</sup> May, 2025
Review frequency	Annual
Approved by	Managing Director



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## 1. OBJECTIVES OF POLICY

- 1.1. At **Quicktouch Technologies Limited** (“us” or “we” or “our” or “**Quicktouch**”), we prioritize customer satisfaction as we believe it to be an important aspect of developing any business. We attempt to comply with best industry practices to maintain the integrity of our services. This Grievance Redressal Policy (“**Policy**”) covers how we address any complaints or grievances raised by merchants (“**Merchants**”) and/or the buyers of the products and/or services offered by the Merchants (“**Customers**”), collectively identified as (“you” or “**your**”) on our Platform.
- 1.2. The objectives of this Policy are:
- To provide transparency and accessibility of information to you so as to enable quick resolution of any disputes and/or complaints raised by merchant/customer.
  - To resolve the grievances in accordance with the turnaround time for resolving disputes prescribed under applicable guidelines.
  - To provide a clear and transparent process for handling customer grievances related to payment processing services, ensuring timely and effective resolution.

## 2. SCOPE OF POLICY

This Policy extends to all Customers/Merchants on the Platform. All grievances shall be addressed as per the framework prescribed in the Policy.

## 3. REPORTING OF COMPLAINTS/ESCALATION MATRIX FOR MERCHANTS

### 3.1 Reporting

We aim to resolve the grievances of our Merchants in an expeditious manner. Keeping in mind the Merchant’s interests and stipulations by the Reserve Bank of India (“**RBI**”), we have provided various avenues to raise any grievances. Merchants are requested to share details with respect to the error faced along with a screenshot and relevant transaction reference details. We may also ask for additional details regarding the transaction or complaint from the Merchant, to provide better service in future. We would like to clarify that the timelines for the resolution of failed transactions and compensation payable for delay in resolution of failed transactions shall be as per the timelines stipulated under clause 8 of this Policy in accordance with the turn-around time as prescribed by the RBI.



a. Email support

- i. Merchants may reach out to our support help desk 24\*7 via email at support@quicktouch.co.in Emails received on the above-mentioned email ID are converted to tickets internally for the support team's reference.
- ii. Any query raised by the Merchant/ Customer is evaluated and resolved on a priority basis. Priority shall be defined based on the level of impact posed on the day-to-day business.

b. Voice call support

- i. Merchants may choose to report their grievance through a voice call by contacting this number: +91-8882209512 active from 10:00 A.M. to 06:00 P.M., Monday – Friday (Excluding Bank Holidays).

c. On Website Portal

- i. Merchant may raise a request/complaint from our portal under Contact Us.

### 3.2 Escalation Matrix

Any unresolved enquiry shall be escalated in the following order:

Level	Department	Contact Details	TAT (after raising the complaint)
Level I	Support team	<a href="mailto:support@quicktouch.co.in">support@quicktouch.co.in</a>	3 Days
Level II	Key Account Management team	<a href="mailto:kam@quicktouch.co.in">kam@quicktouch.co.in</a>	7 Days
Level III	Nodal Officer	<a href="mailto:compliance@quicktouch.co.in">compliance@quicktouch.co.in</a>	10 Days

*\*Additionally, for Consumer grievances that cannot be addressed by the Applicant, the Consumer shall be redirected to the relevant Merchant for appropriate action. These complaints could be related to product liability, or fraud claims (i.e., matters beyond the scope of the Applicant).*

*The Applicant shall adopt the Reserve Bank - Integrated Ombudsman Scheme, 2021 (as amended from time to time), as may be applicable. The customers can approach the Ombudsman if the complaint is not resolved to the satisfaction of the customer or not replied to within the specified period.*



#### 4. REPORTING OF COMPLAINTS/ESCALATION MATRIX FOR CUSTOMERS

- 4.1 Each of the Merchant has a clear escalation matrix for all queries, concerns, and disputes relating to the Customers. If the Customer has any concerns about the service rendered/delivered, they should directly reach out to the Merchant.
- 4.2 If Customers have any questions, complaints, or claims with respect to cancellation, refunds, failed payments or the services or products, they may follow the mechanism as stipulated here below:
- For any payment cancellations, they can directly connect with the Merchant to initiate a payment cancellation.
  - For failed payments, Quicktouch provides reasons as to why a particular/ auto-debit transaction has failed or returned by Customer's bank. This information is also passed on to the Merchant in real time. Basis this information, corrective measures can be taken by the Customer. If the customer makes a payment via UPI, IMPS NEFT, or RTGS, however, if Quicktouch is unable to fund the end beneficiary account, Quicktouch will initiate an auto-reversal within T+1 days. This is in line with Annex to Circular DPSS.CO.PD No.629/02.01.014/2019-20 dated September 20, 2019.

#### 5. TRANSACTION LIFE-CYCLE

The transaction amount collected by us shall be settled with every Merchant on T+1/T+0 basis. T shall be the timeline as decided between Quicktouch and the merchant under their respective agreement.

#### 6. DETAILED EXPLANATION OF TYPE OF DISPUTES AND RESOLUTION FOR SUCH ISSUES

The types of disputes that this Policy shall cater to have been provided here below:

- Duplicate payments:** In the event of duplicate payments, our robust dispute resolution framework ensures a seamless redressal process through a structured mechanism. Our system intelligently detects duplicate transactions by analysing key parameters such as transaction ID, amount, timestamp, and beneficiary details. Once identified, the transaction is either automatically reversed or escalated for further review based on predefined conditions.

Customers can initiate disputes through our dedicated support channels, following the escalation matrix outlined in **Section 3.2** of the Customer Grievance Redressal Policy. This structured approach ensures that unresolved cases are systematically



elevated through appropriate levels of review, guaranteeing timely resolution in adherence to industry best practices and regulatory guidelines.

- ii. **Cancellation of payments:** While registering a mandate for auto debit of split payments or payments in totality, the Customer has the option to decline the mandate, if it is not in accordance with the contract signed between him/her and the Merchant. Post registration of a mandate, the Customer also has the option to cancel the mandate at any given point of time. Since all debit requests are initiated by the Merchant, Quicktouch does not determine the schedule of such debits. If the mandate is not cancelled or is not as per the schedule, the Customer may reach out to the Merchant.

Quicktouch Technologies Limited, as a Payment Aggregator (PA), shall enable recurring and split payments based on customer-authorized mandates through secure methods such as SI on Cards, NACH, eNACH, and UPI AutoPay. While debit schedules shall be managed by merchants, Quicktouch shall ensure compliance with mandate parameters and provide pre-debit notifications where applicable. Customers shall have the right to modify, pause or cancel mandates and expired mandates shall be deactivated promptly. In case of disputes or unauthorized debits, Quicktouch shall coordinate with merchants, banks, and networks to ensure timely resolution as per applicable chargeback and refund policies.

*Note: Implementation of NACH, eNACH, Split Payments, and UPI AutoPay shall commence upon receipt of regulatory authorization.*

- iii. **Failed transactions:** With reference to the guidelines by RBI, A ‘failed transaction’ is a transaction which has not been fully completed due to any reason not attributable to the customer such as failure in communication links, non-availability of cash in an ATM, time-out of sessions, etc. Failed transactions shall also include the credits which could not be effected to the beneficiary account on account of lack of full information or lack of proper information and delay in initiating a reversal transaction. The applicable Turnaround Time (TAT) shall be adhered to, in accordance with the RBI’s prevailing guidelines on harmonization and compensation for failed transactions conducted through authorized payment systems.

### Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems

Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
1	Automated Teller Machines (ATMs) including Micro-ATMs		



a	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
<b>2 Card Transaction</b>			
a	<u>Card to card transfer</u>  Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T + 1 day.
b	<u>Point of Sale (PoS) (Card Present) including Cash at PoS</u>  Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days.
c	<u>Card Not Present (CNP) (e-commerce)</u>  Account debited but confirmation not received at merchant's system.		
<b>3 Immediate Payment System (IMPS)</b>			
a	Account debited but the beneficiary account is not credited.	If unable to credit to beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
<b>4 Unified Payments Interface (UPI)</b>			
a	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.



Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
<b>5</b>	<b>Aadhaar Enabled Payment System (including Aadhaar Pay)</b>		
a	Account debited but transaction confirmation not received at merchant location.	Acquirer to initiate "Credit Adjustment" within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.
b	Account debited but beneficiary account not credited.		
<b>6</b>	<b>Aadhaar Payment Bridge System (APBS)</b>		
a	Delay in crediting beneficiary's account.	Beneficiary bank to reverse the transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
<b>7</b>	<b>National Automated Clearing House (NACH)</b>		
a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit. Resolution to be completed within T + 1 day.	
<b>8</b>	<b>Prepaid Payment Instruments (PPIs) – Cards / Wallets</b>		
a	<u>Off-Ux transaction</u>  The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply.		
b	<u>On-Ux transaction</u>  Beneficiary's PPI not credited.  PPI debited but transaction confirmation not received at merchant location.	Reversal effected in Remitter's account within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.



## 7. REFUNDS AND CHARGEBACKS

### REFUNDS

- 7.1 Refunds will be processed in accordance with the individual school's refund policy. Quicktouch acts as a facilitator and will follow the school's guidelines and decisions regarding refunds. Refund is not applicable in the case of Education Fees, Hostel fees, Extra-Curricular fees or any other facility fees provided by the School or Education Institution.
- 7.2 The refunds are only processed in case of amount debited from the customer but the status of transaction is marked as Cancelled/ Failed (reason for this may vary).
- 7.3 All refund requests must be made within the timeframe specified by the school's policy.
- 7.4 All payments with respect to refunds shall solely be responsibility of Education Institutes / Schools and Quickpay shall not be liable for any claims, disputes, penalties which may arise in connection with such refunds, except in the circumstances described above.

### CHARGEBACK PROCESS

Chargebacks occur when customers dispute transactions due to issues such as fraud, non-delivery of services, or unauthorized charges.

#### Stages of chargeback rules of networks

##### 1. Pre-Arbitration

*Pre-arbitration* serves as an intermediary step before formal arbitration, allowing parties to attempt resolution through conciliation or mediation. It provides an opportunity for issuers and acquirers to contest an initial chargeback decision before escalating the dispute further.

Pre-arbitration mechanisms encourage amicable resolution, minimizing the need for formal arbitration.

Whether pre-arbitration is mandatory or discretionary depends on contractual and regulatory requirements. Multi-tiered dispute resolution clauses in commercial agreements often mandate pre-arbitration efforts before proceeding to arbitration.

##### 2. Arbitration



If pre-arbitration fails, the dispute may proceed to arbitration, where a neutral third party—typically the card network—acts as the final authority to resolve the matter.

**Arbitration** is a formal, binding process where an independent arbitrator evaluates the case and delivers a final ruling. The decision rendered through arbitration is enforceable and must be honored by all parties. Arbitration can be costly, with fees varying based on case complexity and the card network involved.

To ensure a structured and efficient resolution, Quicktouch follows a comprehensive chargeback management process:

- **Dispute Initiation** – The customer files a chargeback request with their issuing bank.
- **Merchant Notification** – The merchant is notified of the dispute and given a specified timeframe to respond.
- **Evidence Submission** – The merchant submits supporting documents (e.g., proof of delivery, transaction records) to contest the dispute.
- **Resolution** – If the merchant’s evidence is insufficient or the claim is deemed valid, the chargeback is upheld.
- **Funds Reversal** – If the chargeback is approved, the disputed amount is refunded to the customer.

By implementing a structured chargeback resolution framework, Quicktouch ensures compliance with industry best practices, enhances merchant accountability, and upholds customer trust in the payment ecosystem.

## CHARGEBACK PROCESS STEPS

**Step 1:** The customer disputes a transaction with the Issuing Bank, citing reasons such as fraud or unauthorized charges.

**Step 2:** The Issuing Bank reviews the dispute and forwards it to the Network Service Provider.

**Step 3:** The Network Service Provider processes the request and sends it to the Acquiring Bank.

**Step 4:** The Acquiring Bank forwards the dispute to the Payment Aggregator.

**Step 5:** The Payment Aggregator informs the Merchant and requests resolution or refund.

**Step 6:** The Merchant provides supporting evidence to contest the dispute or processes a refund.

**Step 7:** The Payment Aggregator submits the Merchant’s response to the Acquiring Bank.

**Step 8:** The Acquiring Bank forwards the response to the Network Service Provider.



**Step 9:** The Network Service Provider reviews the response and, if appropriate, forwards it to the Issuing Bank.

**Step 10:** The Issuing Bank informs the customer of the final decision. If the chargeback is approved, the disputed amount is refunded; if declined, the customer is notified of the reason.

## 8. PROCESS & TIMELINE FOR REFUNDS

A possibility exists that a Customer's account might get debited while making a transaction (due to various reasons) but the status of the transaction may be marked as Failed due to technical or other issues.

Quicktouch carries out a reconciliation of transactions on a daily basis. In case any failed transaction are highlighted during the reconciliation process, Quicktouch shall undertake best efforts to refund the amount for the failed transaction in 48 business hours post the confirmation that the transaction is not completed and had failed.

In case the refund request is raised by the School/ Education Institute-

**Verification:** The school will verify the refund request and forward it to Quicktouch along with their approval and any necessary documentation.

**Acknowledgement:** Quicktouch will acknowledge the receipt of the refund request from the school within 2 business days.

**Processing Timeframe:** Refunds will be processed within 7-10 business days after receiving the approved request from the school.

## 9. ALTERNATE DISPUTE RESOLUTION & GOVERNING LAW

Any potential dispute will be initially resolved by methods of ADR (Alternate Dispute Resolution) provided under Arbitration and Conciliation Act, 1996 in the best interest of the disputant parties. If the parties are unable to do so, the dispute shall be governed by the laws of India and courts in Delhi shall have exclusive jurisdiction to hear such matters.

## 10. RESPONSIBILITIES OF THE PARTIES

### 10.1 Quicktouch's responsibilities:

- a. We shall ensure that your grievances shall be responded to within the time period prescribed under this Policy;

b. Additionally, Quicktouch assumes direct responsibility for payment-related grievances, including:

- **Payment Processing Errors:** Failed transactions, unauthorized debits, and refund delays.
- **Compliance with TAT (Turnaround Time) Standards:** Ensuring that all grievances are resolved within the prescribed RBI-mandated timelines.
- **Escalation & Regulatory Compliance:** Offering a structured grievance escalation mechanism, including customer support, nodal officer intervention, and ombudsman redressal.
- **Real-Time Tracking & Reporting:** Customers can track their complaint status, and Quicktouch maintains comprehensive records for audit and compliance purposes.

c. We shall proactively refund the amount owed to a Customer as soon as the Merchant initiates a refund, contingent on the availability of adequate amount in the Merchant's account;

d. Our Customer grievance response team will ensure that all grievances are handled smoothly and sensitively. They will undergo training in handling grievances and will be updated from time to time depending on the need for training and optimizing our approach to handle grievances.

#### 10.2 Customer's responsibilities:

- a. We request all our Customers to fully cooperate with us so that we may be able to provide a timely and effective grievance redressal process. Customers are expected to furnish the relevant documentation and/or information so that we can conduct an effective investigation of the issue at hand.
- b. We may request additional information on a case-to-case basis so that we ensure the right decision has been taken when investigating a dispute. We disclaim all responsibilities and liability for non-redressal of grievances due to falsified, inaccurate, mala fide or outdated information or documents that are provided by our Customers.

#### 10.3 Merchant's responsibilities:

- a. The Merchant shall ensure to provide explanations/proof/information to defend itself if any case/ complaint has been raised by a Customer.



- b. The Merchant shall ensure that any amounts due to a Customer upon decision taken by us shall be duly repaid/ refunded to the Customer.

11. GRIEVANCE NODAL OFFICER

For any queries or in case of unsatisfactory resolution, the Merchant/Customer can also reach out to Quicktouch's nodal officer for grievances through the contact details provided below:

**Nodal Officer: Kajal Goel, Office No. 203, 2<sup>nd</sup> Floor, D-Mall, Netaji Subhash Place, Pitampura, Delhi 110034, [compliance@quicktouch.co.in](mailto:compliance@quicktouch.co.in), 9711979077**

