

Weizmann Impex Service Enterprise Ltd

CUSTOMERS GRIEVANCE REDRESSAL POLICY

Introduction

The Company is authorised by the Reserve Bank of India (RBI) to operate a Payment System. It is governed by the Payment and Settlement Systems Act, 2007 (“the PSS Act”), Regulations made there under and the Issuance and Operation of Prepaid Payment Instruments in India (Reserve Bank) Directions, 2009 (“the RBI Guidelines”) laid down by the RBI.

As required under the said RBI Guidelines, the Company has developed a procedure for promptly attending to grievances of the customers in respect of various issues pertaining to Jaldi Cash Card as virtual wallet (account). This is done by setting up an internal two tier system in the form of “Customer Care Centre” and a grievance redressal mechanism in the form of “Customers Grievance Redressal Committee”, as hereinafter provided.

As a service provider industry, customer service and customer satisfaction are the prime concerns of the Company and the object of this policy is to minimize instances of customer complaints through proper service delivery and review mechanism and prompt redressal of various types of customer complaints.

- (i) This Policy is called the “**Customers Grievance Redressal Policy**”.
- (ii) It shall apply to the business of the Company in India.
- (iii) It shall come into force from 1st day of April, 2015.
- (iv) It shall apply only to Semi-closed prepaid instrument card (Virtual Wallet) business.

It is available on the website of the Company www.jaldicash.com

Section 1 – Definitions

- a. ‘Company’ shall mean Weizmann Impex Service Enterprise Ltd which is carrying on the business of issuance of Prepaid Payment Instruments, payment

- processing, payment collection and related services by facilitating payment solutions to the Customer for buying goods and services through any digital/electronic medium.
- b. *'Complainant'* shall mean the Customer who has a Grievance.
 - c. *'Customer'* shall mean the holder and/or user of Jaldi Cash Card and/or any of the system participants of the Company.
 - d. *'Grievance'* shall mean communication in any form by a customer that expresses dissatisfaction about an action or lack of action by, or about the standard of service of the Company and/or its representative, in relation to use of Jaldi Cash Card (Virtual Wallet) .
 - e. *'Jaldi Cash Card'* shall mean a virtual wallet (account) that is activated and valid semi-closed prepaid instrument of various denominations and all variants of the same issued by the Company.
 - f. *'Payment System'* means a system that enables payment to be effected between a payer and a beneficiary involving clearing, payment or settlement service or all of them but does not include a stock exchange.
 - g. *'Redressal'* shall mean the final disposal of the Grievance of the Complainant by the Company.
 - h. *'System Participant'* shall mean Bank or any other person participating in a payment system and includes the system provider as per the PSS Act.
 - i. *'System Provider'* shall mean a person who operates and authorises payment system.
 - j. *'Week'* shall mean consecutive seven Working Days.
 - k. *'Working Day'* shall mean any day (other than Sunday or Public Holiday) on which the Company's Corporate Office is open for business.

Section 2 – Business Activities

Weizmann Impex Service Enterprise Ltd (the Company) is engaged in the following two business segments:

SEGMENT I:

Semi-Closed prepaid instrument business: Issuance of multipurpose prepaid instrument

Jaldi Cash Card which is a virtual wallet (account) as a payment option alternative to cash for large segment of population in the country who do not have access to the regular banking channel or who require assistance in transferring funds. It is a financial instrument which can be reloaded with the appropriate amount for subsequent use as per the holder's convenience.

(Semi-Closed prepaid instruments business is governed by the Payment and Settlement Systems Act, 2007 and the RBI Guidelines).

SEGMENT II:

Retailer Outlet / Franchisee Business: Appointing Franchisees / Retail outlets and giving them a Retailer Outlet / Franchisee Account named as Retailer Working Capital to facilitate transfer of funds to bank accounts, payment of bills, booking rail and air tickets, etc. for customers from whom cash / payments are collected.

(This segment is not governed by the Payment and Settlement Systems Act, 2007 and the RBI Guidelines).

The Company offers safe and easy payment option to every customer for seamless transactions across M-Commerce and E-Commerce domains. The Company has introduced multi-purpose prepaid instrument Card which is virtual wallet (known as "Jaldi Cash") which can be used to transferring funds to Bank account, other Jaldi Cash Cards, purchase various goods and services Online/On-mobile/IVRS from affiliated merchants based on "anywhere-anytime" concept which would result in increased sales for all affiliated merchants and safety and convenience for the customer. The Company is helping business organizations to expand markets by supporting sales channels convergence with its payments options.

Section 3 – Principles Governing Company's policy

The Company's policy on grievance redressal is governed by the following principles:

- i. Customer shall be treated fairly at all times.
- ii. Complaints raised by customers shall be attended with courtesy and in time.
- iii. Customers shall be fully informed of avenues for grievance redressal within the organization and their right to approach the Customers Grievance Redressal Committee in case they are not fully satisfied with the response of the Customer Care Centre.

The Company's Officer-in-Charge of Customer Care Centre must work in good faith

keeping in mind this policy of the Company.

Section 4 – Process to handle Customer Grievances

4.1 Grievances by the holder and/or user of Jaldi Cash Card:

Two Tier Grievance Redressal System

The Company has established customer grievances redressal machinery functioning at two levels:

- A) Customer Care Centre and
- B) Customers Grievance Redressal Committee

A) Customer Care Centre

Constitution

The Company has established a Call Centre i.e. Customer Care Centre facility for effective resolution of all the operational issues and grievances referred to it. The Customer Care Centre is open on all working days.

For quick reference, the contact details are provided herein below:

1. Customer Care Center No.: 1800 123 6990 or 022-22035171 / 5173 / 6171
2. Customer Care Centre Timing: 7.00 a.m. to 11.00 p.m.
3. E-mail: jaldicash@weizmannimpex.com

Function and Authority

The Customer Care Centre is responsible for the resolution of queries of all customers. The Officer-in-Charge of Customer Care Centre is responsible for ensuring resolution of all queries received at Customer Care Centre to the customer's satisfaction.

Complaint Resolution Timelines

Sr. No	Complaint Type	Estimated Timelines
1	Money Transfer - Load or Send Money	7 Working Days for reversal or credits
2	Successful transaction but beneficiary account not credited	7 Working Days for reversal or credits
3	Wallet related issues	2 - 5 Working Days

B) Customers Grievance Redressal Committee**Constitution**

The customers who are not satisfied with the resolution of their queries by the Customer Care Centre can approach the Customers Grievance Redressal Committee (“the Committee”) for redressing their grievances. The Committee shall consist of two Senior Management Executive of the Company who have fair requisite knowledge of the Laws and who are can discharge their duties without any prejudice.

This committee, at present, consists of the following persons:

1. The Principal Officer
2. The Business Head
3. The Nodal Officer

The Officer-in-charge of the Customer Care Centre acts as the Secretary and co-coordinator for the said Committee.

Function and Authority

The functions of the Committee are as under:

- a. The Committee will address the grievance of the Customer if he/she is not satisfied with the decision of the Customer Care Centre.
- b. The Committee will be responsible for ensuring timely and effective implementation of all regulatory requirements regarding customer service.
- c. The Committee shall have right to ask for all records from the Customer Care Centre and the customer.

- d. The Committee will look into the simplification of procedures and practices prevailing in the Company with a view to safeguarding the interests of customers of the Company.
- e. The Committee will review its regulations and procedures to be in line with the Guidelines of RBI for customer service and implement the same in letter and spirit and make suitable recommendations for implementation of the same.
- f. The Committee will benchmark with the practice and procedures prevalent in prepaid payment solutions industry and take necessary corrective action on an on-going basis.
- g. The Committee will endeavor to proactively advise the Customer Care Centre on pending complaints.

4.2 Grievance Redressal Procedure:

- a. A grievance may be communicated by the Complainant to the Committee as per the convenience of the Complainant by writing to us at the below postal address or electronic mode by sending email to escalations@weizmannimpex.com .

Postal Address:

Customers Grievance Redressal Committee
Weizmann Impex Service Enterprise Ltd
New Excelsior Cinema Building
Level 4, A K Nayak Marg,
Fort, Mumbai 400001
India

- b. Upon receipt of a grievance, the concerned officer shall enter the details thereof in the Grievance Redressal Register.
- c. All grievances received shall be acknowledged within three working days from the receipt of grievance by the Committee.
- d. The Committee shall resolve every grievance within 12 working days from the date of receipt of the grievance.

4.3 Final Redressal and Closure of Grievance:

Grievance shall be treated as finally redressed and closed in any of the following circumstances:

- a. Where the Complainant has communicated his acceptance of the Company's

- decision on redressal of grievance communicated by Customer Care Centre;
or
- b. Where the Complainant has not communicated his acceptance or non acceptance of the Company's decision, within 30 Days from the date of communication of decision by the Customer Care Centre or the Committee, as the case may be.

4.4 Implementation of the decision:

The Management shall take all necessary steps to implement the decision of the Committee.

4.5 Grievances by a person other than the holder and/or user of Jaldi Cash Card (System Participant):

Grievances between System Participants in respect of any matter connected with the operation of the payment system shall be resolved in accordance with the relevant provisions of the Payment and Settlement Systems Act, 2007, as may be amended from time to time.