



## Freecharge Business and Technology Services Ltd.

### Grievance Redressal Policy

Jan'2026

#### Document History :

Version	Prepared by	Reviewed by	Approved by	Date of approval
1.0	Abhishek Ghosh	Nemash Simaria	Board Approved	13-01-2026

<b>Contents of the table</b>	<b>Page no.</b>
1. Introduction & Objective	3
2. Definitions	3
3. Grievance Redressal Mechanism & Escalation Matrix	4
4. Grievance Redressal Mechanism for other financial and lending products provided by Axis Bank	6
5. Resolution time/Turn-around-time	7
6. Limited Liability in Case of Unauthorized Transactions through PPI	8
7. Banking Ombudsman	9
8. Record Keeping	9
9. Policy Review & Update	9

**1. Introduction & Objective:**

Grievance Redressal Policy has been framed in accordance with prescriptions and directions as stated in various regulatory guidelines/ frameworks relevant to Customer Service. The extant policy outlines the framework for handling and redressal of customer grievances.

Freecharge Business and Technology Services Ltd. (hereinafter referred to as FBTSL) is committed to providing a best-in-class experience to its customers. The Company has implemented a robust mechanism to address queries, requests, complaints, and feedback received from customers by leveraging its people, processes, and systems.

The Objective of the policy is to ensure that:

- a. All customers are always treated fairly and without bias,
- b. All complaints, requests and queries received from customers are responded with courtesy as per defined timelines,
- c. Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

**2. Definition:****a) Customer:**

Customer is any individual who is availing services: Initiating buy goods/ services/ products from the Freecharge Business and technology such as UPI QR for accepting payments, UPI, Prepaid instruments, lending Products, Insurance, Liability Products or any other products as per the arrangement with the Axis Bank guided by mutual agreement as per the direction from the bank.

**b) Complaint/ Concern and Exclusions therefrom:**

Customer raising a concern emanating from a transaction on account of deficiency in service, delay in fulfilment and / or non-conformance to stated arrangements with the customer.

- i. An allegation of unacceptable employee behavior,
- ii. An alleged violation of law, regulation, or policy,
- iii. A product issue including product design or performance issues,
- iv. A sales or service practice issue,
- v. Unauthorized Electronic Transaction for dispute,
- vi. Any deficiency or gap in service delivery towards the commitment provided to the customer (e.g., Complaints on account of breach in committed turnaround time or non-fulfilment of the request customer has placed with FBTSL).

**Exclusions from the definition of complaint:**

I. Complaints / concerns raised by customers with FBTSL, where the FBTSL is part of the transactional eco-system, but where the underlying cause for grievance / concern is attributable to deficiency elsewhere in the overall transaction eco-system, beyond the scope of influence of FBTSL would fall outside the scope of the aforesaid definition.

li. Complaints / concerns raised by customers with the FBTSL on action taken by the Bank in accordance with regulatory directions, with due notification(s) to the relevant customers, through appropriate channels (as per the information available to the Bank on its records), and where the customers have failed to act in accordance to comply with the directions notified by the Bank shall fall outside the purview of the aforesaid definition. Non-receipt of communication(s), in this regard from the Bank, for reasons where the contact details of the customer have undergone change and the customer has not updated the same on the Banks records, shall not be considered as grounds for grievance.

lii. Customer Queries, Doubts, Inquiries, Status, request and clarifications will not be treated as complaints of deliverable (within TAT) etc.

### **3. Grievance Redressal Mechanism & Escalation Matrix:**

#### **(Level 1), Customers registering queries / concerns:**

A. Complaints related to all types of payments transactions using FBTSL platform

- a) Chatbot: Customer App - (Profile – Help & Support)
- b) E-mail: [care@freechargebiz.com](mailto:care@freechargebiz.com)

B. Business App Support can be reached:

- a) Chatbot: Merchant App → Profile → Help & Support.
- b) E-mail: [Merchant.support@freechargebiz.com](mailto:Merchant.support@freechargebiz.com)
- c) Support Helpline: 9266685155

#### **Resolution Time/Turn-Around Time (TAT)**

We aim to resolve all normal customer grievances within 10 (ten) business working days from the date of receipt of the grievance, subject to receipt of complete and accurate information from the customer and factors, if any, beyond the Company's reasonable control.

#### **(Level 2), Grievance Officer:**

We aim to resolve all complaints at the first point of contact. In case the customer doesn't get a satisfactory resolution to their query/complaint at Level 1 they can get in touch with the Grievance Officer with the ticket number and details of the grievance. We aim to resolve all customer grievances within 5 (five) business working days from the date of receipt of the grievance at the Grievance Officer level.

Ganji Laxminarayana, Designated Grievance Officer

Phone: 9266685153

Email: [grievanceofficer@freechargebiz.com](mailto:grievanceofficer@freechargebiz.com)

Working Hours: 9:30 AM to 6:30 PM (Monday-Friday; except bank holidays)

Registered Office: 11th Floor, Tower C, DLF Cyber Greens, DLF Cyber City, DLF Phase 3, Gurugram, Haryana - 122022

CIN- U82990HR2024PLC119900

**(Level 3), Nodal Officer:**

In case grievance remains unresolved even after contacting various complaint resolution channels or in the timelines mentioned above or if the customer is not satisfied with the response, the customer can approach the Nodal Office along with the ticket number. We aim to resolve grievances escalated to the Nodal Office within 5 business working days from the date of receipt of the grievance.

Nemash Simaria, Designated Nodal officer

Phone: 9266685154

Email: [nodal.head@freechargebiz.com](mailto:nodal.head@freechargebiz.com)

Working Hours: 9:30 AM to 6:30 PM (Monday-Friday; except bank holidays)

Postal: Nodal Officer, Freecharge Business and Technology Services Ltd., DLF Cyber Green, 11th Floor, Tower-C, DLF Cyber City, DLF Phase-3, Gurugram-Haryana-122022, India

Registered Office: 11th Floor, Tower C, DLF Cyber Greens, DLF Cyber City, DLF Phase 3, Gurugram, Haryana 122022, India

**Note :**

1. Each customer will be allotted a Unique Ticket Number (UTN) which will be used to identify the customer, retrieve all history pertaining to the complaint, and help in faster resolution of the grievance.
2. Customers are required to follow the processes and provide all the required documentation as guided by FBTSL to provide a resolution to the customer.
3. In Cases where Law Enforcement Agencies, Regulators, Governments, Card Networks, Courts, Banks, etc. are involved for the purpose of investigation or providing resolution, the customer needs to adhere to the processes and documentation requirements shared by the said participants and the resolution to the customer may depend upon these participants.
4. Resolution time/Turn-around-time for redressing grievances/disputes has been mentioned under the section “Escalation Matrix”
5. Resolution time does not include time taken by the customer to provide required information/documentation.
6. If any case/transaction is related to a third party or outside entity, then the TAT will be dependent on the respective banks/network providers/regulator/etc. Resolution time will include this TAT along with FBTSL’s internal resolution time.
7. FBTSL will make all efforts to resolve the complaint in a timely manner but in case of any inadvertent situation where additional time is needed, FBTSL will inform the customer the reasons for the delay and provide expected timelines for resolution of the issue.

#### 4. Grievance Redressal Mechanism for other financial & lending products provided by Axis Bank

##### A. MCA Lending

All queries pertaining to MCA loans shall be addressed as per the grievance redressal mechanism mentioned in the Lending policy - ref [Policy](#)

##### B. MFI Loan and Micro LAP:

Helpline # 9266685155 (Monday to Saturday: 10 AM to 7 PM)

##### C. Unsecured business Loan and Current Account customers :

Helpline: 9266685155 (Monday to Saturday : 10 AM to 7 PM)

Note:: Any Other financial lending products : Please follow the process as mentioned in clause 3. A (as mentioned above).

\* FBTSL acts solely as a Business Correspondent to Axis Bank and facilitates customer access to Axis Bank's financial products, including but not limited to Savings Accounts, Fixed Deposits, Current Accounts, and Loans. FBTSL's role is strictly limited to facilitating customer onboarding and connecting customers with Axis Bank through its application, website, or authorized retail outlets, including facilitation and routing of grievances where applicable. FBTSL does not provide, manage, service, or make decisions in relation to any financial products offered by Axis Bank. The final adjudication and resolution of all matters, including customer grievances, relating to Axis Bank's products rest solely with Axis Bank, and customers are advised to raise such grievances directly with Axis Bank through the Bank's designated grievance redressal channels mentioned below:

1. For digital lending grievance - <https://www.axisbank.com/retail/loans/personal-loan/personal-loan-lsp>
2. For MFI Loan grievance - <https://www.axisbank.com/docs/default-source/default-document-library/fpc-retail-microfinance.pdf>
3. For Other grievance - <https://www.axisbank.com/docs/default-source/default-document-library/grievance-redressal/grievance-redressal-policy.pdf>

Notwithstanding, customers can also raise the grievance with FBTSL and FBTSL will take necessary steps to resolve the grievance through Axis Bank.

### 5. Turn Around Time for Failed Transaction

Failed transaction grievances are resolved in accordance with the RBI circular DPSS.CO.PD No. 629/02.01.014/2019-20 dated September 20, 2019 on “Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorized Payment Systems.” The same shall be governed by the latest RBI guidelines as amended from time to time.

The Turnaround Time (TAT) matrix specified below in this Grievance Redressal Policy is strictly applicable only to services and transactions that are directly facilitated and executed by FBTSL through its application and/or web platforms and is not applicable for transactions facilitated via FBTSL's Third-Party Service Providers (TSPs).

S.No	Description of the incident	Timeline for auto-reversal	Compensation payable
1	<b><u>Immediate Payment System (IMPS)</u></b>  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
2	<b><u>Unified Payments Interface (UPI)</u></b>  a) Account debited but the beneficiary account is not credited (transfer of funds) b) Account debited but transaction confirmation not received at merchant location (payment to merchant)	a) If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day. b) Auto-reversal within T + 5 days	a) ₹100/- per day if delay is beyond T + 1 day b) ₹100/- per day if delay is beyond T + 5 days.

2	<b>Prepaid Payment Instruments (PPIs) – Cards / Wallets</b>		
b	On-Us transaction		
	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

#### TAT for Third-Party Services:

For all services and transactions facilitated via FBTSL's Third-Party Service Providers (TSPs), the relevant Turnaround Time (TAT) for addressing failed transactions or related grievances shall be governed by and strictly adhere to the respective TSPs' own Grievance Redressal Policies. FBTSL shall not be responsible for delays resulting from the TSPs' processing times.

## 6. Limited Liability in Case of Unauthorized Transactions through PPI

Customer's liability arising out of an unauthorized payment transaction will be limited to the maximum liability across various scenarios defined as per the provision under the RBI guidelines (same as the table given below)

Limited liability provisions shall be governed by the latest RBI guidelines as amended from time to time

<b>Limited liability of customers in case of unauthorized electronic payment transactions through a PPI</b>		
<b>S.No</b>	<b>Particulars</b>	<b>Maximum Liability of Customer</b>
1	Contributory fraud / negligence / deficiency on the part of the PPI issuer. (irrespective of whether or not the transaction is reported by the customer)	Zero
2	Third party breach where the deficiency lies neither with the PPI issuer nor with the customer but lies elsewhere in the system, and the customer notifies the PPI issuer regarding the unauthorized payment transaction. The per transaction customer liability in such cases will depend on the number of days lapsed between the receipt of transaction communication by the customer from the PPI issuer and the reporting of unauthorized transaction by the customer to the PPI issuer -	
	a. Within three days	Zero
	b. Within four to seven days	Transaction value or ₹ 10,000/- per transaction, whichever is lower
	c. Beyond seven days	As per the Board approved policy of the PPI issuer
3	In cases where the loss is due to negligence by a customer, such as where he / she has shared the payment credentials, the customer will bear the entire loss until he / she reports the unauthorized transaction to the PPI issuer. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the PPI issuer	
4	In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the PPI issuer nor with the customer, but lies elsewhere in the system and when there is a delay (of <b>four to seven working days</b> after receiving the communication) on the part of the customer in notifying the PPI issuer of such a transaction, the per transaction liability of the customer shall be limited.	Transaction value or ₹ 10,000/- per transaction, whichever is lower

**7. Banking Ombudsman**

If the grievance is not resolved within 30 (thirty) days from the date of lodging the complaint, the customer may be lodged with the RBI Ombudsman as per the grievance redressal mechanism prescribed by the Reserve Bank - Integrated Ombudsman Scheme, 2021.

[Schemes](#) (Hyperlink)

[Offices](#) (Hyperlink)

**8. Record Keeping**

The record of complaints are maintained as per the FBTSL's Information Systems Security Policy.

**9. Policy Review & Update**

This policy will be reviewed by the Board as and when required or at least annually to incorporate regulatory updates/changes, if any. An updated Policy shall also be uploaded on FBTSL's website.