



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

RBI/2012-13/441

DPSS.CO.OSD. No.1604/06.06.005/2012- 13

March 14, 2013

To

All entities authorised to issue pre-paid payment instruments in India.

Dear Sir,

Collection of Information on Customer Grievances

All entities authorised for issuance of prepaid payment instruments in India are advised to submit the data related to customer grievances received and resolved, on a quarterly basis, in the attached excel formats. It may please be ensured that the format given is strictly adhered to while transmitting the data through [email](#). It may please be ensured that the filled in information in the format need to reach us before 10th of the following month of a quarter.

2. These directions are issued under Section 6 of the Payment and Settlement Systems Regulations, 2008 read with Section 12 of the Payment and Settlement Systems Act, 2007.

Yours faithfully

Nilima Ramteke
(General Manager)

Quarterly report of resolution of PPIs Customer Grievance to be submitted by bank to DPSS,CO, Mumbai

(To be submitted within 10 th of the following month)

| Name of the entity | Type(s) of PPIs issued | Total Complaints | | | Complaints resolved during the quarter | | | | Complaints Pending the end of the quarter | Types of complaints received | | | | | |
|--------------------|------------------------|--|---------------------------------|--------------------|--|------------------------------------|-------------------|-----------------------|---|------------------------------|-----------------|--------------------|-------------------|--------------------|-------------|
| | | Out-standing at the beginning of the quarter (3) | Received during the quarter (4) | Total (5) =(3)+(4) | in 48 hours (6) | after 48 hours but with 7 days (7) | beyond 7 days (8) | Total (9)=(6)+(7)+(8) | | (10) = (5) - (9) | IT related (11) | wrong charges (12) | wrong debits (13) | wrong balance (14) | Others (15) |
| (1) | (2) | | | | | | | | | | | | | | |
| | m / e wallet | | | | | | | | | | | | | | |
| | Cards | | | | | | | | | | | | | | |
| | Paper Vouchers | | | | | | | | | | | | | | |

1: Name of the entity

2: Type of PPI issued by the entity.

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

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

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

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

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

8: The number of complaints resolved after 7 days from the receipt of the complaint.

9: Total number of complaints resolved during the quarter.

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

11: Number of complaints received from customer relating to various IT issues.

12: Number of complaints received from customer relating to Wrong Charges debited by the merchant to the customer's account.

13: Number of complaints relating to wrong debits from customer's account.

14: Number of complaints related to wrong balance in the account.

15: Number of complaints related to areas not specified above.

16: Total Number of complaints received from the customer during the quarter.