

## **Transbnk Grievance Redressal Policy**

### **For Electricity Bill Payment Services**

At Transbnk, we are committed to providing a smooth and secure electricity bill payment experience. While we aim for zero issues, we understand that things can occasionally go wrong. This policy outlines how you can raise concerns, what to expect, and how quickly we'll get back to you.

#### **1. What's Covered in This Policy?**

This policy applies to electricity bill payments made through Transbnk's platform, where:

Transbnk acts as the Technology Service Provider (TSP)

Easebuzz processes the payment as the Payment Gateway (PG)

We're here to help with issues such as:

- Payment failures
- Double payments
- Delayed or missing refunds
- Transaction not reflecting with the electricity board
- Incorrect consumer ID or meter number input
- General technical or platform issues

#### **2. How to Reach Us**

If you face any issue, please write to us at: [prodsupport@transbnk.co.in](mailto:prodsupport@transbnk.co.in)

Once your email is received:

- A ticket is automatically generated
- You'll receive a ticket ID for reference
- Our support team will start working on your issue promptly

#### **3. Support Timelines (SLA)**

We take every grievance seriously and aim to resolve most issues within:

<b>Issue Type</b>	<b>Resolution Timeline</b>
Payment deducted but not credited	Within 48 hours
Refund not received	Within 48 hours
Service/platform issue	Within 48 hours
Transaction status confirmation	Within 48 hours

For failed transactions, refunds are initiated directly by Easebuzz and are usually processed within 24 hours.

#### **4. Escalation Matrix**

If your issue isn't resolved within the expected time or you're not satisfied with the response, you can escalate it in the following order:

### **Level 1 – Support Team**

Email: prodsupport@transbnk.co.in

Response Time: Within 48 hours

### **Level 2 – Grievance Officer**

Name: Shristi Agrawal

Email: srishti.agarwal@transbnk.co.in

Response Time: Within 2 business days

## **5. Your Rights & Our Responsibilities**

What You Can Expect from Us:

- Acknowledgement of every valid grievance
- Timely updates on the status of your issue
- Fair and transparent resolution
- Data privacy and secure handling of all your information

What We Expect from You:

- Provide correct consumer details (ID, meter number, etc.)
- Mention your transaction ID in emails

## **6. Regulatory Compliance**

This grievance process follows:

- RBI's digital payment guidelines
- Internal quality and support standards defined by Transbnk

We strive to be fully compliant with all relevant digital payment and data protection norms.

## **7. Still Have Questions?**

Feel free to reach out—we're here to make electricity bill payments easier, faster, and stress-free for you.

We're happy to help.