

# **Vay Network Services Private Limited**

## **Grievance Redressal Policy**

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**(Last updated on 10 April 2026)**

## Introduction

As a Payment Aggregator, the overall objective of Vay Network Services Private Limited (“Vayana”) is to provide the best customer experience to participants on our platforms. As a result, customer satisfaction and grievance redressal has been one of our core focus areas.

The three key tenets of our Grievance Redressal Policy are:

1. **Fairness** – All grievances shall be examined without any bias through a balanced approach. This examination and resulting resolution shall be ensured to occur in a timely and efficient manner.
2. **Empathy** – During the course of issue resolution we will strive to understand the customer situation and feedback and at all points of the conversation, the communication shall be formal and polite.
3. **Transparency** - The Company shall endeavour to make continuous efforts to educate its network participants to enable them to make informed decisions and therefore increase their awareness. Customer’s issues will be handled with immediacy as per the issue and feedback will be shared transparently. Moreover, in the case of any impedance to issue resolution, customers shall be fully informed of methods of escalation for their grievances.

## Type of Complaints

Participant complaints, grievances, issues, queries, or feedbacks will be of following categories:

1. Onboarding related
2. Transactions related
3. Process related
4. Charges related
5. Settlement related
6. Access related
7. MIS and Notifications related
8. Status of raised issues
9. Other issues

## Modes of complaint registration

Touch points to report customer grievances - A customer has a choice to address a grievance through a preferred forum as per his/ her convenience. They include the following methods:

1. **Support Email** – via an Email addressed to Vayana’s Customer Support ID – support.payments@vayana.com
2. **Letter** – To our registered office address
3. **Visit / Direct Feedback** – through a communication with company officials who is visiting the customer
4. **Support Number** – 020-29702664
5. **Nodal officer:**

- Rahul Khanna  
Shivkamal, 3rd floor,  
1076/5, Vidya Vihar Colony,  
Shivaji Nagar, Pune-411016,  
Maharashtra, India.  
Email: [rahul.khanna@vayana.com](mailto:rahul.khanna@vayana.com)
- Prabjot Budhraj  
Shivkamal, 3rd floor,  
1076/5, Vidya Vihar Colony,  
Shivaji Nagar, Pune-411016,  
Maharashtra, India.  
Email: [prabjot.budhraj@vayana.com](mailto:prabjot.budhraj@vayana.com)

## Escalation Matrix

### Level 1 Escalation: Registering a Complaint –

- Customers are advised to submit comprehensive information regarding their complaints or grievances, including all relevant supporting documents. If a customer encounters any difficulty in filing a proper complaint, the Company will offer necessary assistance and guidance.
- Once a complaint is submitted as outlined above, the customer will receive an acknowledgment via email within 24 hours of its receipt.
- Vayana will send its response towards the resolution of the complaint within the time period specified:

Access issues – T+0 working day

Onboarding and transaction issues – within T+1 working days

Reports, notifications, other queries – within T+3 working days

- In case the complaint is not resolved or customer is not satisfied with the resolution he may escalate the complaint.

### **Level 2 Escalation: Customer Complaints Officer**

- If the customer does not receive an adequate response within the stipulated timeframe after lodging a complaint, they may escalate the matter to the Company's Customer Support Manager using the contact details provided below.

**Name:** Rahul Khanna

**Email:** [rahul.khanna@vayana.com](mailto:rahul.khanna@vayana.com)

- The Customer Support Manager will provide a final response to the customer within 10 business days of receiving the complaint. This response will either include the resolution or a notification indicating that additional time is needed to review the complaint, along with the reason for the extension.

### **Level 3 Escalation: Nodal Officer**

- In the event that the customer does not receive a proper response, within the prescribed timelines of 10 business days of lodging the complaint, it may approach the 'Nodal Officer' of the Company, at the following contact details.

**Name:** Prabjot Budhraja

**Address:** Shivkamal, 3rd floor,  
1076/5, Vidya Vihar Colony,  
Shivaji Nagar, Pune-411016,  
Maharashtra, India

**Email:** [prabjot.budhraja@vayana.com](mailto:prabjot.budhraja@vayana.com)

### **Level 4 – RBI Ombudsman:**

- If complaints have not been satisfactorily resolved at previous levels within 30 days, customers can reach out to the RBI ombudsman.

Complaint lodging portal of the Ombudsman: <https://cms.rbi.org.in/>

Toll-Free P. No: 14448

Email ID: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

Address – Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.