Process flow for Registering Complaint :

Click on Register Complaint option

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• Input required detail and Click "Search Transaction" button

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• Respective transaction details shall appear on screen

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• Select transaction and click "View" button if you wish to know the status of the transaction else click "Raise Complaint" button to register complaint.

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- Select complaint description from drop down list, if the complaint reason is other than those mentioned, select "Others" and input details in the "Complaint Description" box.
- Click on "Generate OTP" button, you will receive an OTP on the mobile no. on which payment confirmation was received.

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- Input OTP received in the "Enter OTP" box and click on "Submit" button.
- Your complaint shall be registered and you will get a complaint ID for future reference.
- You may also download the same (If required).

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How to check complaint status :

- Click on Complaint status option, select type of complaint and enter Complaint ID
- Click on "Check Status" button, complaint status shall be displayed.

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