



GS Mahanagar Co-op. Bank Ltd.

Customer Awareness on dispute handling procedure of decline IMPS transactions

IMPS TRANSACTION FAILED? & WHEN YOU WILL GET REFUND?

Customer should raise failed or decline transaction complaint to Bank/Branch through mail/telephonically/ website (Grievance Redressal Mechanism)

Sr.	Particulars	Turn Around Time (TAT-Period)	Customer Action	Bank Action	Result
1	Credit Adjustment	Within T+1 Day	N/A	Remitter Bank will credit to customer account the decline transaction amount within TAT period	Customer account credited within TAT period
2	Chargeback (CB)	Within 45 days from transaction date	Customer will submit the Complaint form.	Remitter Bank Will raised CB to Beneficiary Bank	CB is in process
3	CB- Acceptance / Re-presentment	Within 25 days	N/A	<u>If Charge Back Accepted-</u> Remitter Bank will credit customer with transaction amount. <u>If Charge Back Re-presentment-</u> Customer will go for next stage (Pre-arbitration)	<u>If Charge Back acceptance-</u> Customer received the transaction amount. Customer may go for next stage.
4	Pre-arbitration	Within 5 days	Customer will fill the Complaint form.	Remitter Bank Will raised Pre-arbitration to	Pre-arbitration is in process

				Beneficiary Bank	
5	Pre-arbitration Acceptance/Re-presentation	Within 5 days	N/A	<p><u>If Pre-arbitration Accepted-</u> Remitter Bank will credit the transaction amount to customer account</p> <p><u>If Pre-arbitration Re-presentation-</u> Customer may go for next stage (Arbitration)</p>	<p><u>If Pre-arbitration acceptance-</u> Customer received the transaction amount</p> <p>Customer may go for next stage.</p>
6	Arbitration	Within 10 Days	Customer give the acceptance for Arbitration	Remitter Bank Will raised Arbitration to Beneficiary Bank	Arbitration is in process
7	Arbitration Acceptance / Re-presentation	Within 7 days	N/A	<p><u>If Arbitration Accepted-</u> Remitter Bank will credit the transaction amount to customer account.</p> <p><u>If Pre-arbitration Rejected -</u> Valid evidences and arbitration process decision will share with customer.</p>	<u>If Arbitration Accepted-</u> Customer received the transaction amount.
8	Differed Chargeback (CB)	Within 45 days from transaction date	Customer will fill-up the Complaint form into branch or	Remitter Bank Will raised differed CB to Beneficiary Bank	Differed Charge Back in process

			mail to Bank		
9	Differed Charge Back-Acceptance / Re-presentment	Within 3 days	N/A	<p><u>If Differed Charge Back Accepted-</u> Bank is liable to credit the transaction amount along with compensation of Rs.100 per day from transaction date</p> <p><u>If differed Charge Back Re-presentment-</u> Customer will go for next stage</p>	<p><u>If Differed Charge Back acceptance-</u> Customer received the transaction amount with compensation.</p> <p>Customer may go next stage.</p>
10	Differed Pre-arbitration	Within 25 days	Customer will fill the Complaint form.	Remitter Bank Will raised differed Pre-arbitration to Beneficiary Bank	Differed Pre-arbitration in process
11	Differed Pre-arbitration Acceptance / Re-presentment	Within 5 days	N/A	<p><u>If Pre-arbitration Accepted-</u> Remitter Bank will credit the transaction amount and Rs.100/- per days compensation from transaction day</p> <p><u>If Pre-arbitration Re-presentment-</u> Customer may go for next stage (Differed Arbitration)</p>	<p><u>If Pre-arbitration acceptance-</u> Customer received the transaction amount with compensation.</p> <p>Customer may go for next stage.</p>
12	Differed Arbitration	Within 10 Days	Customer gives the acceptance	Remitter Bank Will raised differed	Differed Arbitration in progress.

			to for Arbitration.	Arbitration to Beneficiary Bank	
13	Differed Arbitration Acceptance / Re-presentment	Within 7 days	N/A	<p><u>If Differed Arbitration Accepted-</u> Remitter Bank will credit the customer account with transaction amount along with Rs.100 compensation per day from transaction day</p> <p><u>If Differed arbitration rejected -</u> Valid evidences and arbitration process decision will share with customer.</p>	<u>If Arbitration Accepted-</u> Customer received the transaction amount along with compensation.
14	Wrong Credit Chargeback	Within 45 days	Customer will fill-up the Complaint form.	Remitter Bank will raised the wrong credit Chargeback to Beneficiary Bank	Wrong Credit CB in process
15	Wrong Credit Charge Back Accept/ Re-presentment	Within 25 days	N/A	<p><u>If Wrong CB Accepted-</u> Remitter Bank will credit the transaction amount to customer account.</p> <p><u>If Wrong CB Re-presentment-</u> Beneficiary Bank will share details with evidences and same will share with customer.</p>	<u>If Wrong Charge Back acceptance-</u> Customer received the transaction amount.

WHAT TO DO IF YOU DON'T KNOW.

Call Toll Free No- **1800220096**

Email to Complaint desk- complaint@mahanagarbank.com

IMPS Support- impssupport@mahanagarbank.com

Website- www.mahanagarbank.net

(For Grievance Redressal for all type of digital as well as other complaint will monitor)