

## Grievance Redressal

### Customer Service Channels:

1. You can call our 24X7 customer care at 51111 for Tata Docomo and Tata Indicom Customers or at 9222251111 from any other number. Charges will be applicable as per your tariff plan.
2. E-mail your queries/issues at [care@mrupee.in](mailto:care@mrupee.in).
3. You can write to us at following address:

#### Customer Care

MMP MOBI WALLET PAYMENT SYSTEMS LIMITED  
24, Old Ishwar Nagar, Main Mathura Road,  
Delhi- 100065.

#### Time lines for Response:

1. Queries/Concerns related to account details, transactions will be resolved within 24 hours (Other than the following):
  - Merchant Transaction involving 3rd Party (Other service Providers): 72 Working hours.
  - Account Deactivation: 72 Working hours.

Should we require more time for further investigation, we would call you and will keep you Informed with resolution timelines and reasons for delay.  
For all the above Instances, we will be generating a request number through our Service Request Portal.

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### Nodal Officer For MMP MOBI Wallet Payment System

If you are not satisfied with resolution provided by our customer service channels you can contact our nodal officer with request number at any of the following sources.

1. Nodal Desk @ 9033099451, Monday To Saturday between 10:00 a.m. To 6:00 p.m.
2. E-mail at [Nodalofficer@mrupee.in](mailto:Nodalofficer@mrupee.in)
3. You can also write to Nodal officer at:

The Nodal Officer

MMP MOBI WALLET PAYMENT SYSTEMS LIMITED  
24, Old Ishwar Nagar, Main Mathura Road,  
Delhi 100065.

#### Time lines for Response:

All Issues will be resolved within 72 hours.

Should we require more time for further investigation, we would call you and will keep you informed for resolution timelines and reasons for delay.

*Escalation received at this desk will be addressed only if customer is able to provide the Service Request Number received at Level 1.*

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**Nodal Officer For ICICI Bank**

If you are not satisfied by resolutions provided by above levels you can contact ICICI Bank nodal officer at following address:

The Nodal Officer  
ICICI Bank Ltd.  
Bandra Kurla Complex  
Mumbai 400051  
e-mail: [headservicequality@icicibank.com](mailto:headservicequality@icicibank.com)

We will respond to your complaint within 10 working days