

Customer Grievance Redressal Policy

Customer Service Channels:

1. You can call oxigen e-paisa customer care at **0124-6773300** between 8:00 a.m. and 11:00 p.m. any day, except for the below mentioned national holidays:
 - Republic Day – January 26
 - Independence Day – August 15
 - Gandhi Jayanti – October 2Call charges will be applicable as per your tariff plan.
2. E-mail your queries/issues at cc@myoxigen.com
3. You can write to us at following address:
Customer Care
Oxigen Services Ind. Pvt. Ltd.
264 – Udyog Vihar
Phase 1 - Gurgaon
Haryana - 122016

Timelines for Response:

1. Queries/Concerns related to account details, transactions will be resolved within 48 hours (Other than the following):
 - Merchant Transaction involving 3rd Party (Other service Providers): 72 working hours.
 - Account Deactivation: 72 working hours.
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Nodal Officer for Oxigen e-paisa System

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

1. Nodal Desk @ **0124-3089732**, Monday to Friday from 10:00 a.m. to 6:00 p.m.
2. E-mail at prashant.verma@myoxigen.com
3. You can also write to Nodal officer at:
The Nodal Officer - Oxigen e-paisa
Oxigen Services India Pvt. Ltd.
264, Udyog Vihar, Phase – 1
Gurgaon, Haryana - 122016.

Timelines for Response:

All Issues will be resolved within 5 working days.

If more time is needed for further investigation, oxigen e-paisa executives would call you and will keep you informed with resolution timelines and reasons for delay. For all the above instances a request number will be generated through oxigen e-paisa Service Request Portal.

Nodal Officer for ICICI Bank

If you are not satisfied by resolutions provided by the above level, 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

We will respond to your complaint within 10 working days.