

CENTRAL CONSUMER PROTECTION AUTHORITY

KrishiBhawan, New Delhi - 110001

Ref: F. No. CCPA-2/55/2023-CCPA

In the Matter of: Suo Moto case against Google India Digital Services Private Limited (G-Pay)(herein referred as "Company").

CORAM:

NIDHI KHARE, CHIEF COMMISSIONER

ANUPAM MISHRA, COMMISSIONER

Dated: 03.11.2023

ORDER

Based on the grievances lodged at National Consumer Helpline regarding non refund of transaction failed/cancelled amount not refunded to consumers and amount debited but not credited to beneficiary, the Central Consumer Protection Authority issued notice to Google India Digital Services Private Limited (G-Pay) on 02.08.2023.

2. In response to the aforementioned notice, the Company vide response dated 08.08.2023 submitted that Google Pay app enables a user to pay and receive payments to other users, merchants, billers or third parties using any payment instrument (e.g., credit card, debit card, bank account, or prepaid payment instrument, including e-wallets and gift cards) accepted through Google Pay. In relation to UPI transactions facilitated over Google Pay app, Google Pay acts as a Third Party Application Provider ("TPAP") authorized by NPCI to facilitate payment transactions through HDFC Bank, Axis Bank, ICICI Bank and State Bank of India. Google India Digital services (GIDS) is a service provider and participates in the UPI ecosystem through PSP Banks.

3. The Authority heard the submissions of the Company through video conference held on 31.10.2023 wherein Counsels Mr. Rahul Dhiman & Ms. AshiBhat appeared on behalf of Google India Digital Services Private Limited wherein the Company submitted that Google India Digital Services endeavors to review and respond to consumer

complaints promptly. Google Pay provides a grievance redressal mechanism available publicly at their website.

4. The support team of Google Pay had been reviewing consumer complaints raised via National Consumer Helpline on a timely basis and had been sharing resolutions with the user(s) directly. The Company highlights that NCH has started sending emails to Google through a 'no reply' email id and Google is engaging with the NCH to share an alternate mode of communication for us to be able to manage the process as per applicable laws.

5. The Company's short submission pertaining to grievances registered on NCH are as under:

Google Pay is offered by Google India Digital Services (GIDS) which is registered within India and operates under the laws of India. The Services offered by GIDS are

Service Offered	Details
Third Party Application Providers (TPAP)	The UPI transactions facilitated over Google Pay app, Google Pay acts as a Third Party Application Provider ("TPAP") authorized by NPCI to facilitate payment transaction.
Payment Aggregator	Google India acts as a payment intermediary in addition to its role as a TPAP. RBI had issued license for these activities and Google India Digital Services has received in-principle license to operate as a Payment Aggregator.
Bill Payment Services	Google India Digital Services operates as an 'agent institution' under the Bharat Bill pay system operated by NPCI.

6. Further, the users of the Google Pay Services can raise their complaint or redresses the grievances by a three tier redressal mechanism. These three channels offer a multiple ways to users to engage with Google Pay. These are as under:

- a) **Complaints Registration (Level 1)**- The users can reach out to the Consumer Support team or user have an option to register the complaint by calling on customer care number or user can chats with customer support team to seek resolution of complaints.
- b) **Grievance Redressal(Level 2)**- If the users are not satisfied with the resolution as offered in Level 1 then they can escalated to Level 2 where the relevant teams look into the complaints on high priority, the users can approach the Google Pay India grievance support portal available on the website of Google India Digital Services.
- c) **Contact the Nodal Officer (Level 3)**- If the user is not satisfied with the resolution offered in Level 2 then within 15 days the user can escalate to Level 3 by approaching the Nodal officer. The user can either write an e-mail or write a letter to the Nodal Office for redressal of grievances and then the case is taken up on priority.

7. Apart from these escalations and user engagement channels, customer always have a full liberty for alternate grievance options or the channels set up by the regulator which is NPCI and ombudsman offices of the RBI.

8. Further, the Company submitted that the overall timeline from Level 1 to Level 2 is 30 days and if the complaint is not redressed within 15 days then the users can reach out to Level 3 i.e Nodal officer. For the financial year 2023-24, from April to September the Company has resolved total 22 lakh complaints which pertains to P2P and P2M transactions whereas the complaints received on NCH in six months via e-mail was 1243. As per the records of the Company, they have provided the resolution of these complaints.

9. Upon examination of the submissions submitted by the Company, the Central Authority observed that out of 397 grievances registered on the NCH Portal from 01.02.2022 to 31.03.2023, 351 grievances have been unresolved which amounts to 88.41% and only 46 cases have been resolved which amounts to 11.59% of the total Complaints. Further, it has been noticed from the NCH Data that out of the list of 397 grievances one consumer marked at Serial No. 301 who made three transactions (25,000/-, 10,000/-, 500/- INR) through G-pay failed to receive any refund even after approaching the Grievance Redressal Mechanism of the Company. Similarly, the consumer grievances registered at Serial No. 6,101,123,164, 198 seems to be unresolved on the grounds of payment of hefty amount worth Rs. 20,000/- and Rs. 15,000/- paid through G-Pay.

During the hearing, the Central Authority checked the veracity of the claims claimed by the Company regarding their Grievance Redressal Mechanism, however it has been found that there is no proper channel of approaching the Customer Care executive or Grievance Officer on the website of Google Pay as the Company vide response dated 08.08.2023 provides a grievance redressal mechanism available publicly at <https://support.google.com/pay/india/answer/10084701>.

It can be seen from the aforementioned url that neither the Company has provided any contact number of Nodal officer on their website nor the relevant e-mail id of any Grievance officer. The website does not depict the clear status of redressing the grievances of Consumers. It clearly depicts the deficiency in services and unfair trade practices being followed up by the Company as per Section 2(11) and Section 2(47) of the Consumer Protection Act, 2019.

10. In view of the above, the Central Authority issues the following directions:

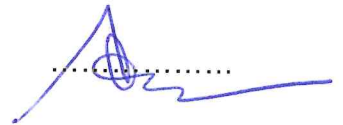
- i. The Company is directed to provide the update on the 397 grievances registered on NCH Portal regarding non-refund of transaction failed/cancelled amount not refunded to consumers and amount debited but not credited to beneficiary. The

List of Complaints have been shared with the Company vide e-mail dated 31.10.2023.

ii. The Company is directed to update their website by uploading the Contact Number of Grievance Officer and Consumer Complaint Number should be prominently displayed on the website of Google India Digital Services.

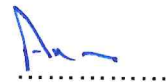
iii. The Company is directed to join convergence partnership with NCH and share the final compliance report before 16.11.2023.

10. The next hearing of the matter shall be held on 16.11.2023 at 04:00PM.



(NidhiKhare)

Chief Commissioner



(Anupam Mishra)

Commissioner