

CENTRAL CONSUMER PROTECTION AUTHORITY

Krishi Bhawan, 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: 29.11.2023

ORDER

1. In continuation of order dated 25.11.2023, the hearing was held on 28.11.2023 with Mr. Rahul Dhiman & Ms. Ashi Bhat appeared for Google India Digital Services (GIDS) Private Limited and Mr. Manish Gupta for National Consumer Helpline (NCH) over Video Conferencing .
2. The Company submitted its compliance report dated 27.11.2023 and submitted the following submissions as under:

Update on the 89 grievances:

The tabular data of current status of pending grievances are as under:

Status	Count
Unable to connect with the user over the phone call despite making 3 attempts over different days.	70
Connected with user	19
Issue already resolved / No existing issue	8
Did not authenticate the call; sent follow-up email	6
Incorrect Number	5

3. In view of the above tabular sheet, the Company has made diligent attempts to reach out to the users with respect to the pending 89 grievances to offer a resolution.

a) 70 users did not receive the phone calls made to them even after three attempts. The company has sent an email to the users advising them to reach out on their

existing grievance redressal channels or share a convenient date and time to call back.

b) 8 users confirmed over the phone call that their issues were already resolved and there are no current issues open for resolution.

c) 6 complainants were not ready to authenticate themselves as GPay users over the telephonic call and the company has sent an email to these users advising them to reach out on their existing grievance redressal channels.

d) 5 complaints had the same docket number and the common mobile number of the complainant. The user associated with the mobile number informed the company that it is a wrong number.

4. Regarding joining of Convergence Plan the Company submitted that discussions on becoming a convergence partner is under deliberation, it will continue to diligently update the NCH with the status of the complaints through the channels shared by NCH, to ensure that there is no disruption in the NCH's process.

5. The Company's short submission submitted during the hearing is as under:

a. Out of 89 grievances, 19 users have been connected, 70 consumers are not traceable as they did not pick up the call made by the Company despite three attempts. Without receiving a call it is very difficult to offer a resolution.

b. The Company has reached out to rest of the users out of which 8 grievances are resolved as these 8 Consumers raised a complaint on the NCH Portal and resolution has been provided to them on the same portal.

c. The Company tried connecting with the 6 users out of 89 grievances wherein the users did not authenticate themselves as the GPay users, the Company further tried approaching these users via e-mail stating that either the user can reach out to the company or provide alternate resolution mechanism to redress their grievances registered on NCH Portal.

- d. The Company tried to connect with the 6 complainants but the user or complainant failed to authenticate themselves as a Google Pay user.
 - e. 5 complaints received from the NCH have common docket number and common mobile number of the Complainants. The user of these mobile number informed the company that it is a wrong number.
6. The National Consumer Helpline (NCH) short submission submitted during the hearing is as under:
- a. The team of NCH will coordinate with all the 70 consumers by deputing a representative who call the consumers on behalf of the Company in addressing the redressal of grievances.
 - b. The NCH will also try coordinating with the remaining 11 consumers (out of 89 grievances) who are not authenticating themselves as Gpay users.
7. Upon examination of the submissions of the Company and NCH, the Central Authority observed that

If the Company would have joined the convergence plan of NCH then effective resolution or hassle free speedy justice could have been provided to the users of GPay therefore, it is important for the Company to join convergence plan of NCH at earliest.

8. In view of the above, the Central Authority issues the following directions:
- i. The Company is directed to coordinate with National Consumer Helpline (NCH) and provide the list of 70 users who are not traceable via telecon and e-mail.
 - ii. The NCH is directed to make a quick redressal mechanism for the users of Gpay while coordinating with the Company.

iii. The Company is directed to join the convergence plan of NCH for effective resolution of grievances and share the final compliance report before 12.12.2023.

9. The next hearing of the matter shall be held on 12.12.2023 at 05:00 PM.



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(Nidhi Khare)

Chief Commissioner

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(Anupam Mishra)
Commissioner