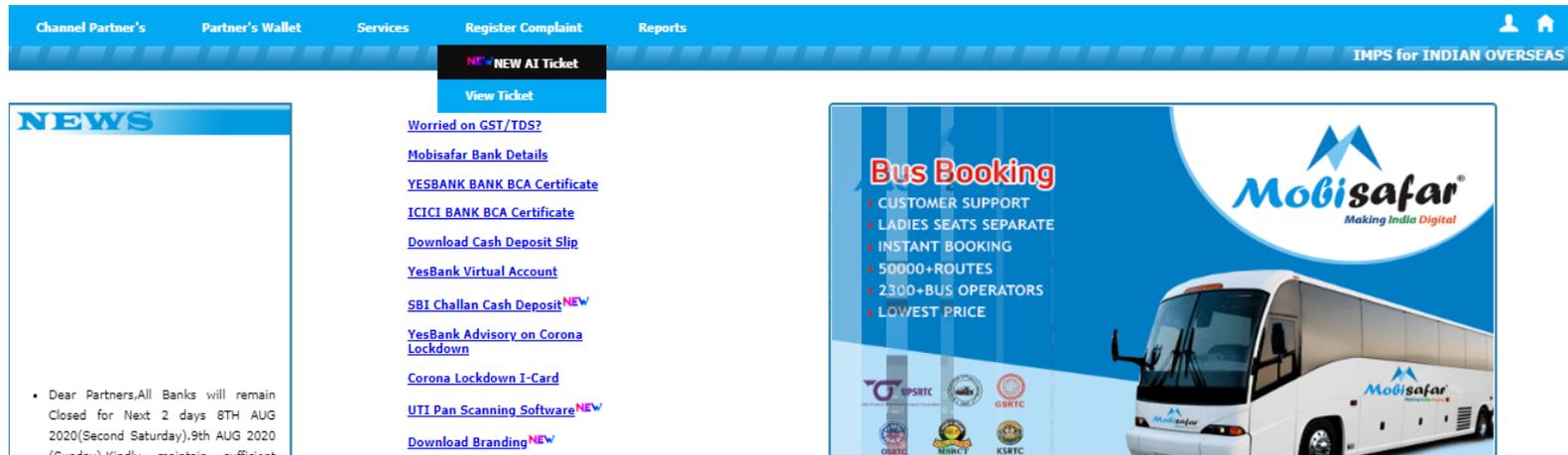


# HOW TO RAISE & CHECK COMPLAINTS STATUS

## Step 1 : Go to Register Complaints tab, Click on New AI Ticket for raising a New Complaint



The screenshot shows the Mobisafar partner portal interface. At the top, there is a navigation bar with the following tabs: Channel Partner's, Partner's Wallet, Services, Register Complaint, and Reports. The 'Register Complaint' tab is active, and a sub-menu is open showing 'NEW AI Ticket' and 'View Ticket'. Below the navigation bar, there is a 'NEWS' section on the left with a list of links: 'Worried on GST/TDS?', 'Mobisafar Bank Details', 'YESBANK BANK BCA Certificate', 'ICICI BANK BCA Certificate', 'Download Cash Deposit Slip', 'YesBank Virtual Account', 'SBI Challan Cash Deposit NEW', 'YesBank Advisory on Corona Lockdown', 'Corona Lockdown I-Card', 'UTI Pan Scanning Software NEW', and 'Download Branding NEW'. On the right, there is a 'Bus Booking' advertisement featuring the Mobisafar logo and a list of benefits: 'CUSTOMER SUPPORT', 'LADIES SEATS SEPARATE', 'INSTANT BOOKING', '50000+ ROUTES', '2300+ BUS OPERATORS', and 'LOWEST PRICE'. Below the advertisement, there are logos for various state road transport corporations: UPSRTC, MSRTC, GSRTC, ORRTC, MSRTC, and KSRTC. The background of the advertisement shows a white bus with the Mobisafar logo on its side.

## Step 2 : Select Issue Mode\* as Non-Transactional for Technical & Non-Transactional Issues

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal	Lodged For* SELF	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input checked="" type="radio"/> Non-Transactional <input type="radio"/> Transactional	Issue Type* --Select--			
Query* --Select--				
Details*				
<input type="text"/>				
<b>Submit</b>				

### Step 3 : Select Issue Type\* from the drop down list

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal ▾	Lodged For* SELF ▾	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input checked="" type="radio"/> Non-Transactional <input type="radio"/> Transactional	Issue Type* --Select-- ▾ --Select-- Commission Related Login Related Limit Not Updated Training Required Bio metric device installation Android App login Move to Bank account ICICI bank KIOSK not activated YBL AEPS service not activated Micro ATM device installation Micro ATM service not activated Micro ATM device issue			
Query* --Select-- ▾				
Details*				
<b>Submit</b>				
GODADDY VERIFIED & SECURED MobiSafar Services Private Limited Customer Care: 1800-102-0050 (Mon-Sat)   Support care email: care@mobisafar.com   Emergency				

## Step 4 : Select Issue Type\* and Query and Submit

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal	Lodged For* SELF	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input checked="" type="radio"/> Non-Transactional <input type="radio"/> Transactional	Issue Type* Micro ATM device installation			
Query* Micro ATM device not working	Details* Micro ATM device not working			
<b>Submit</b>				

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal	Lodged For* SELF	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input checked="" type="radio"/> Non-Transactional <input type="radio"/> Transactional	Issue Type* Bio metric device installation			
Query* --Select-- --Select-- Morpho device not working on my system Mantra device not working on my system Startek device not working on App Morpho device not working on App Mantra device not working on App				
<b>Submit</b>				

## Step 5 : Your Complaint has been Successfully Lodged!!!

Channel Partner's    Partner's Wallet    Services    Register Complaint    Reports



### Complaint Receipt



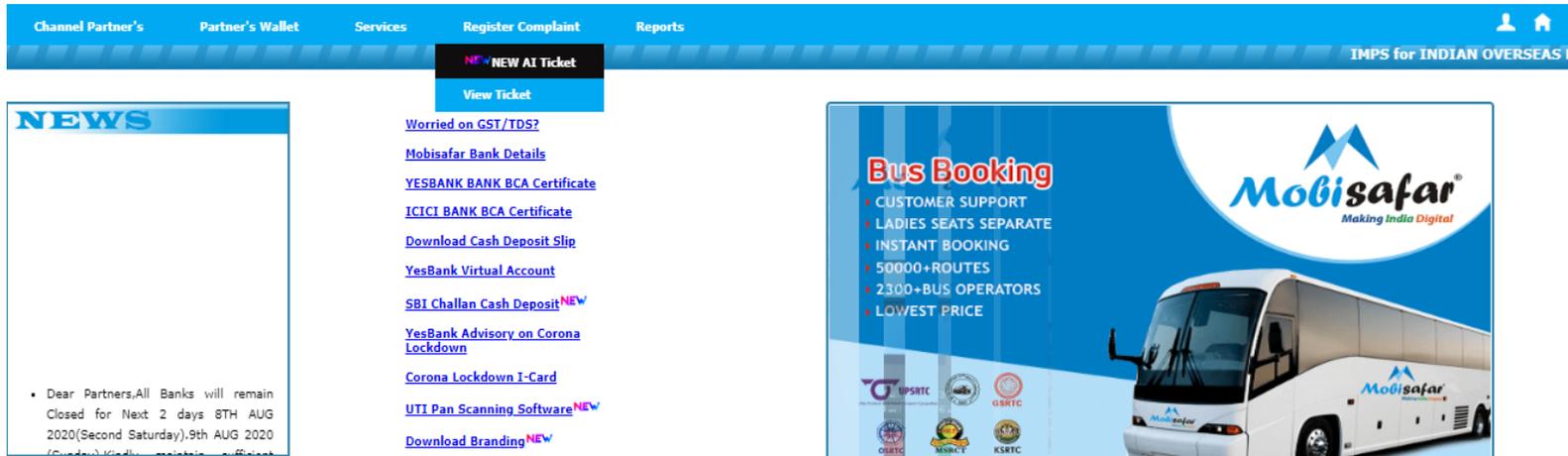
 **Your Complaint has been Successfully Lodged !!!**

Complaint ID	359974
UserCode/Name	MEERA - MSP0042
Issue Mode	Non-Transactional
Issue Type	Micro ATM device installation
Complaint Query	Micro ATM device not working
Complaint Solution	Thanks for raising complaint will update you shortly or u can contact your Area Manager
Complaint Lodged DateTime	07-Aug-2020 12:39:27
Complaint Status	In Process
Lodged By	MSP0042

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# COMPLAINT FOR TRANSACTIONAL ISSUES

## Step 1 : Go to Register Complaints tab, Click on New AI Ticket for raising a New Complaint



The screenshot shows the Mobisafar partner portal interface. At the top, there is a navigation bar with the following tabs: Channel Partner's, Partner's Wallet, Services, Register Complaint, and Reports. The 'Register Complaint' tab is active, and a sub-menu is open showing 'NEW AI Ticket' and 'View Ticket'. Below the navigation bar, there is a 'NEWS' section on the left with a list of links: 'Worried on GST/TDS?', 'Mobisafar Bank Details', 'YESBANK BANK BCA Certificate', 'ICICI BANK BCA Certificate', 'Download Cash Deposit Slip', 'YesBank Virtual Account', 'SBI Challan Cash Deposit NEW', 'YesBank Advisory on Corona Lockdown', 'Corona Lockdown I-Card', 'UTI Pan Scanning Software NEW', and 'Download Branding NEW'. On the right, there is a 'Bus Booking' advertisement featuring the Mobisafar logo and a list of benefits: 'CUSTOMER SUPPORT', 'LADIES SEATS SEPARATE', 'INSTANT BOOKING', '50000+ ROUTES', '2300+ BUS OPERATORS', and 'LOWEST PRICE'. Below the advertisement, there are logos for various state road transport corporations: UPSRTC, MSRTC, GSRTC, ORRTC, MSRTC, and KSRTC. The background of the advertisement shows a white bus with the Mobisafar logo on its side.

## Step 2 : Select Issue Mode\* as Transactional for Transactional Issues

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal ▾	Lodged For* SELF ▾	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input type="radio"/> Non-Transactional <input checked="" type="radio"/> Transactional				
Transaction Id <input type="text"/>	<input type="button" value="Search"/>			
Tran Date	Tran Amount	Remarks1		
Query* --Select-- ▾				
Details*				
<input type="text"/>				
<input type="button" value="Submit"/>				

### Step 3 : Select Issue Mode\* as Transactional for Transactional Issues

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal ▾	Lodged For* SELF ▾	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input type="radio"/> Non-Transactional <input checked="" type="radio"/> Transactional				
Transaction Id <input type="text"/>	Service			
Tran Date		Tran Amount	Remarks1	
Query* --Select-- ▾				
Details*				
<input type="text"/>				
<input type="button" value="Submit"/>				

## Step 4 : Enter transaction ID for which complaint needs to be raised and Search

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal ▾	Lodged For* SELF ▾	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input type="radio"/> Non-Transactional <input checked="" type="radio"/> Transactional				
Transaction Id 65269375	Service ICICI AEPS WITHDRAWAL		Remarks1 9876543210	
Tran Date 07/08/2020 12:30:17		Tran Amount 3030.00		
Query* --Select-- --Select-- Transaction status is showing "Success"				
<b>Submit</b>				

## Step 5 : Select Transaction Query to be raised

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal ▾	Lodged For* SELF ▾	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input type="radio"/> Non-Transactional <input checked="" type="radio"/> Transactional				
Transaction Id 65278523	<input type="button" value="Search"/> Service ICICI AEPS WITHDRAWAL			
Tran Date 07/08/2020 13:17:05	Tran Amount 10000.00	Remarks1 9815248440		
Query*				
--Select-- --Select-- Transaction status is showing "Failed", but customer account debited Transactions are getting Failed due to reason "invalid MC Code / Meta Tag" Transactions are getting Failed due to reason "Agent exceed daily transaction" Failed with Reason 91 Issuer Inoperative but customer account debited Failed with Reason 68 Timeout but customer account debited				
<input type="button" value="Submit"/>				

## Step 6 : Click Submit to raise the complaint

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
<b>New Ticket</b>				
Communication Mode* Portal ▾	Lodged For* SELF ▾	User Code* MSP0042		
Name MEERA	Mobile 9779700887	Email shweta@mobisafar.com		
Issue Mode* <input type="radio"/> Non-Transactional <input checked="" type="radio"/> Transactional				
Transaction Id 65278523 <b>Search</b>	Service ICICI AEPS WITHDRAWAL			
Tran Date 07/08/2020 13:17:05	Tran Amount 10000.00	Remarks1 9815248440		
Query* Transaction status is showing "Failed", but customer account debited ▾				
Details* Transaction status is showing "Failed", but customer account debited				

**Submit**

## Step 7 : Your Complaint has been Successfully logged!!!



Your Complaint has been Successfully Lodged !!!

Complaint ID	360139
UserCode/Name	MEERA - MSP0042
Issue Mode	Transactional
Service Name	ICICI AEPS WITHDRAWAL
Mobisafar Txn ID	65278523
Txn Amt	10000.00
Txn Status	Failed
Issue Type	AEPS
Complaint Query	Transaction status is showing "Failed", but customer account debited
Complaint Solution	Amount will get auto reversed within 3-4 working days (after date of transaction). If not reversed, please ask customer to get in touch with respective Bank Branch.
Complaint Lodged DateTime	07-Aug-2020 15:03:30
Complaint Status	Auto Closed
Lodged By	MSP0042

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# CHECK STATUS FOR RAISED COMPLAINTS



## Step 6 : To check status go to Register Complaints tab & Click View Ticket



The screenshot shows the Mobisafar partner portal interface. At the top, there is a navigation bar with the following tabs: Channel Partner's, Partner's Wallet, Services, Register Complaint, and Reports. The 'Register Complaint' tab is active, and a dropdown menu is open, showing 'NEW AI Ticket' and 'View Ticket'. Below the navigation bar, there is a 'NEWS' section on the left and a list of links on the right. The 'NEWS' section contains a message about bank closures. The list of links includes: Worried on GST/TDS?, Mobisafar Bank Details, YESBANK BANK BCA Certificate, ICICI BANK BCA Certificate, Download Cash Deposit Slip, YesBank Virtual Account, SBI Challan Cash Deposit NEW, YesBank Advisory on Corona Lockdown, Corona Lockdown I-Card, UTI Pan Scanning Software NEW, and Download Branding NEW. Below the 'NEWS' section, there is a link: Click to Show Today Transaction.

Channel Partner's Partner's Wallet Services Register Complaint Reports

NEW AI Ticket

View Ticket

**NEWS**

- Dear Partners, All Banks will remain Closed for Next 2 days 8TH AUG 2020 (Second Saturday), 9th AUG 2020 (Sunday). Kindly maintain sufficient

[Click to Show Today Transaction](#)

[Worried on GST/TDS?](#)

[Mobisafar Bank Details](#)

[YESBANK BANK BCA Certificate](#)

[ICICI BANK BCA Certificate](#)

[Download Cash Deposit Slip](#)

[YesBank Virtual Account](#)

[SBI Challan Cash Deposit NEW](#)

[YesBank Advisory on Corona Lockdown](#)

[Corona Lockdown I-Card](#)

[UTI Pan Scanning Software NEW](#)

[Download Branding NEW](#)

## Step 7 : Select From & To date and set Status as "All" then click Search

Channel Partner's   Partner's Wallet   Services   Register Complaint   Reports

Ticket List

User Code:    User Name:

Ticket Number:    Transaction Id:

From Date: 05/08/2020    To Date: 07/08/2020 

Status: --All-- 

**Search** No. of Record(s): 3

Ticket Number	Date	Lodged For User	Issue Type	Details	Transaction Id	Lodged By	Assigned To	Closed By	Status	Rating	Reply
359983	07/08/2020 12:45:22	MEERA - MSP0042	MOBISAFAR DMR	Transaction status is showing "Success", but amount not credited in customer's account	65243614	MSP0042			Auto Closed		
359974	07/08/2020 12:39:26	MEERA - MSP0042	Micro ATM device installation	Micro ATM device not working		MSP0042			In Process		
359516	06/08/2020 16:12:55	MEERA - MSP0042	Nepal Money Transfer	Transaction status is showing "Success", but hold due to compliance	65028731	SUMAN.CARE	VANEETA.CARE	VANEETA.CARE	Closed	5	

## Step 8 : Click on the Ticket Number which needs to be checked

Channel Partner's    Partner's Wallet    Services    Register Complaint    Reports

Ticket List

User Code:     User Name:

Ticket Number:     Transaction Id:

From Date: 05/08/2020     To Date: 07/08/2020

Status: --All--

Search No. of Record(s):

Ticket Number	Date	Lodged For User	Issue Type	Details	Transaction Id	Lodged By	Assigned To	Closed By	Status	Rating	Res
359983	07/08/2020 12:45:22	MEERA - MSP0042	MOBISAFAR DMR	Transaction status is showing "Success", but amount not credited in customer's account	65243614	MSP0042			Auto Closed		
359974	07/08/2020 12:39:26	MEERA - MSP0042	Micro ATM device installation	Micro ATM device not working		MSP0042			In Process		
359516	06/08/2020 16:12:55	MEERA - MSP0042	Nepal Money Transfer	Transaction status is showing "Success", but hold due to compliance	65028731	SUMAN.CARE	VANEETA.CARE	VANEETA.CARE	Closed	5	

## Step 9 : Complaint status will appear on the screen

User Name  
Transaction Id

**View Ticket**

Ticket Number <b>359974</b>	Ticket Date <b>07/08/2020 12:39:26</b>	Ticket Mode <b>Portal</b>
Contact Name <b>MEERA - MSP0042</b>	Contact Email <b>shweta@mobisafar.com</b>	Contact Mobile <b>9779700887</b>
Ticket Details <b>Micro ATM device not working</b>		
Status <b>In Process</b>	Parent User <b>NARAM DESHWAR PANDEY - MSD0002</b>	

UserCode	Reply Date	Status	Description	File Name	Download
AI	8/7/2020 12:39:26 PM	In Process	Thanks for raising compliant will update you shortly or u can contact your Area Manager		
MSP0042	8/7/2020 12:39:26 PM	In Process	Lodge new complaint		

[Cancel](#)



THANK YOU

