

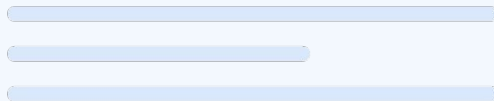


December 2023 Report

UGRC

(Unacademy Grievance Redressal Council)

MONTHLY REPORT



December 2023 UGRC REPORT

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - December 23

| GRIEVANCE TICKET | December- 23 |
|---------------------|----------------|
| Tickets Created | 164 |
| Tickets Resolved | 164 |
| Tickets Unresolved* | 0 |
| Resolution Hours | 31 Hrs 23 Mins |

*The average resolution hours were affected due to delay in updates from the category team and tech team (due to changes in the new interface)

| Issue Category | Ticket Counts |
|-------------------------------------|---------------|
| Content Request | 36 |
| Payments & Refund subscription | 31 |
| Technical issue | 24 |
| General Query | 19 |
| Test Prizes Related | 15 |
| Physical notes related query | 13 |
| Do not Disturb | 8 |
| Can't find my educator on Unacademy | 5 |
| Profile change request | 5 |
| Group Company Query | 4 |
| Extend/Renew Subscription | 1 |
| Teach at Unacademy | 1 |
| Educator Query | 1 |
| Referral Issues | 1 |



| Grievance Escalated to the UGRC by | Learner | Educator | Other Stakeholder |
|---|----------------|-----------------|--------------------------|
| Grievances Raised | 68 | 01 | 00 |
| Grievances Resolved | 68 | 01 | 00 |
| TOTAL* | 68 | 01 | 00 |

*All sixty nine grievances registered with UGRC were resolved.

Grievances with UGRC are documented below in detail:

- Content Request (15 tickets)
 - Learners were raised the query regarding the courses incomplete/missing
 - We checked and addressed the issue accordingly
- General Query (Gibberish/Offline quires) (11 tickets)
 - The query was gibberish in nature or the unacademy offline quires
 - Additional information was requested and addressed queries accordingly
- Cancel/Refund subscription (08 tickets)
 - Learners raised a request to cancel/refund their subscriptions
 - We checked and addressed the queries as per the policy
- Test prizes & rank related (06 tickets)
 - Learners raised a query regarding the status of the rank & prize that they had won
 - We checked and resolved the issue
- Physical notes related query (05 tickets)
 - Learners had an issue with the physical books
 - We checked and assisted the learners further
- Can't find my educator on Unacademy (05 tickets)
 - Learners raised a query regarding unable to find a specific educators
 - We checked and resolved the issue
- Unable to access content (03 tickets)
 - Learners were unable to access the courses/content in the app
 - We checked and addressed the issue accordingly
- Do not Disturb (03 tickets)
 - Learners raised a query requesting to delete the account
 - We checked and processed it as per the policy

- Issue with test series (03 tickets)
 - Learners were raised the query regarding the issues with the combat/mock tests
 - We checked and addressed the issue accordingly
- Unable to login (02 tickets)
 - Queries from learners seeking help to login to their account
 - We checked and assisted the learners with the login process
- Profile change request (02 tickets)
 - Learners raised a query regarding unable to change the name/pic
 - We checked and given one-time access for editing the name/pic
- Technical issues (02 tickets)
 - Learners raised a query regarding audio/video issues
 - We checked and resolved the issue
- Payment issues (01 ticket)
 - Learner raised a query mentioning the payment was failed
 - We checked and addressed it accordingly
- Educator Query (01 ticket)
 - Educator raised a query regarding the educator dashboard was not working
 - We checked and resolved the issue
- Partner / tie-up with Unacademy (01 ticket)
 - A user requested to tie-up/sponsorship with unacademy
 - We checked and addressed it accordingly
- Subscription Extension Issue (01 ticket)
 - Learner raised a query regarding extension not activated
 - We checked and addressed it accordingly

All requests were addressed as per Unacademy's norms and standards



THANK YOU