

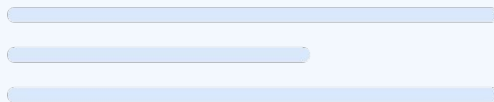


January 2024 Report

UGRC

(Unacademy Grievance Redressal Council)

MONTHLY REPORT



January 2024 UGRC REPORT

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - January 24

GRIEVANCE TICKET	January- 24
Tickets Created	241
Tickets Resolved	239
Tickets Unresolved*	2
Resolution Hours	26 Hrs 27 Mins

*2 unresolved tickets that were resolved in the month of February.

Issue Category	Ticket Counts
Content Request	50
General Query	33
Technical issue	32
Cancel / Refund subscription	24
Unable to access content	23
Others (Please specify)	17
Test Prizes Related	15
Physical notes related query	13
Payment issues	5
Do not Disturb	5
Can't find my educator on Unacademy	4
Sign up for new subscription	4
Subscription Extension Issue	4
Suggestions / feedback for Unacademy	3
Profile change request	2

Educator Query	2
Ask a doubt issue	1
Teach at Unacademy	1
Watch mins issue	1
Doubts & analysis for test series	1
Partner / tie-up with Unacademy	1

Grievance Escalated to the UGRC by	Learner	Educator	Other Stakeholder
Grievances Raised	43	04	00
Grievances Resolved	43	04	00
TOTAL*	43	04	00

*All forty seven grievances registered with UGRC were resolved.

Grievances with UGRC are documented below in detail:

- Cancel/Refund subscription (12 tickets)
 - Learners raised a request to cancel/refund their subscriptions
 - We checked and addressed the queries as per the policy
- Content Request (09 tickets)
 - Learners were raised the query regarding the courses incomplete/missing
 - We checked and addressed the issue accordingly
- Unable to access content (08 tickets)
 - Learners were unable to access the courses/content in the app
 - We checked and addressed the issue accordingly
- Educator Query (04 tickets)
 - Educators raised a query regarding the educator dashboard was not working
 - We checked and resolved the issue
- Issue with test series (03 tickets)
 - Learners raise a query regarding they are facing issues with the mock test/upsc test paper not evaluated
 - We checked and addressed the issue accordingly
- General Query (Gibberish/Offline quires) (03 tickets)
 - The query was gibberish in nature or the unacademy offline quires
 - Additional information was requested and addressed queries accordingly
- Technical issues (02 tickets)
 - Learners raised a query regarding audio/video issues
 - We checked and resolved the issue
- Physical notes related query (02 tickets)
 - Learners had an issue with the physical books
 - We checked and assisted the learners further

- 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
- Teach at Unacademy (01 ticket)
 - The new educator will share the resume requesting for teaching opportunities
 - We will provide the link to the form and indicate that if they are shortlisted, they will receive an update within 45 days
- Partner / tie-up with Unacademy (01 ticket)
 - A user requested to tie-up/sponsorship with unacademy
 - We checked and addressed it accordingly

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



THANK YOU