

Support Matrix – Recharge Service

We believe that our Success is possible only through your Success so we always put our best effort to make you success by providing unmatched level of Support.

As a part of our continuous effort to improve our support system and to ensures all your support and services issues are correctly been followed up and addressed by our Support Team on time, we request you to please follow the below guidelines.

Recharge Service Issues

Recharge Services Issues are mainly classified under 4 categories.



1. Recharge Dispute (Ticket System)

If you got a complaint from your customers that they have not received the talk time/benefits of the recharge then before marking the transaction as "Dispute" please check whether the "Operator Reference Number" is generated for the transaction in your Recharge History, if not found then please click on "Dispute" button to mark it as "Dispute"

Our API & SMS customers can raise dispute as per the options given to you.

Recharge Dispute Handling 24x7
Average Response Time : 0 -48 Hours

Things to be remembered

1. You must report dispute within 48 hours.
2. Cannot raise tickets after 48 hours.
3. Refunded money will be added to your recharge balance.
4. It may take up to 48 hours to get the correct status from the operator end once the dispute is raised.

2. Denomination Issues

Sometimes some denominations of any operator may get failed from our end, in such cases please raise a support ticket "Other Technical Issues" or mail to support@smsachariya.com from your registered mail ID and also please mention some sample failed transaction IDs for reference. We will cross check it and do the needful

Denomination Issues
Average Response Time : 0 -24 Hours

Things to be remembered.

1. The benefits provided by the operators are different for recharges done through their website, through online partners and LAPU (Retailers SIM). So please make sure the denomination is available for web based recharges.
2. For Tata Docomo, multiple of Rs 10 will come under "Special". Such denominations will not work in "TOP UP"
3. For BSNL, different types of recharge types are available as mentioned below
TOP UP -For normal Top up Recharges
Recharge- For Validity Recharges.
Special- for STV and Value added services
3G- For 3G Recharges
Make sure you are doing correct denominations in correct route. You can get the details from BSNL Websites
4. We Support only Specific SUN DTH Denominations, Denominations are listed below, Make sure you choose one of them.

10, 20, 25, 39, 40, 100, 133, 155, 160, 165, 169, 175, 180, 189, 200, 270, 300, 400, 440, 449, 480, 500, 525, 549, 555, 600, 620, 655, 699, 780, 790, 880,

950, 999, 1000, 1069, 1099, 1310, 1349, 1399, 1499, 1555, 1599, 1600, 1699, 1800, 1999

3. Wrong Recharge (Only for DTH Services)

As of now there is no provision to transfer or refund wrong recharges done on mobile numbers. But for the DTH following service providers are currently providing reversal /transfer facility.

Operator	Service Type	Reversal /Transfer
Airtel Digital TV	DTH	Available
Dish TV	DTH	Available
Big TV	DTH	Available
Tata Sky	DTH	Available
Videocon D2H	DTH	Available

Wrong Recharge
Average Response Time : 2 - 7 Working Days

Things to be remembered.

1. Reversal request should reach us within 24 hours of transaction time
2. Reversal is at the sole discretion of the service provider
3. Raise a support ticket under 'Other Technical Support' / mail to any of our executive in below format.
 - a. Wrong Number –
 - b. Correct Number –
 - c. Transaction ID-
4. TAT for reversals can be upto 7 working days
5. Reversal/Transfer is not possible if the customer utilized the amount to activate/subscribe any services/packs.

4. Service Related Issues

Issues like operator down time, Wrong Operator Recharges, Postpaid Bill Settlement and all other recharge related issues will be come under this section. Depending upon the type of the issue TAT will be different. You can raise a support ticket "Other Technical Issues" or mail to support@smsachariya.com from your registered email address or keep touch our support executives.

Service Related Issue
Average Response Time : 0 - 72 Hours

Things to be remembered.

1. If you are getting "Operator down Time" error, please try with any other denominations. Sometimes for invalid denomination also we may get the same error from the operator.
2. For the post paid Bills, it may take up to 72 hours to reflect if the bill is paid after due date.
3. All the scheduled maintenance will be informed to our customers in advance.
4. If operator reference number is not available, use the date,time & amount of the transaction to confirm the recharge with customer care

Operator Reference Number

We provide operator reference number for almost all transactions and in some cases we will not get operator reference ID from the operator end.

1. What is Operator Reference number?

Operator reference number is the unique number provided from the operator to identify a particular transaction.

2. Where can I get the operator Reference Number?

Operator reference number will be displayed in the Recharge History, select the particular transaction and click the "+" button. If the operator reference number is not displayed there you can click "Update Operator Reference Number". You will get the same through our recharge API.

3. What is the Use of Operator Reference Number?

If the customer is complaining the recharge is not success, you can provide this reference number to the customer. Customer can easily confirm the recharge by calling their customer care. If operator reference number is not available, use the date, time and amount of the transaction to confirm the recharge

Recharge Support Matrix

If your recharge dispute is not handled through our automated online ticking system then you can directly contact our Support Executives for further clarifications

Name	Location	Contact Number	Email
Centralized Support No	Delhi	011-30146500	support@smsachariya.com
Mr Kiran	Kerala	0471-4242403	kiran@achariya.co.in
Mr. Chandran T	Kerala	0471-4242402	chandran@achariya.co.in
Mr. Abbas	Kerala	0471-4242405	abbas@achariya.co.in
Mr. Rohit Kumar	Delhi	011-30146518	rohit@achariya.co.in
Mr. Chandra Prakash	Delhi	011-30146520/ 09711615438	chandra@achariya.co.in
Support Timings 9 am to 9 pm Monday – Saturday			
*Sundays – 10am to 5 Pm (1800 102 3004 / 0471-4242424)			
Average Response Time : 0 -2 Working Hours except mobile recharge dispute			

Missed Call Based Support Desk

Now you don't have to worry about your calls being unattended or missed when trying to reach us, even at peak hours. You can place a missed call on the following number. Our automated system will log a call back request on behalf of you and our support executives will reach you back shortly to address your queries and concerns.

Missed Call No: 08039118121
Support Timings 9 am to 9 pm Monday – Saturday
*Sundays – 10am to 5 Pm

Recharge Support Ticket Escalation

If your issues are not getting solved within 48 working hours after reporting to our support team then please escalate your ticket using the "Escalate to Support Head" button or Contact Directly through phone or email

Name	Contact Number	Email
Mr Sreejith	0471 – 4242406	sreejith@achariya.co.in
	Mobile : 09400055071	
Available From 9 am to 5 pm Monday – Saturday		

If your issues are not getting solved within **72 working hours** after reporting to our team then please drop an email to feedbacks@achariya.co.in with your "Unique Ticket ID"

! Solution Guaranteed!