

Dated: July 30th, 2026

Sahamati/Advisory/Member-Success/2026-07/02

Subject: SahAAyak Ticket Closure Formula Revision

To: FIPs only

Dear FIPs,

Please note that Sahamati has updated the ticket closure formula for regulatory reporting purposes to ensure ticket statuses reflect in the calculation accurately. This change ensures that statuses of all tickets processed by FIPs are interpreted correctly and there is improved transparency and accuracy in regulatory reporting.

Ticket Status Definitions:

Status	Description
New	Created by the Requestor*; remains in this state for 3 days unless accepted by the Respondent.
Open	Automatically moves to this status after 3 days if still New.
Reject	Respondents** can reject the ticket when it is in Open status.
Accept	Respondents accept the ticket when it is in New or Open status.
Resolved	Marks resolved once the Respondent completes the resolution. Resolved is counted as closed from the FIP's perspective since it reflects completed FIP-side action, independent of subsequent Requestor response.
Accept and Close	The Requestor accepts the resolution provided in the resolved ticket by the Respondent and closes the ticket.
Reject and Close	The Requestor rejects the resolution provided in a resolved ticket but closes the ticket.
Autoclose	The ticket auto closes if the Requestor takes no action for 7 days while in a Reject or Resolved state.
Escalate	The ticket can be escalated by the Requestor within 7 days when the ticket is in any of the statuses: Open, Reject or Resolved. If the ticket is escalated within this window, Autoclose does not apply.
Expired	No action from both parties for 30 days from creation (while Open or Accepted).
Archived	The ticket has been in Expired status for more than 365 days.
Cancelled	Cancelled by the Requestor.

* Requestor is FIU or AA.

** Respondent is a FIP.

Closure Formula Revision:

To ensure closure metrics accurately reflect all definitive end states, the following statuses will now be counted as closed in regulatory reporting:

- Autoclose
- Accept and Close
- Reject and Close
- Resolved
- Cancelled
- Archived
- Expired

Reporting Impact:

The revised closure formula will be reflected in next month's regulatory report. Consequently, most organizations will likely see a revision in their FIP ticket closure percentage.

Note:

To maintain ecosystem efficiency and a higher closure rate, we request the FIPs to:

- Login to SahAAyak frequently to check for tickets raised for you.
- Provide clear resolution to the issue raised or ask for more details if required.
- Avoid giving resolutions, where the FIU is being asked to try the intended action after some time. This reduces the quality of issue resolution on the portal.
- Close the tickets within a TAT of 7 days to ensure high closure rates.
- Update the statuses of the tickets frequently once they are resolved or closed.
- In case Sahamati's intervention is needed, please reach out to our team to reach an amicable solution for the issue.

If you require any clarification, please contact us at SahAAyak@sahamati.org.in.

Regards,
Member Success Team