

GRIEVANCE REDRESSAL POLICY

OVERVIEW

The grievance redressal policy provides direct sellers, customers, C&F, employees of *Vedvedya Life Sciences Pvt. Ltd.* with resolution process governing the complaint resolution. The purpose of this policy is to establish the process for addressing the complaints and resolving them within the stipulated timelines.

DEFINITIONS

- i. **“Company”** means “Vedvedya Life Sciences Pvt. Ltd.”
- ii. **“Concerned Person”** means Direct sellers, customers, C&F, employees of the Company and Common Individual.
- iii. **“Chairman”** means “Managing Director of the Company”
- iv. **“Grievance”** means “A grievance is a concern, problem or complaint which may be related to work, products, services, direct selling working environment, reporting relationships etc. received from concerned person.
- v. **“Grievance Redressal Officer”** means the Officer appointed by the Board of Directors of the Company for resolving the grievances of concerned person.
- vi. **“Grievance Redressal Committee”** means the authority empowered to make decision under the policy and shall monitor the actions in regard thereto.

SCOPE

This policy shall cover all the direct sellers, customers, C&F, employees, general public of the Company. Grievance will be treated with utmost confidentiality and sensitivity. As much as possible, the grievance should be discussed and effort should be made to resolve the matter without any external intervention. The intent is to promote healthy working relationships and supervisory practices.

APPLICABLE LAWS

The Consumer Protection (Direct Selling) Rules, 2021, Consumer Protection Act, 2019 and Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 and other applicable laws.

OBJECTIVE

Vedvedya is committed to provide a productive and conducive work environment where grievances are dealt in fair and prompt manner.

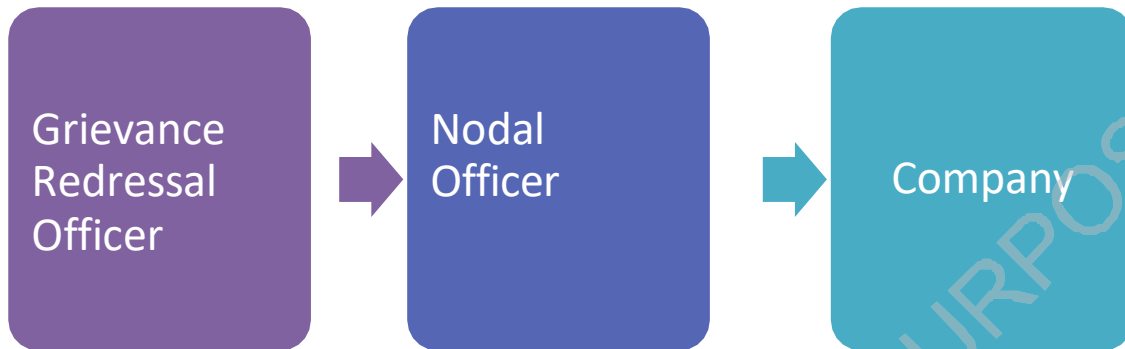
The major objective associated with this policy is to facilitate a work culture where no grievances exist and also assist in improving performance and productivity of the concerned persons in the Company.

This document formalizes an effective and suitable mechanism for receiving and addressing complaints from concerned person with specific emphasis on resolving such complaints fairly and expeditiously regardless of the sources of the complaint.

Objective of this policy document is to ensure that all issues raised by customers are dealt with courtesy and resolved on time. Company will treat all complaints efficiently and fairly without bias at all times.

THE SYSTEM

A Grievance officer shall be appointed by the Board of the Company as Grievance redressal Officer who shall hear out the grievances of concerned person and counsel them.



If the concerned individual is not satisfied by the decision of the Grievance Redressal Officer (GRO) within 20 days, then the concerned shall refer such cases to the Nodal Officer within 5 days and if the Nodal Officer won't be able to resolve them, the board shall look into that matter within the next 5 days.

REPORTING

The Grievance Redressal Members will report to the Grievance Committee, then the Committee shall report to the Nodal Officer of the Company. Quarterly written reports of the grievance shall be submitted to the Board of the Company.

IMPROPER COMPLAINTS

This policy shall not be used to bring frivolous or malicious complaints. Making knowingly false complaints subject to the complainant to disciplinary or corrective action.

However, if a legitimate concern has been raised in good faith and an investigation finds the concern to be unfounded, no action will be taken.

APPOINTMENT OF THE NODAL OFFICER

Nodal officer will be appointed by the Director of the Company as Nodal Officer who shall hear grievances received from the Grievance Committee, which has been pending and unresolved and shall counsel them accordingly.

MODE OF COMPLAINT FILING

The regulatory guidelines provide that every Direct Selling entity shall have a structured grievance redressal mechanism. As per the mechanism, the grievances can be availed from following:

WhomayFile a Complaint	ModeoffilingaComplaint	MeansoffilingaComplaint
Consumer	<u>Through-</u> <ul style="list-style-type: none">a. CustomerCareb. Grievanceredressal Officer.c. Attheregistered office/corporate officed. Directseller	<u>By-</u> <ul style="list-style-type: none">➤ Letter➤ E-mail➤ Phonecalls➤ Customer care numbers➤ Website➤ Through direct seller➤ Direct approach to the Company

Directseller	<u>Through-</u> <ul style="list-style-type: none"> e. CustomerCare f. Grievanceredressal Officer. g. Attheregistered office/corporate office 	<u>By-</u> <ul style="list-style-type: none"> ➤ Letter ➤ E-mail ➤ Phonecalls ➤ Customer care numbers ➤ Website ➤ Direct approach to the Company
Employee	<u>Through-</u> <ul style="list-style-type: none"> h. CustomerCare i. Grievanceredressal Officer. j. Attheregistered office/corporate office 	<u>By-</u> <ul style="list-style-type: none"> ➤ Letter ➤ E-mail ➤ Phonecalls ➤ Customer care numbers ➤ Website ➤ Direct approach to the Company
GeneralPublic	<u>Through-</u> <ul style="list-style-type: none"> k. CustomerCare l. Grievanceredressal 	<u>By-</u> <ul style="list-style-type: none"> ➤ Letter

	<p>Officer.</p> <p>m. At the registered office/corporate office</p>	<ul style="list-style-type: none"> ➤ E-mail ➤ Phonecalls ➤ Customer care numbers ➤ Website ➤ Direct approach to the Company
C & F	<p><u>Through-</u></p> <p>n. Customer Care</p> <p>o. Grievance redressal Officer.</p> <p>p. At the registered office/corporate office</p>	<p><u>By-</u></p> <ul style="list-style-type: none"> ➤ Letter ➤ E-mail ➤ Phonecalls ➤ Customer care numbers ➤ Website ➤ Through direct seller ➤ Direct approach to the Company

Grievance can be made through following modes

Contact	+9111-28031568
E-mail	customercare@Vedvedyawellness.com
Letter to the Address/Registered Address	Plot No. 18, Pocket-8, Block-C, Near HDFC Bank, Sector-17, Dwarka, New Delhi – 110075
Website	www.Vedvedyawellness.com

Grievance redressal Member

Name of the member	Mr. Ravi Jain	Mrs. Sapna Chopra
E-mail	grievance@Vedvedyawellness.com or grievance1@Vedvedyawellness.com	
Contact No.	+91-7011905825 or +91-70119 02476.	

GRIEVANCE COMMITTEE

The Board of Directors of the Company formed Grievance Committee who shall appoint the Grievance member and shall be considered responsible for monitoring the grievances received.

GRIEVANCE REDRESSAL OFFICER (GRO)

Board of Directors



Appointment through resolution



Grievance Redressed Officer (GRO)



Composition: -

- ✓ Member 1: Mr. Ravi Jain
- ✓ Member 2: Mrs. Sapna Chopra



Responsibility

1. To review Complaints from consumer/Direct Seller/Public/Employee
2. Provide Complaint No. to consumer/Direct Seller/Public/Employee
3. Verify the accuracy of complaint
4. Coordination with concern Department.
5. Solve the complaint within 10 Days
6. Inform complaints of any action taken.
7. Feedback from complainants

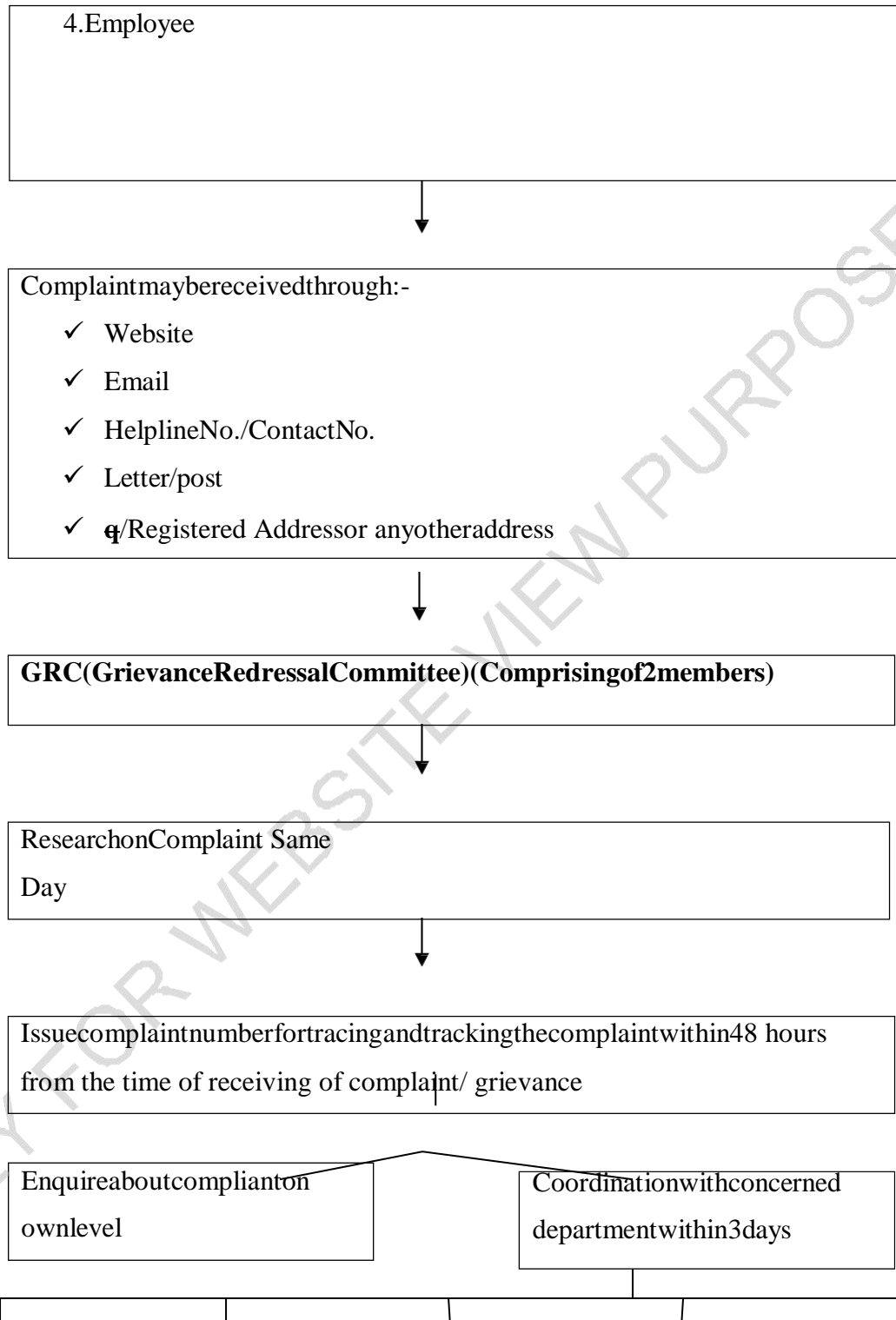
Process of Disposing of Grievances

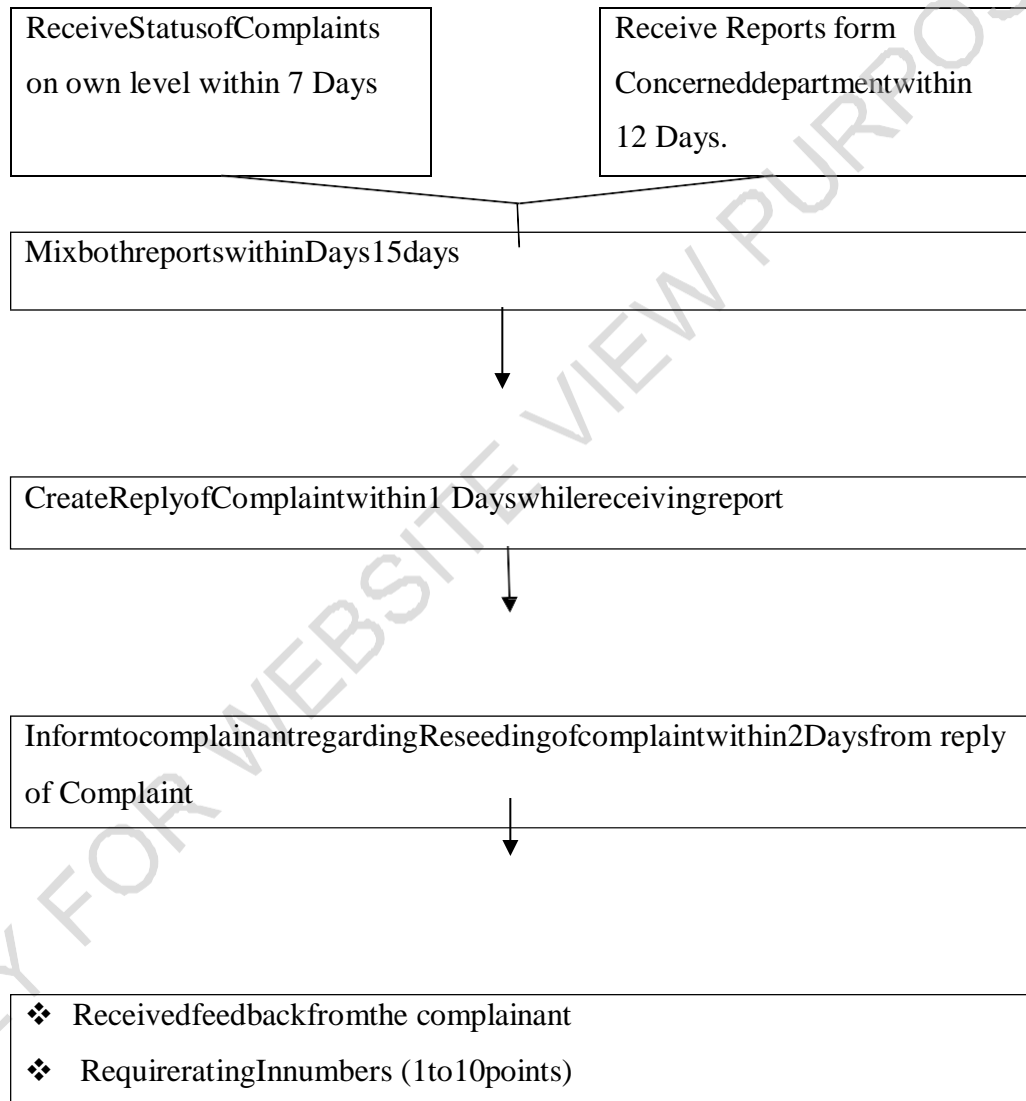
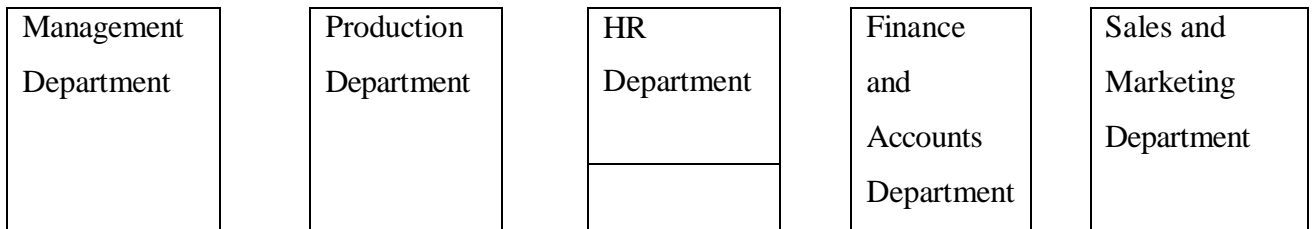
Working process of grievances Redressal Committee (GRO)



Complainants:-

1. Consumer
2. Direct Seller
3. Member of General Public





Process for Disposing of Grievances

- Grievance received from the Complainant shall be reported to the concerned department of Company within 2 hours of receiving it.
- A written acknowledgement shall be sent to the complainant within 48 Hours from date of receipt of grievance. In case grievance is resolved within 20 Days, resolution letter is sent to the complainant.
- A tracking number need to be provided to the Complainant so that he can check the status of his complaint at the website address (Attached link)
- The GRO shall take reasonable steps for resolving the Complaint received in an early manner.
- The acknowledgement letter will detail the manner in which grievance solved and the time taken by the officer for resolving the same.
- Then the grievances shall be forwarded to the Nodal officer and he needs to solve it within 5 days and on 26th day, if it is not resolved, then the same shall be referred to the Board for quick disposal.
- **For the grievances not resolved within 30 days:** The company will forward the Cause of Delay along with the reasons to the complainant.
- In case, if no further escalation is received from the complainant within 10 Days from the date of providing the response with related to complain raised, the complaint shall be treated as solved and closed.

Types of Grievances

	Grievance
Customer	<ul style="list-style-type: none"> ✓ Product related ✓ Quality related ✓ Delivery related

	<ul style="list-style-type: none"> ✓ Paymentrelated ✓ Websiteissues ✓ Customercare issues ✓ Sensitivepersonalinformation ✓ Grievancerelated withpersonaldataandinformation ✓ Refundregarding ✓ Salerelated ✓ Anyotherrelated
Employee	<ul style="list-style-type: none"> ✓ Workingenvironment ✓ ServicereLATED ✓ Customercare issues ✓ Sensitivepersonalinformation ✓ Anyotherrelated ✓ Grievancerelated withpersonaldataandinformation
DirectSeller	<ul style="list-style-type: none"> ✓ Commissionrelated ✓ ProductRelated ✓ QualityRelated ✓ DeliveryRelated ✓ Paymentrelated ✓ Websiteissue ✓ Customercare issues ✓ Sensitivepersonalinformation ✓ Grievancerelated withpersonaldataandinformation ✓ Refundregarding

	<ul style="list-style-type: none"> ✓ Salerelated ✓ Anyotherrelated
C &F	<ul style="list-style-type: none"> ✓ Commissionrelated ✓ ProductRelated ✓ QualityRelated ✓ DeliveryRelated ✓ Paymentrelated ✓ Websiteissue ✓ Customercare issues ✓ Sensitivepersonalinformation ✓ Grievancerelated withpersonaldataandinformation ✓ Refundregarding ✓ Salerelated ✓ Anyotherrelated

IN CASE OF DELAY

- We will try our best effort to resolve the complaint within 30 days from receiving it.
- If any delay arises due to some technical or other reason, we will inform to you through the mail or contact number regarding such delay along with the reason.
- Further, we will ensure you to keep you informed for how many days still require for completion of the same with expected days.

APPEAL



If any concerned individual is not satisfied with the grievance proposed by the GRO, then he can make an appeal to Nodal Officer for the same.

Responsibilities of Customer Service Cell:

1. Complaints received from the concerned person through various channels will be first logged in the **Online** Complaint Register by Customer care unit;
2. The complaint will then be forwarded to appropriate person in concerned Branch /department;
3. Monitor resolution of customers' complaints within 7 working days and do necessary follow-up with concerned officials. Escalate the complaint to higher level when needed;
4. Investigate repeat complaints from customer/s within a quarter;
5. Maintain database of complaints received and closed

Notification of Changes

We keep our Grievance Policy under regular review to make sure it is up to date and accurate. Any changes we may make to this Policy in the future will be posted on this page. We recommend that you re-visit this page regularly to check for any updates.

For any additional questions or support, reach out to grievance@Vedvedyawellness.com

ONLY FOR WEBSITE VIEW PURPOSE