

NODAL OFFICER

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GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee is established to address and resolve concerns or complaints promptly and fairly. The committee ensures a transparent, impartial, and effective mechanism to handle grievances, fostering a positive and supportive environment.

The committee consists of three members, each bringing their expertise and commitment to addressing grievances with utmost care and confidentiality. The details of the committee members are as follows:

Sl. No.	Name	Position	Email ID and Contact No.
1.	Sudhakaran N V	Chairman of the Committee	E-mail: sudhakaran.oxigeno@gmail.com Mob No.: +91 9995921614
2.	Madhusudanan M D	Member of the Committee	E-mail: madhusudanan.oxigeno@gmail.com Mob No.: +91 9980010997
3.	K A Khadar	Member of the Committee	E-mail: khadar.oxigeno@gmail.com Mob No.: +91 8606026002

Oxigeno International Biz Pvt. Ltd.

183/2, Part B, 2nd floor, Kattigenahalli, IAF Post, Bagalur Cross Road
Yelahanka, Bangalore-560063, Ph : +91 9980010997

CONSUMER GRIEVANCE REDRESSAL MECHANISM

1. Objective:

The objective of this Consumer Grievance Redressal Mechanism is to ensure the fair, prompt, and effective resolution of consumer grievances in accordance with the Consumer Protection (Direct Selling) Rules, 2021.

2. Applicability:

This mechanism applies to all consumers engaging with M/s. Oxigeno International Biz Pvt Ltd.

3. Grievance Registration Process:

(a) **Modes of Registering a Complaint:** Consumers may lodge grievances through any of the following means:

- Email Support: [grievance@oxeshop.in]
- Online Grievance Portal: [https://www.oxeshop.in/cart/GrievanceRedress]
- Postal Communication:
 1. No. 183/2 , Part B, II Floor, IAF Post, Kattegenahalli, Bagalur main road, Yelahanka, Bangalore, Karnataka – 560063
 - OR
 2. 22/700-A, Hidayath Nagar Masjid Link Road, Near Sea Port Airport Road, HMT Colony P.O, Kalamassery, Ernakulam, Kerala - 6835

(b) **Information Required:** To ensure timely and effective redressal, the following details must be provided:

- Consumer's Name and Contact Information
- Order/Transaction Details
- Description of the Grievance
- Supporting Documents (if any)

(c) **Existing Grievance Process:**

In case any complaint is raised by a consumer against any product or service or as against the Company, the consumer can make it to the Company by letter, email, or online through the website of the Company.

Every such complaint shall be registered by the Company and shall be placed before the Grievance Redressal Committee (GRC) of the Company, the details of which will be given on the website, and the said Committee shall take a decision on the complaint within **7 days** from the date of registering the complaint. The decision of the GRC shall be intimated to the consumer.

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 info@oxeshop.in

 www.oxeshop.in

If the consumer is not satisfied with the decision of the GRC or if the GRC did not take a decision within **7 days** from the date of registering the complaint, the consumer or the Company can refer the complaint, treating the same as a dispute to be resolved through mediation.

Resolution of such dispute by mediation shall be by an independent mediator appointed through the People's Mediation Centres (PMC) or through the Indian Institute of Arbitration & Mediation (IIAM) under the IIAM Mediation Rules and as per the Arbitration & Conciliation Act, 1996. The mediation shall be conducted at the nearest Mediation Centre.

The website of the Company shall provide the link for referring and registering the dispute for mediation.

The mediation shall be completed within **30 days**.

4. Grievance Handling Process:

- (a) **Acknowledgment:** An acknowledgment of the grievance will be provided within **48 hours** of receipt through the same mode of communication.
- (b) **Resolution Timeline:** Grievances will be addressed and resolved within **7 days** from the date of receipt.
- (c) **Tracking Mechanism:** Consumers will be provided with a unique complaint reference number to track the status of their grievance.

5. Record Maintenance:

All grievances and their resolutions will be documented and retained for a minimum of **three (3) years** for audit and compliance purposes.

6. Consumer Awareness:

Information regarding the grievance redressal mechanism will be prominently displayed on the company's website.

7. Review and Improvement:

This mechanism will be periodically reviewed to ensure effectiveness, compliance, and continuous improvement.

Digitally signed by
Anvar K S
Date: 2025.02.22
11:51:27 +05'30'

CS. ANVAR K.S.
COMPANY SECRETARY
FCS 13201 CP 19873

For Oxigeno International Biz Pvt Ltd
Madhusudanan M D

Digitally signed by
Madhusudanan M D
Date: 2025.02.22 11:50:30 +05'30'

Madhusudanan M D
Director
(DIN: 08196916)

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