**MECHANISM FOR GRIEVANCE REDRESSAL**

**M/S Rayhope Global Private Limited** has made the best grievance redressal mechanism process for the Consumers/ Direct Seller and takes all precautions to offer the best grievance redressal to them, however in case of unavoidable circumstances Rayhope Global have devised a unique process to solve the problems that Consumers / Direct Seller may face.

**Objective of Grievance Redressal Mechanism**

* Compliance with Direct Selling Applicable Rules
* One Platform for All grievances/complaints
* To Acknowledge grievances/complaints and resolve systematically
* All customers/Direct Sellers are treated fairly and without biasness
* All queries raised by Consumers/Direct Sellers are handled with courtesy and timely redressal

Rayhope Global complies with the Consumer Protection (Direct Selling) Rules, 2021 and Consumer Protection Act, 2019 and has also instructed its Direct Seller to do so.

Rayhope Global maintains a register to keep the track of Grievances received from Consumer / Direct Seller etc. Each Grievance is numbered, (To facilitate easy tracking) acknowledged within 48 hours of its receipt at the Customer Care Centre. Also, Consumers/Direct Sellers can register their grievances in either of the mentioned modes –

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| --- | --- | --- |
| **Mode of Grievances/ Complaints Registration** | **Timings** | **Modes of Details** |
| E-mail | 24\*7 | [info@rayhopeglobal.com](mailto:info@rayhopeglobal.com) |
| Calls | 10 Am to 6 Pm (Business Days) | 8448338244 |
| Website Grievance Cell | 24\*7 | [www.rayhopeglobal.com](http://www.rayhopeglobal.com) |
| Written Application (By Courier) | 24\*7 | KH 839-839, KarheraMohan Nagar, Mohan Nagar (Ghaziabad), Ghaziabad, Ghaziabad, Uttar Pradesh, India, 201007 |
| Walk-in | 10 Am to 6 Pm (Business Days) | KH 839-839, KarheraMohan Nagar, Mohan Nagar (Ghaziabad), Ghaziabad, Ghaziabad, Uttar Pradesh, India, 201007 |

Grievances received are maintained electronically. Each grievance is assigned a unique receipt number which is intimated to the Customers / Direct Seller on their registered E-mail ID and Mobile Number within 48 hours of its receipt at the Rayhope Global’s end.

Consumers/ Direct Sellers need to keep the unique receipt ID secure with them in order to track and follow-up the outcome.

Rayhope Global has appointed.Mr. Vakar Azam, as the Grievance Redressal Officer. Contact details of the Grievance Redressal Officer are as mentioned below:

|  |  |  |
| --- | --- | --- |
| **Name** | **Mail id** | **Contact** |
| Vakar Azam | Vakarazam59@gmail.com | 8922931316 |

Grievance Redressal Officer will redress the grievance within 30 days from the date of receipt of Grievance.

In case there is a delay of more than 30 days in resolving the issue, he / she will inform the Consumer/ Direct Seller with reason of delay on their registered E-mail ID/ WhatsApp or SMS on their registered Mob Number.

In case the Consumer/ Direct Seller is still not satisfied with the resolution offered, he/she can approach the National Consumer Helpline or the State Consumer Helpline of which the Rayhope Global is a Convergence partner for effective mediation/resolution and thereafter a Consumer Forum / Court of appropriate jurisdiction.