

MECHANISM FOR GRIEVANCE REDRESSAL

M/S Be Rich Multitrade Solutions India 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 Be Rich India 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

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

Be Rich India 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 –

Mode of Grievances/ Complaints Registration	Timings	Modes of Details
E-mail	24*7	info@berichindia.com
Calls	10 Am to 6 Pm (Business Days)	+91 9370861513
Website Grievance Cell	24*7	grievanceofficer@berichindia.com
Written Application (By Courier)	24*7	Corporate Office : Gondia Road, Rishi Complex, Above Hotel Rishi, 4th Flour, Balaghat, Pin Code: 481001 (Madhya Pradesh)
Walk-in	10 Am to 6 Pm (Business Days)	Corporate Office : Gondia Road, Rishi Complex, Above Hotel Rishi, 4th Flour, Balaghat, Pin Code: 481001 (Madhya Pradesh)

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 or Be Rich India Member Panel Support Ticket within 48 hours of its receipt at the Be Rich India's end.

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

Be Rich India has appointed Mr. Yogesh Kushwaha, as the Grievance Redressal Officer. Contact details of the Grievance Redressal Officer are as mentioned below:

Name	Mail id	Contact
Yogesh Kushwaha	grievanceofficer@berichindia.com	7828693986

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/ Be Rich India Member Panel Support Ticket or SMS on their registered Mobile 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 Be Rich India is a Convergence partner for effective mediation/resolution and thereafter a Consumer Forum / Court of appropriate jurisdiction.