
OMNIRA ONE PRIVATE LIMITED

CIN : U47190MH2025PTC455180

POLICY DOCUMENT

Document Title : Grievance Redressal Policy

Document ID : OMN/PLC/CORE/003

Version : v1.0

Effective Date : 01st September 2025

Issued By : Legal & Compliance Department

Document Status : Approved

This document is the official legal property of Omnira One Pvt. Ltd.

Reproduction, distribution, or disclosure of this policy without prior written permission is strictly prohibited.

Violators may be subject to disciplinary, legal, or regulatory action.

Policy 3: Grievance Redressal Policy

Document Type: Legal & Customer Protection Policy

Effective From: 01/09/2025

Approved By: Board of Directors, Omnira One Pvt. Ltd.

1. Objective

To establish a structured, responsive, and time-bound mechanism for addressing and resolving grievances of customers, distributors, or stakeholders in a fair and transparent manner — in compliance with applicable **Indian Direct Selling Guidelines**, **Consumer Protection laws**, and **ethical business practices**.

2. Scope of Application

This policy covers:

- **Retail customers** purchasing from Omnira One or its authorized distributors.
 - **Distributors** registered under Omnira One's compensation system.
 - **Vendors, partners, and third-party service providers** engaged with Omnira One.
 - All grievance categories: service, product, conduct, payments, policy breaches, etc.
-

3. Key Definitions

- **Grievance:** Any dissatisfaction or concern related to product, service, payments, behavior of a distributor, breach of company policy, or misconduct.
- **Complainant:** Any individual or entity who submits a grievance.
- **Grievance Officer:** A designated authority responsible for managing grievances.

4. Grievance Channels

A grievance can be submitted through:

Channel	Details
 Email	support@omniraone.com
 Web Portal	www.omniraone.com/grievance
 Postal	Omnira One Pvt. Ltd., Office No 312, Kuber Complex, Opp Laxmi Industrial Estate, Link Road, Andheri (West), Mumbai - 400053, Maharashtra, India.

Note: A complaint ID will be auto-generated and sent via SMS/email.

5. Time-Bound Redressal Structure

Grievance Type	Resolution Time
Product Quality/Damage	Within 7 working days
Commission/Bonus Issues	Within 10 working days
Customer Service Issues	Within 5 working days
Policy Violations	Initial Response in 48 hrs , Resolution within 15 days
Legal / Ethical Complaints	Investigation up to 30 days , or as per legal need

6. Escalation Matrix

If the complainant is not satisfied with the resolution, they may escalate:

1. **Level 1** – Support Agent
 2. **Level 2** – Grievance Redressal Officer
 3. **Level 3** – Senior Compliance Panel
 4. **Level 4** – Nodal Officer (as filed with Ministry of Consumer Affairs)
 5. **Level 5** – Ombudsman or Court of Law (if unresolved internally)
-

7. Grievance Officer Details (Mandatory Disclosure)

Name: Mr. Yusuf Salim Shaikh

Designation: Director - Compliance and Grievance, Omnira One Pvt. Ltd.

Email: grievance@omniraone.com

Address: Office No 312, Kuber Complex, Opp Laxmi Industrial Estate, Link Road, Andheri (West), Mumbai - 400053, Maharashtra, India.

Appointed under: Rule 5(9), Consumer Protection (Direct Selling) Rules, 2021

Public Disclosure: Details published on website under "Legal & Compliance"

8. Record & Audit

- Every grievance is logged into a **secure CRM system** with:
 - Timestamp
 - Nature of complaint
 - Person responsible
 - Status tracking
 - **Quarterly Grievance Reports** are reviewed by the Board and included in the compliance audit.
 - Grievances are retained digitally for **7 years**.
-

9. Distributor Conduct & Grievance Cooperation

- If a grievance is raised **against a distributor**, they are:
 - Notified in writing
 - Asked for a written explanation within **72 hours**
 - Required to cooperate with investigation

Failure to respond may result in:

- **Suspension of ID**
 - **Withholding of commissions**
 - **Legal notice or termination**
-

10. Legal Protection & Consumer Rights

This policy affirms that:

- Every consumer/distributor has the **right to be heard** and treated fairly.
- Omnira One abides by:
 - **Consumer Protection Act, 2019**
 - **Direct Selling Rules, 2021**
 - **Contract Law**
 - **Data Protection and Non-Retaliation principles**

Declaration

“Omnira One is committed to resolving all concerns fairly, legally, and transparently. No distributor or employee shall retaliate against a complainant. All parties are bound by this redressal framework.”

End of Document

Version: 1.0

Date of Issue: 01/09/2025

Authorized By: Compliance Department, Omnira One Pvt. Ltd.