

Grievance Redressal Policy and Grievance Officer

BXELL (www.bxell.com) — an online marketplace owned and operated by **HEXEL VENTURES PRIVATE LIMITED**

Effective date: 5 October 2026 | Version 1.0

1. Purpose

1.1 **HEXEL VENTURES PRIVATE LIMITED** (CIN: U47912TN2025PTC177620) ("**Hexel Ventures**", "**Company**", "**we**" or "**us**") owns and operates the online marketplace **BXELL** at www.bxell.com, together with its associated WhatsApp and SMS services (the "**Platform**").

1.2 This document names the Company's Grievance Officer and sets out how any person can raise a complaint about the Platform and how we will deal with it. It is published in compliance with:

- Section 79 of the Information Technology Act, 2000 and Rule 3(2) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021;
- Rule 5(9) of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011;
- Rules 4 and 5 of the Consumer Protection (E-Commerce) Rules, 2020 under the Consumer Protection Act, 2019; and
- the Digital Personal Data Protection Act, 2023 and the Digital Personal Data Protection Rules, 2025, to the extent in force.

2. Grievance Officer

The Company has designated the following person as its Grievance Officer for the Platform:

Name	Mr. Hillu Micheal I S
Designation	Founder and Grievance Officer
Company	HEXEL VENTURES PRIVATE LIMITED
Platform	BXELL — www.bxell.com
Address	Door No. 37-240/8, Neerodi, Kollemcode, Kollangodu, Vilavancode, Kanyakumari – 629160, Tamil Nadu, India
Email	thebxell@gmail.com
Phone	+91 80506 74095
Working hours	Monday to Saturday, 10:00 a.m. to 6:00 p.m. IST (excluding public holidays). Email complaints can be sent at any time.

The Grievance Officer is also the Company's point of contact for consumer complaints, for personal-data requests and complaints, and for orders, notices and requests from courts, government agencies and law-enforcement authorities.

3. Who can complain, and about what

Any User of the Platform, or any other person affected by content on the Platform, may raise a grievance. Typical grievances include:

- a Listing that is false, fraudulent, misleading, duplicate, unlawful or posted without the owner's authority;

- content that infringes intellectual property, is defamatory or obscene, impersonates someone, or otherwise breaches Rule 3(1)(b) of the IT Rules, 2021 or our Terms and Conditions;
- payment problems — a failed or duplicate charge, a Paid Service not delivered, an invoice or a refund request;
- Connection Credits — a credit deducted where the Seller's contact was not delivered;
- verification — a badge refused or withdrawn, or the handling of documents you uploaded;
- account issues — suspension, removal of a Listing, or unauthorised access to your account;
- privacy and personal data — access, correction, deletion, withdrawal of consent, unwanted messages, or a suspected data breach; and
- misconduct by another User, such as harassment, spam or misuse of contact details.

4. How to raise a grievance

4.1 Send your complaint to the Grievance Officer by email at thebxell@gmail.com with the subject line "Grievance – [short description]", or by post to the address in Section 2. You may also use any "Report" or "Contact us" option available on the Platform.

4.2 To help us act quickly, please include:

- your full name and your mobile number registered on the Platform (or a contact number, if you are not a User);
- the Listing link or Listing ID, or the exact location of the content concerned;
- for payment complaints, the date, amount and transaction or order reference;
- a clear description of the problem and the outcome you are asking for;
- supporting material such as screenshots, messages, invoices or documents; and
- for intellectual-property or impersonation complaints, proof of your ownership or identity, or of your authority to act for the person affected.

4.3 Complaints must be made in good faith. Do not send Aadhaar details, card numbers, OTPs or passwords in your complaint.

5. What happens next

5.1 **Acknowledgement.** Every complaint is logged and given a unique ticket number, which is sent to you with our acknowledgement so that you can track the complaint.

5.2 **Review.** The Grievance Officer examines the complaint, the relevant Listing, account and transaction records, and may ask you or the other party for more information.

5.3 **Decision.** We tell you the outcome in writing, with brief reasons. Depending on the case, action may include correcting or removing a Listing, warning, suspending or terminating an account, restoring a credit, processing a refund under the Refund and Cancellation Policy, correcting or deleting personal data, or rejecting the complaint with reasons.

5.4 **Interim action.** Where a complaint shows a real risk of fraud or harm, we may hide a Listing or restrict an account while the review is under way.

6. Timelines

Stage or type of complaint	Our commitment	Basis
Acknowledgement of any complaint, with ticket number	Within 24 hours of receipt	IT Rules, 2021 – Rule 3(2)(a); E-Commerce Rules, 2020 – Rule 4(5) (48 hours)
Resolution of a general complaint	Within 15 days of receipt, and in any case within one month	IT Rules, 2021 – Rule 3(2)(a); E-Commerce Rules, 2020 – Rule 4(5)
Request to remove content covered by Rule 3(1)(b) of the IT Rules, 2021 (unlawful, infringing, misleading, impersonating content and similar)	Acted on as expeditiously as possible and resolved within 72 hours	IT Rules, 2021 – Rule 3(2)(a), proviso
Complaint by or on behalf of an individual about content showing them in a sexual or intimate context, or impersonating them, including morphed images	Content removed or disabled within 24 hours	IT Rules, 2021 – Rule 3(2)(b)
Order of a court, or direction or information request from an authorised government agency	Complied with within the time stated in the order or required by law (information requests: within 72 hours)	IT Act, 2000 – Section 79(3)(b); IT Rules, 2021 – Rule 3(1)(d) and 3(1)(i)
Personal-data request or complaint (access, correction, erasure, withdrawal of consent)	Within 15 days, and in any case within the period permitted by law	DPDP Act, 2023 – Sections 11 to 13; SPDI Rules, 2011 – Rule 5(9)
Approved refund	Initiated to the original payment method, normally within 7 to 10 working days of approval	Refund and Cancellation Policy

If a complaint cannot be resolved within the stated time because we are waiting for information from you or from a third party, we will tell you the reason and the expected date.

7. What we cannot decide

7.1 BXELL is a listing marketplace. Hexel Ventures is not a party to deals between Buyers and Sellers and is not a broker, valuer or adviser. The Grievance Officer therefore cannot decide commercial disputes between Users — for example, the price, the terms of a sale, the quality of a business or property, title, or the recovery of money paid by one User to another.

7.2 We will, however, act on any breach of our Terms and Conditions revealed by such a dispute, including by removing a Listing or barring a User, and we will co-operate with the police and courts as required by law.

7.3 If you have lost money to fraud, report it immediately to the National Cyber Crime Helpline on **1930** or at www.cybercrime.gov.in, and to your local police station, in addition to informing us.

8. If you are not satisfied

If your complaint is not resolved within the stated time, or you are not satisfied with the decision, you may:

- **Grievance Appellate Committee (GAC):** appeal within 30 days of our decision, at www.gac.gov.in, under Rule 3A of the IT Rules, 2021;

- **Consumer complaints:** contact the National Consumer Helpline on 1915 or at www.consumerhelpline.gov.in, or file a complaint before the appropriate Consumer Disputes Redressal Commission (including online through the e-Jagriti / e-Daakhil portal) under the Consumer Protection Act, 2019;
- **Personal-data complaints:** approach the Data Protection Board of India, after first using this grievance mechanism, as provided under the Digital Personal Data Protection Act, 2023; and
- pursue any other remedy available to you in law.

9. Records and confidentiality

9.1 The Company maintains a log of every grievance received, the date of acknowledgement, the action taken and the date of closure.

9.2 Information you give in a complaint is used only to investigate and resolve it and is handled in accordance with our Privacy Policy. Where necessary to resolve the complaint, relevant details may be shared with the User complained against or with the authorities.

9.3 Records of content removed and of the related account are preserved for 180 days, or longer if required by a court or an authorised government agency.

10. Notices from authorities

Courts, government agencies and law-enforcement authorities may address orders, notices and information requests to the Grievance Officer at the email and postal address in Section 2. Requests should be in writing, state the legal provision under which they are made, and be sent from an official email address or on official letterhead.

11. Review of this Policy

The Company may revise this Policy or change its Grievance Officer at any time. The current name and contact details of the Grievance Officer will always be displayed on the Platform.

12. Designation

HEXEL VENTURES PRIVATE LIMITED hereby designates **Mr. Hillu Micheal I S** as the Grievance Officer for the BXELL platform (www.bxell.com) for the purposes of the laws referred to in Section 1, with effect from the effective date of this document, and confirms that his name, designation and contact details will be displayed prominently on the Platform.