

**BOXING FEDERATION OF INDIA (BFI)**  
**GRIEVANCE REDRESSAL POLICY**

21<sup>st</sup> May, 2025

**1. OBJECTIVE**

This Grievance Redressal Policy is formulated to provide a transparent and efficient mechanism for the resolution of grievances raised by athletes, officials, stakeholders, or members of the public associated with the Boxing Federation of India (BFI).

**2. SUBMISSION OF GRIEVANCE**

Any person having a grievance pertaining to BFI may submit their complaint via email to the official email address of the Federation at: [info@boxingfederation.in](mailto:info@boxingfederation.in)

**3. APPOINTMENT OF GRIEVANCE OFFICER**

BFI shall appoint a designated **Grievance Officer**, who shall be responsible for overseeing and addressing all grievances received. The name and contact details of the Grievance Officer shall be published on the official website of BFI.

**4. TIMELINE FOR RESOLUTION**

All grievances received shall be acknowledged within **7 working days**, and a final response or resolution shall be provided within a period of **4 to 6 weeks** from the date of receipt of the grievance. If additional time is required due to the complexity of the matter, the same shall be communicated to the complainant with reasons for the delay.

**5. PROCEDURE**

Upon receipt of a grievance:

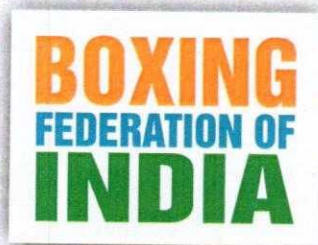
- The Grievance Officer shall examine the complaint and may seek additional information, if necessary.
- The matter shall be investigated fairly and confidentially.

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**Boxing Federation of India**

319/323, Udyog Vihar, Phase -IV, Gurugram Haryana -122015, India

Email: [info@boxingfederation.in](mailto:info@boxingfederation.in), Phone: +91-124-4370792



- A response indicating the findings and action taken, if any, shall be communicated to the complainant within the prescribed timeline.

## 6. RECORD MAINTENANCE

The BFI shall maintain a register or database of all grievances received and resolved, including the nature of the grievance, actions taken, and the timeline of resolution.

A circular official stamp of the Boxing Federation of India. The outer ring contains the text "BOXING FEDERATION OF INDIA" and a small star at the bottom. The inner circle contains the text "319/323", "Udyog Vihar", "Phase-IV", "Gurugram", and "(HR)".

Arun Malik  
Executive Director  
Boxing Federation of India