

Grievance Report - 5th July - 4th August 2021

Company: Armsprime Media Private Limited

Products: SuperFan Apps & Desiplex App

The Grievance Mechanism for Armsprime Media Private Limited was launched on 5th July 2021. This mechanism was implemented on all UGC Products of the company. The mechanism allowed a Fan to report Content (Images, Videos) uploaded by the Creator in their respective app and/or channels. The implementation of this mechanism segregated the content based on the user's age provided. As per new IT rules, all the users were notified about the change in Terms & Conditions & Privacy Policy with regards to new IT rules. The same has been accepted by the users on the logging in the app. This report is based on the content reported by the users and the emails sent to grievance@armsprime.com.

Report: From 5th July till 4th August 2021, Armsprime Media Private Limited received the following the grievances:

Sr. No.	Report Type	Count	Description of the Complaint	Action Taken by the Grievance Officer
1	No of content flagged	08		
2	No of grievances responded within 24 hours	08		
3	No of Content removed based on the report	0		
4	No of Content reported as Sexual Content	6	<ol style="list-style-type: none">1. Hi2. Please Open3. Open nahi ho raha4. Misleading5. Like this6. Hi	<ul style="list-style-type: none">- Checked the Content.- Complaint was not objectionable as per Indian Community Guidelines- As usual, the fan tried to communicate with the Creator.
5	No of Content reported as Violent or Repulsive content	1	<ol style="list-style-type: none">1. Hi	<ul style="list-style-type: none">- Checked the Content.- Complaint was not objectionable as per Indian Community Guidelines- As usual, the fan tried to communicate with the Creator.
6	No of Content reported as Spam or Misleading	1	<ol style="list-style-type: none">1. Hi	<ul style="list-style-type: none">- Checked the Content.- As usual, the fan tried to communicate with the Creator.
7	Emails Sent to grievance@armsprime.com	4	<ol style="list-style-type: none">1. Payment related2. Hi - Rest	<ul style="list-style-type: none">- Checked the Content.- Complaint was not objectionable as per Indian Community Guidelines- It was a coin transaction issue which got resolved with a refund.

Action Taken: All the reports were resolved within 15 days. None of the reported content was removed or deleted since they did not violate any Community Guidelines as per new Indian Community Guidelines.