

GRIEVANCE REDRESSAL MECHANISM

In accordance with the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules 2021, as amended from time to time (hereinafter referred to as “**Intermediary Rules**”), M/s. Hero MotoCorp Limited (hereinafter referred to as “**the Intermediary**”) has established a robust mechanism to address grievances from users or victims (hereinafter referred to as “**Complainant**”) regarding violation of provisions of Intermediary Rules vis a vis the content, privacy, or violations of our Terms of Service and Privacy Policy, and the Computer Resource (hereinafter referred to as “**Violations**”), as applicable.

1. Key Appointments

The Intermediary has nominated dedicated officer(s) to oversee the grievance redressal process. Complainant can reach out to these officer(s) for any Violations.

A. Grievance Officer

- **Role:**
 - a. Receive, acknowledge, and resolve Complainant’s complaints against Violations.
 - b. Receive and acknowledge any order, notice or direction issued by the Appropriate Government, any competent authority or a court of competent jurisdiction.
- **Contact Details:**
 - **Name:** Mr. Abhishek Pandey
 - **Email:** grievance.officer@heromotocorp.com
 - **Postal Address:** The Grand Plaza, Plot No.2,Nelson Mandela Road,Vasant Kunj - Phase -II, New Delhi – 110070, Phone: +91 11-46044100

2. Types of Grievances Handled

Complainant’s can lodge a complaint if they find content on the platform that is:

1. Obscene, pornographic, pedophilic, or invasive of another's privacy including bodily privacy, insulting or harassing on the basis of gender, racially or ethnically objectionable, relating or encouraging money laundering or gambling, or an online game that causes user harm or promoting enmity between different groups on the grounds of religion or caste with the intent to incite violence;
2. Harmful to Child;
3. deceiving or misleading the addressee about the origin of the message or knowingly and intentionally communicating any misinformation or information which is patently false and untrue or misleading in nature;
4. impersonating another person;

5. Threatening the unity, integrity, defense, security, or sovereignty of India, friendly relations with foreign States, or public order, or causes incitement to the commission of any cognisable offence, or prevents investigation of any offence, or is insulting other nation;
6. Contains software virus or any other computer code, file or program designed to interrupt, destroy or limit the functionality of any computer resource;
7. In the nature of an online game that is not verified as a permissible online game;
8. In the nature of advertisement or surrogate advertisement or promotion of an online game that is not a permissible online game, or of any online gaming intermediary offering such an online game;
9. In violation of the Intermediary's User Agreement or Privacy Policy;
10. Information that belongs to another person and to which the user does not have any right;
11. Infringing upon any patent, trademark, copyright or other proprietary rights;
12. Violation of any law for the time being in force.

3. The Grievance Redressal Process*

[Complainant Lodges Complaint]



[Acknowledgment Sent] (Within 24 Hours from the date of receipt of Complaint)



[Investigation & Review]



[Final Resolution & Communication] (Within 7 Days from the date of receipt of Complaint)

*The Compliant which are in the nature of request for removal of information or communication link relating to clause number 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7 and 2.8 of this mechanism, shall be acted upon as expeditiously as possible and shall be resolved within 36 (thirty-six) hours of such reporting.

Step 1: Submission of Complaint

The Complainant must submit their grievance via email, providing the following details:

1. **Complainant Details:** Name, email address, and contact number.
2. **Infringing Material:** Specific URL(s), screenshots, or clear identification of the content in question.
3. **Nature of Violation:** A brief description of why the content violates the rules.

Step 2: Acknowledgment

- The Grievance Officer will send an acknowledgment of the complaint **within 24 hours** of receipt.

Step 3: Investigation and Timeline for Resolution

- **Standard Complaints:** The Grievance Officer will review the complaint, take necessary action (disabling access, removing content, or dismissing the complaint), and resolve the complaint **within 07 days** from the date of receipt of the complaint.
- **Emergency Cases (Sexual/Explicit Content):** If the complaint relates to content showing full or partial nudity, sexual acts, or impersonation (such as deepfakes), the Intermediary will take all reasonable steps to remove or disable access to such content **within 2 hours** of receiving the complaint.

4. Appeal Mechanism (Grievance Appellate Committee)

If a user is not satisfied with the decision of the Grievance Officer, or if their content was removed and they wish to appeal, they have the right to appeal to the government-appointed **Grievance Appellate Committee (GAC)**.

- **Timeline to Appeal:** Within **30 days** of receiving the Grievance Officer's decision.
- **GAC Portal:** Appeals can be filed digitally through the official GAC portal.
- **Binding Decision:** The Intermediary is legally bound to comply with the orders passed by the GAC.