

Grievance Redressal Mechanism for violation of The Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021

Finexo Solutions Pvt. Ltd. (“Finexo”)

1. In compliance with the Information Technology Act, 2000 (“**Act**”) and the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (as amended from time to time) (“**Rules**”), any user or aggrieved person may submit a complaint in respect of content hosted on the platform that is alleged to be in contravention of the Act and Rules. Complaints may be submitted to the Grievance Officer at the details set out below.
2. A complaint shall, at a minimum, contain the complainant’s name and contact details, a description of the impugned content along with its specific location (URL), the grounds on which such content is alleged to be unlawful, and a declaration as to the accuracy of the information provided.
3. Upon receipt, the complaint shall be acknowledged within twenty-four (24) hours and disposed of within fifteen (15) days, in accordance with Rules. Complaints seeking removal of content falling within the scope of Rule 3(1)(b), in accordance with Rule 3(2)(a) of the Rules, shall be acted upon as expeditiously as possible and, where applicable, resolved within seventy-two (72) hours. Complaints relating to content involving exposure of private areas, full or partial nudity, sexual acts, or impersonation shall be addressed on an expedited basis, and in any event within twenty-four (24) hours of receipt. Grievance Officer shall also receive and acknowledge any order, notice or direction issued by the appropriate government, competent authority or Court of competent jurisdiction.
4. The Grievance Officer appointed for this purpose is:
 - Name:** ●
 - Email:** ●
 - Phone:** ●
5. Finexo reserves the right to seek additional information for the purpose of verification and to take such action as may be required under applicable law, including removal or disabling access to the content. Records of complaints and actions taken shall be maintained in accordance with statutory requirements.
6. Any person aggrieved by a decision of the Grievance Officer, or by the failure to resolve a grievance within the prescribed timelines, may prefer an appeal within thirty (30) days to the Grievance Appellate Committee constituted by the Central Government under the Rules. Appeals may be filed through the official portal of the Grievance Appellate Committee at <https://gac.gov.in/>. Such appeals are processed through an online dispute resolution mechanism, and the Committee shall endeavour to dispose of the appeal within thirty (30)

days. Orders of the Grievance Appellate Committee shall be binding and complied with in accordance with law.

7. Nothing contained herein shall prejudice the right of any person to seek remedies available under applicable law.