

Grievance Officer notice

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Required for Indian intermediaries by Rule 3(2) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, and for Data Fiduciaries by the Digital Personal Data Protection Act, 2023.

Grievance Officer: Ashwin Manikandan **Entity:** ASH Studios (proprietorship), trading as ASHDOCS
Address: No. 102, Ramalingam Colony, Sangapur, Coimbatore North, Coimbatore, Tamil Nadu 641043, India **Email:** ashwinmanikandan@ashdocs.com **Phone:** +91 73958 84070 (Monday to Saturday, 10:00–18:00 IST)

Use this contact for complaints about content hosted through ASHDOCS, about how your personal data has been handled, or about any other grievance with the Service. We acknowledge every grievance within 48 hours of receipt and resolve it within 30 days, or sooner where the Rules require (for example, 72 hours for a request to remove content that is unlawful under Rule 3(1)(b) and 24 hours for a complaint under Rule 3(2)(b)). If you are not satisfied with the resolution you may escalate to the Grievance Appellate Committee at gac.gov.in (for intermediary complaints) or to the Data Protection Board of India (for personal-data complaints) once it begins accepting complaints.

Support is by email at ashwinmanikandan@ashdocs.com, with response targets as stated on the pricing page for your plan.

Reporting abuse. If you received an invoice or email through ASHDOCS that you believe is fraudulent or unsolicited, email ashwinmanikandan@ashdocs.com with the invoice number or a copy of the email. We acknowledge within 48 hours and act on verified reports within 5 working days, usually sooner. We do not disclose who reported.