DREAM11

Monthly Compliance Report

Under the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021

Published on Nov 02, 2026

SCOPE

The following report is published in accordance with Rule 4(1)(d) and Rule 3A(7) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021.

This report contains information on actions taken by Dream11 in response to:

- Grievances received from users in India via the grievance mechanisms of Dream11 described below.
- Accounts actioned in India through our prevention and detection methods for violating the laws of India or Dream 11's Terms and Conditions.
- Orders received from the Grievance Appellate Committee (GAC).

REPORT TIMELINE

This report captures information for the period from **1st Sept,2026 to 30th Sept,2026.**

We expect to publish subsequent editions of the report **30 days** after the reporting period to allow sufficient time for data collection and validation.

ABOUT DREAM11

Dream11 is the world's largest fantasy sports platform where users play fantasy cricket, football, kabaddi, basketball, hockey, volleyball, handball, rugby, futsal, American football & baseball, on it. Dream11 is the flagship brand of Dream Sports, India's leading Sports Technology company, and has partnerships with several national & international sports bodies and cricketers.

GRIEVANCES RECEIVED FROM USERS

This part of the report captures grievances from users in India received via two methods:

- E-mails sent to **grievanceofficer@dream11.com** or submissions made via the HelpDesk of Dream11. These grievances could relate to account issues or violations of Dream11's Terms and Conditions, or
- Mails sent to the India Grievance Officer via post.

CATEGORY	COMPLAINTS RECEIVED	COMPLAINTS ADDRESSED
Account Support	105	105
Fairplay Violation	0	0
Legality	24	24
Safety	18	18
Other	92	92

Note:

- 'Account Support' related cases pertain to issues around topics highlighted in our HelpCenter and the Contact Us section except account suspension cases.
- 'FairPlay Violation' related cases pertain to fraudulent behaviour on the Dream11.
- 'Legality' related cases pertain to grievances or queries in relation to applicable laws and regulations in India.
- 'Other' support pertains to requests which are not consistently classifiable.
- 'Safety' related grievances pertain to issues which may be violative of our Community Guidelines and our Terms and Conditions.
- We respond to all grievances received within the stipulated time frame as required by applicable laws. However, we may not respond to a grievance where it has been found to be a duplicate of a previous ticket.
- 'N/A' denotes grievance topics where it's generally not applicable to address
- In some rare cases, tickets may be later reassigned to another topic, and an action could arise from the re-assignment. Where applicable, we will include these in the total.

Dream11's Commitment to User Safety

Dream11 believes in providing a transparent and safe platform for sports fans to engage with their favourite sports, sports persons and their peer sports fans (users). We have a zero tolerance policy towards abusive or violent behaviour, inappropriate content and any activity which runs afoul of our community guidelines or the laws of India.

We have deployed proactive tools and have robust reactive channels institutionalised to ensure our users have a safe experience on the platform. To this end, we employ various levers, including machine learning and artificial intelligence systems, to check for inappropriate and/or inauthentic automated behaviour. Our review systems are also augmented by human review wherever necessary. We have established dedicated channels and teams that are responsible for resolving user and safety concerns. For a fantasy sports platform, the following are the key areas where objectionable content is reviewed:

1) **Chat Messages**- Dream11 Community Guidelines state that a user cannot upload images that impersonates others, promotes violence, and contains nudity or other adult themes. There are certain proactive measures in place that automatically block unacceptable content. For example: Our profanity check system ensures certain words are masked automatically. Similarly the system disallows 10 digit phone numbers or specific URLS to be shared in chat. We also have a dedicated team that deploys human moderators for manual review for the following categories of violations-

    - Hate Speech - Any written or visual content expressing hate or threatening anyone, especially on the basis of characteristics such as religion, caste, gender, race, sexual orientation, disability, or disease is acted against.

    - Harassment - Any activity which personally attacks someone through abusive language or name calling, including but not limited to the publisher of the post is acted against.

2) **Team Name**- Dream11 Community Guidelines state that a user cannot have a team name that contains any hateful or offensive language, impersonates or misleads others or promotes adult themes. Again, both proactive and reactive mechanisms have been implemented to ensure objectionable text is removed. For example, any team names with any phone number whatsoever are taken down immediately. A dedicated team for manual review ensures any hateful or offensive language, impersonates or misleads others or promotes adult themes is not acceptable.

3) **Profile Picture**- Dream11 Community Guidelines state that a user cannot upload images that impersonates others, promotes violence and/or contains nudity or other adult themes. Proactively, the system uses 'Rekognition software' to scan through the images and if the picture is deemed inappropriate then the image is not allowed to be uploaded. Furthermore, the user is blocked from uploading photos for 7 days. A specific team also carries out manual reviews to ensure users don't have any kind of phone number visible on their picture.

Apart from the above mentioned, action is also taken on violations defined in the community guidelines set out by the company.

USERS FIRST (REACTIVE ACTION TAKEN)

Every concern raised by our valued users is taken seriously. Dream11 has institutionalised a clear and transparent process that enables us to quickly respond to each user issue. In addition to the grievance officer channel, users can reach out to Dream11 via the App (Android and iOS) or website to highlight their concerns. Every complaint or grievance is thoroughly examined, investigated and prompt action is taken wherever necessary.

CATEGORY	COMPLAINTS RECEIVED	COMPLAINTS ADDRESSED
Hate Speech		
Harassment		
Spam		
Misinformation or Scam		
Offensive or Abusive Language		
Visually Inappropriate		
Objectionable team name		
Objectionable profile picture		
Copyright Violation		

Note: We are in the process of reviewing the Report Abuse data for some months, for verification and completion, and may be updated from time to time, as necessary.

ENABLING AN OPEN, SAFE, TRUSTED & ACCOUNTABLE SYSTEM ON DREAM11

Apart from the feedback received from our gaming community, Dream11 is committed to combating harmful content on its own. This effort encompasses the deployment of automated detection mechanisms that Dream11 has invested in, as well as manual reviews to identify and eradicate harmful content. Our proactive system is created to prevent abuse, harassment, hate or threats of any kind.

Via this report, we aim to provide transparency and accountability regarding the action taken by Dream11 in addressing violations of policies and grievances filed by the users during the specific time period. By sharing this information, we uphold our commitment to responsible and ethical gaming practices while fostering trust and confidence among our users. We remain committed to promoting fair, responsible and a user centric gaming culture and will endeavour to include more information about our efforts in future reports.