

MICROSOFT INDIA INTERMEDIARY GUIDELINES & MEDIA ETHICS CODE: SIGNIFICANT SOCIAL MEDIA INTERMEDIARY TRANSPARENCY REPORT (APRIL ‘25)

Microsoft

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Microsoft Transparency Report Under Rule 4 (d) of the Information Technology (Guidelines for Intermediaries and Digital Media Ethics Code) Rules, 2021

The following monthly transparency report is published in accordance with Rule 4 (d) of the Information Technology (Guidelines for Intermediaries and Digital Media Ethics Code) Rules, 2021, for the following time period:

Table 1: Summary of Complaints Received and Content Actioned

Time Period	Number of Complaints Received[1]	Number of Content Actioned[2] as Result of Complaints Received	Number of Content Actioned by Proactive Measures[3]
April 1 to April 30, 2025	**518**	**33**	**39**

[1] This represents the total number of complaints received from individual users located in India via designated mechanisms during the one-month reporting period (i.e., from April 1 to April 30, 2025).

[2] Content Actioned refers to when a piece of user-generated content such as images and videos, is removed from our services and/or user access to a piece of user-generated content is restricted during the reporting period. As described above, we receive complaints for a variety of reasons. A single complaint may specify multiple pieces of content that potentially relate to the same or different content policy. When we receive complaints from individual users regarding allegedly unlawful or harmful content, we assess each piece of content to determine if it violates our Code of Conduct or content policies.

[3] This represents the number of Content Actioned from users in India as a result of proactive detection processes during the one-month reporting period (i.e., from April 1 to April 30, 2025). In addition to complaints from users, as outlined in Footnote 1, we invest in technologies to detect and remove harmful content from our services. This includes using proactive detection processes for some of our services to prevent the dissemination of harmful content such as child sexual exploitation and abuse imagery and terrorist and violent extremist content.

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Table 2: Complaints Received and Content Actioned by Content Policy (April 1 to April 30, 2025)

Content Policy	Number of Complaints Received	Number of Content Actioned as Result of Complaints Received	Number of Content Actioned by Proactive Measures
Child Sexual Exploitation and Abuse	12	0	1
Terrorism and Violent Extremism	24	0	0
Violent Threats, Incitement, and Glorification of Violence	0	0	0
Bullying and Harassment	60	2	0
Nudity, Pornography, and Inappropriate Content	156	29	38
Hate Speech	82	2	0
Fraud, Scams, Phishing[4]	145	0	0
Intellectual Property Infringement	7	0	0
Virus, Spyware, or Malware	32	0	0

Grievances from Users in India (April 1 to April 30, 2025)

During the reporting period of April 1 to April 30, 2025, Microsoft received zero complaints via the Indian grievance mechanism concerning the in-scope service and list of prohibited content in accordance with Rule 4 (d) of the Information Technology (Guidelines for Intermediaries and Digital Media Ethics Code) Rules, 2021.

[4] Fraud and spam are consolidated into one complaint category in the product's reporting tool portal: "Fraud or spam." About 41 of the 145 "fraud, scams, and phishing" complaint items were classified by the human moderation team as 'Spam' and were actioned on.