

CCI VL Rules and Guidelines

Welcome to the Comic Con India Volunteer Legion!

If you are reading this, congratulations you have just joined the legion that is forged in chaos.

We're thrilled to have you as part of our community of passionate, enthusiastic, and responsible volunteers. This particular piece of literature is designed to guide you through your role and responsibilities ensure that everyone's experience of attendees, guests, staff, and fellow volunteers is safe, inclusive, and fun.

By joining the Volunteer Legion, you're not just helping us run Comic Con India shows smoothly, you're becoming an ambassador of fandom culture. With great fandom comes great responsibility!

Let's have a look at the areas we need to cover:

- Code of Conduct & Professional Behavior
- Roles & Responsibilities
- Attendance & Commitment
- Confidentiality & Media Guidelines
- POSH (Prevention of Sexual Harassment) Policy
- Anti-Discrimination & Inclusivity
- Health, Safety & Emergency Protocols
- Disciplinary Actions
- Grievance Redressal

Code of Conduct

As a Volunteer of the Comic Con India Legion, you're not just helping with the event you're also representing the Comic Con India brand, its values, and its community. We want you to enjoy your experience, but also maintain professionalism, kindness, and respect at all times.

Here's what's expected from every volunteer:

1. Respect for All

- Treat fellow volunteers, staff, participants, guests, artists, cosplayers, exhibitors, and attendees with courtesy and respect.
 - Listen actively when someone is speaking to you.
 - Avoid rude, sarcastic, or dismissive behavior, our goal is to create a welcoming space for everyone.
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2. Professional Behavior

- Be polite, approachable, and supportive while on duty.
 - Always use respectful language. No abusive, offensive, or discriminatory remarks are tolerated.
 - Maintain professionalism even if a situation becomes stressful. If you're overwhelmed, escalate the matter to your team lead instead of reacting harshly.
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3. Representation of Comic Con India

- While in your volunteer uniform, you are an **ambassador** of Comic Con India.
- Avoid conduct (offline or online) that could damage the reputation of the event.
- This includes inappropriate social media posts, arguments with attendees, or sharing internal information without permission.

4. Team Spirit

- Support your fellow volunteers and staff members. If someone needs help, offer it.
 - Respect decisions taken by your leads/supervisors. If you disagree, raise it politely after the shift rather than arguing on the floor.
 - There's NO "I" in the team, we work as one Legion.
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5. Integrity

- Do not accept bribes, gifts, or favors from exhibitors, attendees, or partners.
 - Report any suspicious or unethical activity immediately.
 - Be transparent and honest in your actions.
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6. Public Interaction

- Attendees may approach you with questions, requests, or even complaints. Be patient and assist them to the best of your ability.
 - If you don't know the answer, guide them to the Info Desk or your team lead instead of giving incorrect information.
 - Be mindful that many attendees may be experiencing Comic Con India for the first time. Their impression depends a lot on how we interact.
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7. Harassment-Free Environment

- No harassment of any kind will be tolerated—verbal, physical, or online.
- Respect personal boundaries of attendees, cosplayers, and other volunteers.
- "Cosplay is not consent"—never touch or photograph anyone without their permission.

8. Substance-Free Policy

- Consumption of alcohol, drugs, or any illegal substances before or during shifts is strictly prohibited.
 - Volunteers found under the influence while on duty will be immediately removed from the Legion.
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9. Accountability

- Own your mistakes—if something goes wrong, inform your lead instead of hiding it.
 - Everyone makes errors, but integrity and responsibility are what matter most.
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10. Positivity & Fun

- Comic Con India is about celebration and community, bring good vibes to your role!
 - Smile, engage, and make the event enjoyable for everyone you interact with.
 - Your energy sets the tone for the experience attendees will carry home.
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In short: **Be respectful. Be professional. Be helpful. Be kind.**

Roles & Responsibilities

As a Volunteer Legion member, you are not just helping run Comic Con India – you are the **face of the community** and a key part of creating unforgettable experiences for fans, artists, and guests. Every volunteer's role matters, and while specific tasks may vary depending on your team assignment, here are the core responsibilities expected from all members:

1. General Responsibilities

For All Volunteers

- **Representation** – Uphold the values of Comic Con India by being approachable, respectful, and enthusiastic at all times. You're an ambassador for the event.
- **Professional Conduct** – Maintain punctuality, discipline, and a positive attitude in all interactions with attendees, staff, artists, cosplayers, and fellow volunteers.
- **Team Collaboration** – Work closely with your team leads, fellow volunteers, and staff members. Support others when needed, and never hesitate to ask for help.
- **Flexibility** – Be prepared to take on tasks beyond your initial assignment if required by the event flow. Adaptability is key.
- **Communication** – Keep your team lead informed of any issues, delays, or emergencies. Always use official channels for reporting.
- **Photography with Celebrities** - Kindly note, photography with celebrities including but not limited to Indian Celebrities, International Guests, Performers, Cosplayers etc; during the showtime is strictly prohibited, any violation of this will lead to strict disciplinary actions including possible removal from Comic Con India Volunteer Legion.
- **Personal Information** - Keep all your personal data confidential. If any such data is required by Comic Con India for any official purpose, an employee of Comic Con India will directly reach out to you.

Specially for Team Leaders

- All Team Leaders are responsible for obtaining a written acknowledgement from their respective Volunteers against the 'Goodie Bags' distributed to them.
 - Click [here](#) to check the detailed [TL Guide](#).
 - Every volunteer and TL should follow the official **Comic Con dress code**: clean, event-provided T-shirts, comfortable bottoms (no ripped/obscene prints), and closed shoes.
 - **No derogatory remarks** or comments on fellow volunteers' appearance, clothing, or physical traits will be tolerated.
 - Volunteers are expected to maintain a neat and approachable appearance throughout their shift.
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2. Specific Functional Roles

Depending on where you're assigned, your responsibilities may include:

- **Operations & Logistics Volunteers**
 - Assist with setup and dismantling of booths, stages, and seating areas.
 - Guide vendors, exhibitors, and artists during load-in and load-out.
 - Help maintain clean, safe, and organized event spaces.

- **Registration & Entry Volunteers**
 - Assist at ticketing counters, wristband distribution, and entry gates.
 - Guide attendees smoothly through security and entry processes.
 - Provide accurate event-related information to visitors.

- **Guest & Artist Assistance Volunteers**
 - Escort celebrity guests, performers, and artists to panels, stages, or green rooms.
 - Ensure schedules are followed while maintaining guest privacy and comfort.
 - Act as the primary point of contact between guests and the organizing team.

- **Cosplay Support Volunteers**
 - Manage cosplay registration and contests.
 - Help cosplayers navigate stage areas and changing zones.
 - Ensure fairness, safety, and respect in all cosplay-related activities.

- **Crowd Management & Attendee Experience Volunteers**
 - Direct attendees to panels, workshops, photo ops, and activity areas.
 - Help manage queues, control overcrowding, and ensure smooth movement.
 - Be approachable and proactive in assisting attendees who look confused or lost.

- **Emergency & Safety Volunteers (with designated training)**
 - Assist security and first-aid teams when emergencies arise.
 - Report suspicious or unsafe behavior immediately.
 - Remain calm, collected, and helpful under pressure.

3. Leadership & Reporting Lines

- **Volunteer Leads** – Some volunteers may be assigned as “Leads,” responsible for small teams, coordination, and direct communication with staff.
 - **Reporting Structure** – All volunteers report to their designated Team Lead. Escalations go from Volunteer → Lead → Supervisor → Legion Managers.
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4. Commitment Expectations

- **Training** – Attend all mandatory volunteer orientation sessions before the event.
 - **Shift Responsibility** – Fulfill your assigned shift timings. Late arrivals or early exits disrupt operations.
 - **Reliability** – Notify your lead immediately if you are unable to attend a shift (only acceptable in case of emergencies).
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In short: *As a Volunteer Legion member, you are the guiding force of Comic Con India. You ensure that attendees feel welcome, guests are cared for, and the magic of the event is brought to life smoothly.*

Breakdown of all the Teams at Comic Con India

Comic Con India is a mega celebration of fandoms, and it only works because of the teamwork and dedication of the Volunteer Legion. Each volunteer contributes to the smooth running of the event, whether welcoming fans, managing stages, or supporting artists. Below is a detailed outline of the **teams** and their **specific duties**, so every volunteer knows their scope, expectations, and responsibilities.

1. Welcoming Team

Volunteers in this team are the **first touchpoint** for fans. Energy and warmth matter most here!

- Greet fans with enthusiasm – high-fives, fist bumps, or simply a big smile.
 - Direct attendees to correct queues and answer FAQs patiently.
 - Keep up the crowd's excitement and hype.
 - Be knowledgeable about ticket categories (Superfan vs. Regular), coupon counters, security checks, and general navigation.
 - Watch for prohibited items (weapons, sharp props, chemicals, lighters, helmets, etc.) and guide attendees to security protocols.
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2. Ticketing & Entry Area Management

This team ensures that **entry flows are smooth and safe**.

- Manage queues in the box-office and entry gates.
 - Securely put on wristbands, ensuring comfort but avoiding tampering.
 - Oversee coupon exchanges and distribute goodies fairly.
 - Track inventory of entry kits and goodies with assistance from logistics staff.
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3. Media Desk Team

The Media Desk is the bridge between **Comic Con India and the Press**.

- Work alongside the PR team to guide journalists.
 - Be informed about artists, guests, zones, floor layout, and trending facts about Comic Con India.
 - Manage press goodie bags and media tags.
 - Escort journalists through the floor and help arrange interviews with artists (coordinate with PR/IG teams).
 - Collect press tags at exit and manage activation passes.
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4. Research Team

This team collects **attendee insights** to help improve future Comic Con India events.

- Strategically cover all zones of the show floor.
 - Collect feedback creatively – trivia, polls, games, or fun surveys.
 - Report findings to the Volunteer Leads in a structured way.
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5. Cosplay Teams

Since cosplay is the heart of Comic Con India, this is split into **four sub-teams**:

a) Cosplay Registration

- Handle registration for **ICC (Indian Championship of Cosplay)** and general competitions.
- Maintain sheets and ensure timely reminders for pre-judging (3–3:30 PM).
- Prepare laptops and data for pre-judging/judging sessions.
- Update sheets for final competitions and ensure prize distribution.
- Manage contracts post-winner announcements and verify signatures.
- Ensure unused goodie bags are returned to the CCI Store.

b) Cos-Buddies

- Accompany cosplayers across the event without getting “stuck” with them.
- Clarify that volunteers are **not bag carriers**.
- Manage cosplayer schedules (ICC timings, photoshoots).
- Time slots: 30–60 minutes max per cosplayer.

c) Cosplay Mechanic

- Keep a kit of emergency supplies (tape, glue, pins, sewing essentials, etc.).
 - Help cosplayers fix costume malfunctions discreetly and respectfully.
 - **Rule:** men assist male cosplayers, women assist female cosplayers only.
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6. Guest & Talent Relations Teams

a) International Guest Management

- Learn about the guest's work and preferences.
- Manage posters, signings, pricing of autographs/photos, and merchandise.
- Escort guests across the show floor.
- Ensure clean stalls/green rooms with stocked essentials (water, tissues, sanitizers).
- Assist with interviews (PR approval required, never in green rooms).
- Handle financial transactions responsibly and tally daily.
- Accommodate special requirements (food, allergies, timings).

b) Indian Celebrity Management

- Prepare and maintain celebrity green rooms (cleanliness, stocked items, no smoking).
 - Escort celebrities to stage/panels using DC team support.
 - Keep them updated on schedules and delays.
 - Arrange food and lunch breaks smoothly.
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7. DC (Damage Control) Team

This is the **Rapid Response Unit** of Comic Con India.

- Troubleshoot issues on the spot – crowd huddles, urgent manpower needs, escorting guests.
 - Support Cosplay and Stage teams during competitions.
 - Act as floaters to fill gaps where needed.
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8. Stage Management Team

- Ensure stage shows/panels run on time.
 - Coordinate with AV for presentations, music, and media.
 - Manage props, furniture, and technical setups.
 - Keep guests/performers updated with reminders.
 - Support MCs and stage flow.
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9. Security & Operations Team

- Manage large crowds with patience and firmness.
- Stay alert to theft, harassment, missing persons, lost items, or suspicious behavior.
- Know the layout: booths, zones, food stalls, first aid, extinguishers, ambulance, and emergency contacts.
- Ensure no volunteers are loitering and handle huddles or cosplay crowd jams tactfully.
- Keep fun alive while ensuring safety.

10. Support Teams

- a) **Client Servicing** – Manage exhibitor/vendor zones, take inventory requests, and conduct hourly rounds.
- b) **Assistants to Photographers & Videographers** – Support official crew, carry equipment, assist in data dumps.
- c) **CCI Office & Store Team** – Handle water, Glucon-D, stationery, and event inventory. Point of contact for all store requests.
- d) **A/V Setup** – Manage presentation and media files, ensure smooth playback.
- e) **Social Media Team** – Capture stories, posts, and content for official use. Must follow crew briefs.
- f) **Sales Team** – Handle vendor passes, bands, stall support, and feedback collection.
- g) **Food & Beverages** – Manage food distribution, water inventory, and snack logistics.
- h) **Crowd Hype Team** – Move through crowds to pump energy, cheer, and spread Comic Con India vibes.
- i) **Floater**s – Extra hands to jump between teams depending on urgent needs.

*Each team is a vital cog in the Comic Con India machine. Together, they create the **magic** that fans come for.*

Attendance & Commitment

As a member of the Volunteer Legion, your presence and dedication play a crucial role in ensuring the success of Comic Con India. We expect every volunteer to be punctual, reliable, and fully committed to their assigned duties.

1. Punctuality

- Volunteers must report at the designated time and place as instructed by the Volunteer Leads/Managers.
- Late arrivals can disrupt operations and affect the experience for attendees and fellow volunteers.
- Repeated tardiness without a valid reason may lead to reassignment of duties or removal from the volunteer roster.

2. Commitment to Assigned Shifts

- Volunteers are required to complete all assigned shifts unless prior arrangements have been made with the Volunteer Coordinator.
- Leaving a shift early without approval is strictly prohibited.
- In cases of unavoidable emergencies, volunteers must immediately inform their Team Lead/Coordinator.

3. Attendance at Orientation & Briefings

- Mandatory orientation sessions will be held prior to the event. Attendance is **compulsory**, as these sessions cover essential training, responsibilities, and safety protocols.
- Volunteers must also attend pre-shift briefings on event days to receive updated instructions, assignments, and guidelines.

4. Commitment to Teamwork

- Volunteers should be prepared to assist beyond their primary assignment when needed. Comic Con India is a large-scale event, and flexibility is highly valued.
- Upholding professionalism while working with fellow volunteers, guests, exhibitors, and attendees is essential.

5. Handling Absences

- If a volunteer is unable to attend a shift due to illness or an emergency, they must inform the Volunteer Coordinator as early as possible.
- Failure to notify or unexplained absences will be recorded and may impact eligibility for future volunteer opportunities.

6. Dedication to Event Success

- Each volunteer is a representative of Comic Con India. Commitment should reflect in behavior, enthusiasm, and active contribution to the event's success.
- Volunteers are expected to give their best efforts, show initiative, and uphold the values of the Comic Con India Volunteer Legion.

Confidentiality & Media Guidelines

As a Comic Con India Volunteer, you may have access to sensitive information, backstage areas, and behind-the-scenes experiences that are not open to the public. To maintain the integrity of Comic Con India and protect our community of fans, artists, celebrities, and partners, the following rules must be followed:

Confidentiality

1. Event Information

- Volunteers may receive details about event schedules, guest line-ups, special launches, or surprise announcements before they are made public.
- Such information must be treated as strictly confidential and not shared outside official Comic Con India communication channels.

2. Backstage & Restricted Areas

- Access to Green Rooms, Staff Rooms, or Artist Lounges is a privilege. Volunteers must respect the privacy of guests and refrain from taking photos, videos, or sharing conversations unless explicitly permitted.

3. Internal Operations

- Details about internal planning, staff instructions, or security protocols should never be disclosed to the public.
 - Discussing internal matters (like shift allocations, backstage policies, etc.) on social media or with non-volunteers is not allowed.
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Media & Social Media Guidelines

1. Personal Posting

- Volunteers are encouraged to share their Comic Con India experience online but must avoid leaking or spoiling announcements, guest appearances, or exclusive content before Comic Con India officially releases it.
- Always use positive, respectful language when posting about Comic Con India, fellow volunteers, staff, guests, or attendees.

2. Photography & Videography

- Volunteers are not allowed to click selfies, photos, or videos with guests, celebrities, or artists unless directed/approved by the Comic Con India Media Team.
- Photography is permitted only in public convention areas (main halls, booths, stages) and not in restricted/backstage spaces.

3. Official Representation

- Only designated Comic Con India staff and media partners can speak on behalf of Comic Con India. Volunteers should never make public statements, announcements, or clarifications about Comic Con India operations.
- In case of media inquiries, volunteers must politely redirect to the Comic Con India PR/Media Team.

4. Volunteer Identification

- Volunteers must wear their official Volunteer Badge at all times while on duty.
 - Badges should not be shared, duplicated, or misused for unauthorized entry or benefits.
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Breach of Guidelines

- Any volunteer found violating confidentiality or media rules (such as leaking event details, unauthorized photography, or misrepresenting Comic Con India online) may face:
 - Immediate dismissal from the Volunteer Legion.
 - Revocation of entry/access privileges.
 - Potential blacklisting from future Comic Con India events.

Remember: As a volunteer, you represent Comic Con India. Every interaction you have online or offline reflects on the event and the community. Respecting confidentiality and following media guidelines ensures a professional, fun, and safe Comic Con India experience for everyone.

POSH Policy

At Comic Con India we strive to provide a safe, respectful, and inclusive environment free of discrimination and harassment. We have an established IC committee to address and redress complaints of sexual harassment at the workplace.

If you are facing any instance of sexual harassment, you are encouraged to report the matter within the timelines as prescribed under the [policy](#) (You can download the policy here). Kindly submit a written complaint to the internal committee by writing to posh@comicconindia.com.

Please ensure your complaint includes your 'Name', 'Details of the Incident' to facilitate a thorough and fair inquiry. **Please do not mark any other mail in the written complaint to posh@comicconindia.com, as it is legally required to keep all details of the aggrieved person confidential.**

We urge everyone in the Volunteer Legion to uphold the dignity of the workplace and cooperate in maintaining a harassment-free environment.

Everybody in the Volunteer Legion is required to compulsorily attend POSH Training before the event.

Anti-Discrimination & Inclusivity

Comic Con India thrives because it is a **celebration of diversity** in fandoms, cultures, identities, and creative expression. As a volunteer, you are an important representative of this spirit, and it is our collective responsibility to ensure that every person feels **safe, welcome, and respected** at all times.

1. Zero Tolerance Policy

- Comic Con India has a **strict zero tolerance policy** against any form of discrimination, harassment, or exclusion.
- This applies to race, ethnicity, religion, caste, gender, sexual orientation, gender identity or expression, age, physical appearance, body type, disability, socioeconomic status, or fandom preference.
- Volunteers engaging in such behavior will be immediately removed from duty and may face permanent blacklisting from future events.

2. Inclusive Behavior

- Use **respectful and gender-affirming language** when interacting with attendees, fellow volunteers, staff, artists, or guests.
- Respect **cosplay choices** regardless of body type, skin tone, or gender expression. “Cosplay is not consent” applies to everyone, volunteers included.
- Be mindful of **differently-abled attendees**: offer help without being patronizing, guide them through crowds if asked, and prioritize accessibility needs.
- Celebrate fandom diversity whether someone loves mainstream superheroes, niche anime, indie comics, or retro games, every fandom matters.

3. Representation Matters

- Volunteers should act as **role models of inclusivity**: encourage positive participation, stop inappropriate behavior when witnessed, and report any incident to your team lead or the Organizing Committee immediately.
- Uphold Comic Con India’s commitment to being a **safe space** for marginalized voices and communities.

4. Cultural Sensitivity

- Avoid making jokes, assumptions, or remarks about someone's **accent, clothing, cultural background, or religious practices**.
- Remember: What may seem “harmless” or “funny” to you may be offensive or hurtful to others.

5. Complaint Redressal

- Any attendee, guest, or volunteer who experiences discrimination or exclusion can report the issue to:
 - **Volunteer Leads**
 - **On-Ground Security/Help Desk**
 - **Comic Con India Organizing Committee**
 - All complaints will be taken seriously, investigated confidentially, and acted upon promptly.
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Health, Safety & Emergency Protocols

At our events, the well-being of every participant—volunteers, staff, guests, and attendees—is our top priority. It is the responsibility of all team members to uphold safety standards, respond calmly in emergencies, and ensure that the event environment is secure and welcoming for everyone.

General Health & Safety Guidelines

1. Safe Environment

- Keep all walkways, exits, and event spaces free from obstructions.
- Ensure equipment, props, and materials are stored and handled safely.

2. Personal Safety

- Wear your ID badge/lanyard at all times while on duty.
- Stay alert to your surroundings and report any suspicious behavior or unattended packages immediately.

3. Hydration & Rest

- Volunteers and staff should take breaks as scheduled.
- Stay hydrated and eat meals to avoid exhaustion during long shifts.

4. Medical Awareness

- Be mindful of individuals who may feel unwell in crowded spaces.
 - Guide them to medical support promptly.
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Emergency Protocols

Medical Emergencies

- Direct attendees to the **First Aid/Medical Desk** immediately.
- If the situation is severe, contact the emergency number provided (ambulance/paramedics).
- Do not attempt medical treatment unless you are certified to do so.
- Stay with the affected person until professional help arrives.

Fire & Evacuation

- Familiarize yourself with **emergency exits, fire extinguishers, and evacuation routes** before your shift begins.
- In case of fire:
 - Raise an alarm and notify security immediately.
 - Calmly guide attendees towards the nearest safe exit.
 - Do not use elevators during evacuation.

Crowd Management & Safety Hazards

- If an area becomes overcrowded, redirect attendees to less congested zones.
- Report any hazards (wet floors, loose wires, broken furniture) immediately to Operations.

Lost & Found / Missing Persons

- Direct lost items to the **Lost & Found desk**.
- For missing persons (especially minors), inform Security and the Control Room immediately.

Your Responsibilities in Emergencies

- Stay calm and follow instructions from Security/Management.
- Do not spread panic or misinformation.
- Assist in orderly evacuation and ensure the safety of people in your immediate area.
- Report every incident, no matter how small, to the designated supervisor.

Disciplinary Actions

At **Comic Con India Volunteer Legion**, we are committed to creating a safe, inclusive, and professional environment for all attendees, participants, staff, and volunteers. To uphold this standard, disciplinary actions will be taken in cases where volunteers fail to follow the **Code of Conduct, Roles & Responsibilities**, or other policies outlined in this handbook.

1. General Principles

- Disciplinary actions are intended to correct behavior, not to punish, unless necessary.
 - All incidents will be handled fairly, confidentially, and consistently.
 - Volunteers will always be given the opportunity to explain their side of the situation before any final decision is made.
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2. Types of Misconduct

Misconduct may include, but is not limited to:

- Repeated tardiness or absenteeism without notice.
 - Failure to perform assigned duties responsibly.
 - Breach of confidentiality or misuse of media privileges.
 - Disrespectful, aggressive, or discriminatory behavior towards attendees, staff, or fellow volunteers.
 - Violation of **POSH Policy** or engagement in harassment of any kind.
 - Violation of **Health & Safety Protocols**, leading to potential harm.
 - Unauthorized use of event property, passes, or access privileges.
 - Any behavior that brings disrepute to the organization or event.
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3. Disciplinary Process

Depending on the severity of the violation, the following steps may be taken:

a. Verbal Warning

- For minor issues such as tardiness, missed duties, or unintentional mistakes.
- Supervisor/team lead will explain the issue and set expectations for improvement.

b. Written Warning

- For repeated minor issues or moderate misconduct.
- A formal written record will be maintained.
- Continued violations after a written warning may result in suspension or termination.

c. Suspension or Reassignment

- For serious violations that impact the event's operation or safety.
- Volunteers may be temporarily removed from duties or reassigned to a different role.

d. Termination of Volunteer Role

- For major violations, such as harassment, theft, or deliberate misconduct.
- Immediate removal from the event premises, with badges/passes revoked.

e. Reporting to Authorities

- In cases involving harassment, violence, theft, or criminal activity, the incident may be reported to law enforcement.

4. Zero-Tolerance Violations

Immediate termination (without prior warnings) will apply in cases involving:

- Sexual harassment or violation of **POSH Policy**.
 - Violence, threats, or physical assault.
 - Theft, fraud, or intentional property damage.
 - Severe discrimination, hate speech, or harassment.
 - Reckless disregard for attendee safety or health.
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Grievance Redressal

In the event that you have any grievance, concern or complaints, we encourage you to bring it to our notice.

Kindly submit your written grievance at community.ctc@comicconindia.com. We hereby request you to provide all the details/proofs to help us understand and address the issues in an efficient and effective manner.

Upon receipt, your grievance will be acknowledged and reviewed. Appropriate action will be taken in a just and fair manner.