

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1526**  
TO BE ANSWERED ON 29.07.2022

**LAWS TO MAKE SOCIAL MEDIA PLATFORMS ACCOUNTABLE**

**1526. SHRI K.C. VENUGOPAL:**

Will the Minister of Electronics and Information Technology be pleased to state:

- (a) whether Government is planning to bring in laws to make social media platforms more accountable;
- (b) if so, details thereof;
- (c) whether Government is planning to bring in new social media rules to give users a grievance appeal mechanism against arbitrary content moderation, inaction or takedown decisions of big tech companies;
- (d) if so, details thereof;
- (e) whether new IT intermediary rules, introduced last year that required social media platforms to remove any content flagged by authorities within stipulated timelines and set up robust complaint redressal mechanism with an officer being based in country, were put into effect; and
- (f) if so, details thereof?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAJEEV CHANDRASEKHAR)

(a) to (f): Government's objective is to ensure an Open, Safe & Trusted and Accountable Internet for its users. In line with the above objectives, the Government has notified the Information Technology (Intermediary Guidelines and Digital Media Ethics Codes) Rules, 2021 ("IT Rules, 2021") under the Information Technology Act, 2000. Government has from time to time taken steps to address the evolving concerns and also to ensure that the intermediaries including the social media intermediaries remain accountable and transparent to the citizens for their services in India.

As per the IT Rules, 2021, the online intermediaries including Social media intermediaries have been mandated to develop a robust grievance redressal system for their users. They are also expected to remove any unlawful content as and when brought to their knowledge either through a court order or through a notice by the appropriate government or its authorized agency. The said Rules also mandate the significant social media intermediaries (SSMI) to appoint a Resident Grievance Officer in India.

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