

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 1337
TO BE ANSWERED ON: 02.08.2024

GRIEVANCE REDRESSAL BY SOCIAL MEDIA INTERMEDIARIES

1337. DR. K. LAXMAN:
SHRI TEJVEER SINGH:
SHRI BABURAM NISHAD:
DR. KALPANA SAINI:
DR. MEDHA VISHRAM KULKARNI:

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

- (a) whether significant Social Media intermediaries have complied with the new grievance redressal mechanism; and
- (b) the number of cases filed and disposed of by the Grievance Appellate Committees over the past year?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) and (b): The Government after extensive public consultations with relevant stakeholders has notified the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (“IT Rules, 2021”) on 25.02.2021 which were subsequently amended 28.10.2022 and 6.4.2023. The IT Rules, 2021 cast specific legal obligations on intermediaries, including significant social media intermediaries to ensure their accountability towards safe and trusted internet.

The number of cases filed and disposed of by the Grievance Appellate Committees, since its inception from 1st March, 2023 to 30th June 2024, are as follows:

- Cases filed: 1,065
- Cases disposed of: 937
