

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 1192
TO BE ANSWERED ON 25.07.2018

GRIEVANCE REDRESSAL OFFICER

1192. SHRI NAGAR RODMAL:

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

- (a) whether the Government has issued any guidelines to appoint a grievance redressal officer for the social networking companies/websites in the country;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI S. S. AHLUWALIA)

(a) to (c): The Information Technology (Intermediary Guidelines) Rules, 2011 notified under Section 79 of the Information Technology Act, 2000 prescribes that intermediaries, which include social networking sites, shall publish on their website the name of the Grievance Officer, contact details as well as the mechanism by which a user/victim can notify their complaints. The Grievance Officer shall redress the complaints within one month from the date of receipt of complaint.
