

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO.2467**  
TO BE ANSWERED ON: 26.12.2018

**GRIEVANCE REDRESSAL BY SOCIAL NETWORKING SITES**

**2467. SHRI JANAK RAM:**

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

- (a) whether the Government has issued any guidelines to the social networking sites operational in the country to appoint Grievance Redressal Officer;
- (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): Social networking sites are intermediaries as defined in the Information Technology Act, 2000. Government has notified the Information Technology (Intermediaries Guidelines) Rules, 2011 under section 79 of the Act. The Rules provide for due diligence to be observed by intermediaries, which *inter alia*, prescribe that the intermediary shall publish on its website the name of the Grievance Officer and his contact details as well as mechanism by which users or any victim who suffers as a result of access or usage of computer resource by any person can notify their complaints against such access or usage of computer resource of the intermediary. The Grievance Officer shall redress the complaints within one month from the date of receipt of complaint.

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