

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 3348**

**TO BE ANSWERED ON THE 1ST JANUARY, 2019/, PAUSHA 11, 1940 (SAKA)
GUIDELINES TO SOCIAL SITE COMPANIES**

3348. SHRI JANAK RAM:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Government has issued any guidelines for appointing complaint redressal officer in India to social site companies operating in the country;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HANSRAJ GANGARAM AHIR)**

(a) to (c): As per the existing Rule 3 (11) of the Information Technology (Intermediaries) Rules, 2011, 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 in violation of rule 3 can notify their complaints against such access or usage of computer resource of the intermediary or other matters pertaining to the computer resources made available by it. Further, Government has asked intermediaries for appointment of the India based contact officer and escalation officer (with name, designation, email, mobile number) and setting up of 24x7 mechanism for dealing with requisition of law enforcement agencies.
