

GOVERNMENT OF INDIA
MINISTRY OF INFORMATION & BROADCASTING

LOK SABHA

UNSTARRED QUESTION NO. 4589

(TO BE ANSWERED ON 20.08.2025)

ROLE OF BCCC IN ADDRESSING CONTENT COMPLAINTS

4589. SHRI G KUMAR NAIK:

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- (a) whether the Government is considering or has implemented measures to regulate content on Over The Top (OTT) platforms in the country particularly in light of growing concerns over access to explicit, offensive or harmful material by under-age viewers;
- (b) the details of guidelines or standards being established to prevent the unrestricted availability of unregulated content that may be harmful to minors or promote violence, hate speech or misinformation;
- (c) the manner in which the Government plans to balance freedom of expression with the need for content regulation especially given the easy access to such material without age verification or content warnings; and
- (d) the details of collaborations with OTT platforms to ensure self-regulation and the role of regulatory bodies like the Broadcasting Content Complaints Council (BCCC) in addressing content complaints particularly concerning under-age exposure?

ANSWER

THE MINISTER OF STATE FOR INFORMATION AND BROADCASTING AND PARLIAMENTARY AFFAIRS

(DR. L. MURUGAN)

(a) to (d): Government has notified the Information Technology (Intermediary Guidelines and Digital Media, Ethics Code) Rules, 2021 on 25.02.2021 under IT Act, 2000.

Part-III of the rules provides for a Code of Ethics for digital news publishers and publishers of online curated content (OTT platforms). As per the Code of Ethics, OTT platforms are under obligation to not transmit any content which is prohibited by law for the time being in force.

The platforms are required to undertake age-based classification of content and restrict age-inappropriate content for children using adequate access control measures.

The rules further provide a three-tier grievance redressal mechanism as follows:

- Level I: Self-regulation by the publishers
- Level II: Self-regulation by the self-regulating bodies of the publishers
- Level III - Oversight mechanism by the Central Government

Complaints relating to the violation of the Code of Ethics are addressed under the provisions of the three-tier grievance redressal mechanism and complaints received by the Ministry are forwarded to the concerned OTT platforms for resolution as per IT Rules, 2021.

Section 79(3)(b) of IT Act, 2000 provides for notification to the intermediaries for removing/disabling access to unlawful content. The Government has disabled 18 OTT platform in March, 2024 and 25 OTT platforms in July, 2025 for public access in India for displaying obscene content.

A Fact Check Unit (FCU) has been set up under Press Information Bureau, Ministry of Information and Broadcasting in November, 2019 to check fake news relating to the Central Government. After verifying the authenticity of news from authorized sources in Ministries/ Departments of Government of India, FCU posts correct information on its social media platforms.
