

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 72**  
TO BE ANSWERED ON 07.12.2022

**IT RULES**

**72. SHRI KOTHA PRABHAKAR REDDY:**

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

- (a) whether the Government stressed that with the new amendments to the Information Technology rules, it's focus is to make the Internet a safe, trusted and accountable space for users and to ensure that platforms such as Twitter and Facebook respect the rights accorded to citizens under Articles 14, 19 and 21 of the Constitution; and
- (b) if so, the details thereof along with the violations noticed/action taken thereon?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAJEEV CHANDRASEKHAR)

(a) and (b): The policies of the Government are aimed at ensuring an Open, Safe and Trusted and Accountable Internet for its users. With the expansion of the Internet and more and more Indians coming online, for achieving this aim and protecting the rights of users, the Central Government has notified amendments to the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 on 28.10.2022.

The amended rules cast enhanced obligations on intermediaries, including social media intermediaries, to observe due diligence and provide that if they fail to observe such due diligence, they shall no longer be exempt from their liability under law for third-party information or data or communication link hosted by them. The enhanced due diligence required includes respecting the rights accorded to citizens under the Constitution, including in articles 14, 19 and 21, while

discharging its duties. The rules further provide that a user or victim may complain against the violation of its provisions to the Grievance Officer of the intermediary, whose names and contact details are to be published by the intermediary on its website and/or mobile app. Keeping in view complaints regarding action/inaction on the part of the intermediaries on user grievances regarding objectionable content or suspension of their accounts, the amendments now also provide for the establishment of Grievance Appellate Committee(s) to allow users to appeal against the inaction of or decisions taken by intermediaries on user complaints.

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