

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
STARRED QUESTION NO.*113
TO BE ANSWERED ON: 29.07.2021

SOCIAL MEDIA PLATFORMS IN THE COUNTRY

***113. SHRI SUSHIL KUMAR MODI:**

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

- (a) the number of significant social media platforms which are there in country, their name and the number of users of each;
- (b) the number of significant platforms which have published their monthly compliance reports, the number of complaints received and content removed, the details thereof; and
- (c) whether there are any platforms which have not complied with the rules, the reasons therefor and action Government has taken against such platforms?

ANSWER

MINISTER FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)

- (a) to (c): A Statement is laid on the Table of the House.

**STATEMENT REFERRED TO IN REPLY TO RAJYA SABHA
STARRED QUESTION NO. *113 FOR 29-07-2021
REGARDING SOCIAL MEDIA PLATFORMS IN THE COUNTRY**

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(a): As per the newly enacted Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IT Rules, 2021) and as notified by the Central Government, a social media intermediary having 50 lakh or more registered users in India is a 'significant social media intermediary' (SSMI). Some of the SSIMs providing services in India include Google (for YouTube), Facebook (for Facebook, Instagram), Twitter, LinkedIn, WhatsApp, Sharechat, Telegram, Koo, Jiochat and MyGov etc. The list is not exhaustive as the Intermediaries or the SSMI can establish and operate from anywhere in the world and there is no requirement for intermediaries to register themselves under existing IT laws/rules.

(b): The SSIMs are required to publish their monthly compliance on their respective websites / apps. Some SSIM viz. Google, Facebook, Twitter, Koo and WhatsApp, etc have already published their first compliance report. The key extracts related to Grievances from India from some SSIMs are as follows:

Facebook (Complaints received through Indian Grievance mechanism):

Name of the platform	Period	Number of reports	No. of reports responded
Facebook	15 May – 15 June, 2021	646	646
Instagram	15 May – 15 June, 2021	36	36

Google (From individual users located in India via designated mechanisms during the one-month reporting period):

Name of the platform	Period	Number of complaints received	Number of removal actions
YouTube	April 2021	27,762	59,350

Koo (Reported by Community and others):

Period	Reported Koo's	Removed	Other action (overlay, blur, ignore, warn, etc)
June 2021	5502	1253	4249

WhatsApp (Grievance received)

Period	Complaint received	Accounts actioned
15 May– 15 June, 2021	345	63

Twitter (received via our Grievance Officer - India channel) between

Period	Total Number of Grievances	Total Number of URLs actioned
26 May - 25 June 2021	38	133

In addition, the SSIMs have taken proactive actions on certain content on their platform based on the violation of their policies.

(c): All the intermediaries providing services in India are expected to comply with the IT Rules, 2021. In case of non-compliance with the Rules, rule 7 of the IT Rules, 2021 becomes applicable and the intermediaries are liable to lose their exemption under section 79 of the Information Technology Act 2000 (or safe harbour immunity).
