



DPCGC/ADVISORY NO. 1

**ADVISORY QUA THE DISPLAY OF NAME & DETAILS OF THE GRIEVANCE
OFFICER ON THE WEBSITE & APP ALONG WITH THE MONTHLY
DISCLOSURE REPORT**

Attention is invited to the Notice of MIB dated 27.02.2022 regarding the disclosure of certain details relating to grievance redressal by Self Regulatory Bodies under Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021.

Accordingly, it has come to the notice of the GRB that some members of DPCGC have not displayed the Contact name and contact details of the Grievance Officer on their website and have also not uploaded the updated monthly grievance disclosure report.

It is informed that Rule 11(2)(b) categorically provides that the Publishers shall display the name and contact details of its Grievance Officer at an appropriate place on its website or interface. Further, Rule 19(1) of the IT Rules, 2021 categorically provides that every publisher must make true and full disclosure of all grievances received by it and the said information must be clearly displayed on the website and app and updated monthly in the format provided by MIB.

Having regard to the provisions of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, it is informed that not providing for the name and contact details of the Grievance Officer on the platform's websites and app along with non-disclosure of the monthly report qua the grievances received, do not appear to be in strict conformity with the law.

In light of the Ministry's Notice dated 27.02.2022 and the above, and having regard to the larger public interest involved, the DPCGC members are strongly advised to ensure compliance with the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 and clearly display the name and contact details of the Grievance Officer on your website and app. Further, you are also strongly advised to provide the monthly disclosure report on your website and app irrespective of there being less or no grievances.

Justice A.K. Sikri
Former Judge, Supreme Court of India
Chairperson, Grievance Redressal Board
Digital Publisher Content Grievances Council

Dated: 14.04.2023