

**GOVERNMENT OF INDIA
MINISTRY OF INFORMATION AND BROADCASTING
LOK SABHA**

**UNSTARRED QUESTION NO. 1459
TO BE ANSWERED ON 12.12.2023**

GRIEVANCE REDRESSAL MECHANISMS

1459. SHRI MADDILA GURUMOORTHY:

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

- (a) whether the Government is aware that there is no grievance redressal mechanism for an individual to register a complaint for redressal of their grievance, if something is written against them in the media and if so, the details thereof;
- (b) whether the Government considered developing grievance redressal mechanisms at all levels i.e. district, State and Centre;
- (c) if so, the details thereof and if not, the reasons therefor;
- (d) whether the Government has considered providing in-house grievance redressal mechanisms in all forms of media; and
- (e) if so, the details thereof and if not, the reasons therefor?

ANSWER

**THE MINISTER OF INFORMATION AND BROADCASTING; AND
MINISTER OF YOUTH AFFAIRS AND SPORTS
(SHRI ANURAG SINGH THAKUR)**

(a) to (e): The Government has in place institutional mechanisms for redressal of grievances relating to content on various media platforms. For print media, the Press Council of India (PCI), a statutory body constituted under the Press Council Act, 1978, has in place a complaint mechanism under section 14 to look into complaints relating to violation of the Norms of Journalistic Conduct, brought out by PCI, which inter alia requires the newspapers not to publish anything which is manifestly defamatory or libelous against any individual under certain circumstances.

For news on digital media and private satellite TV channels, the Government has put in place a three tier mechanism for redressal of grievance to look into complaints relating to violation of the Code of Ethics laid down under the Information Technology (intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 and the Programme Code under the Cable Television Networks (Regulation) Act, 1995, respectively. The Codes inter alia refrains news entities from publishing anything which is defamatory, or which maligns or slanders any individual or person.

Appropriate action is taken where violation of the Codes are found.
