

No.-A-50013/42/2023-DM
Government of India
Ministry of Information & Broadcasting
Digital Media Division

Date: 27th February, 2023

To,

Shri Jitendra Mehta CEO,
Print and Digital Media Association
41, M.M.Road, III Floor, Rani Jhansi Marg,
New Delhi-110055
Email- jitmehta02@gmail.com.

Subject: Disclosure of certain details relating to grievance redressal by Self Regulatory Bodies under Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021- regarding

Sir/Madam,

The undersigned is directed to refer to this Ministry's letter No. A-50013/183/2022-DM dated 02.12.2022 conveying approval of the competent authority for registration of **Print And Digital Media Association** as a Level II Self Regulatory Body under rule 12 of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, and state as under.

2. Rule 19 of the aforementioned Rules provides that self-regulatory bodies shall publish on its website a periodic compliance report every month mentioning the details of grievances received and action taken thereon. The format for monthly disclosure was released by the Ministry vide Public Notice No. DM/38/2021-DM dated 09.09.2021, a copy of which is enclosed for reference. Further, rule 11(2)(b) provides that the publishers shall display details related to their grievance redressal mechanism and the name and contact details of its Grievance Officer at an appropriate place on its website or interface.

3. However, it has come to the notice of the Ministry that the monthly disclosure reports regarding grievance redressal are not available on the website of Print And Digital Media Association. It has also been observed that several publishers associated with Print And Digital Media Association have not displayed the name and contact details of their Grievance Officer.

4. Accordingly, Print And Digital Media Association may take necessary action to display details regarding the grievance redressal mechanism, and monthly disclosures regarding the grievances resolved at Level-II of the grievance redressal mechanism at an appropriate place on your website.

5. The Print And Digital Media Association may also advise the publishers associated with it to display the name and contact details of their Grievance Officers, and may take appropriate measures to create awareness among the general public regarding the self-regulatory mechanisms available at Level-I and Level-II of the three-tier grievance redressal framework provided under the Rules.

6. The Ministry may be informed regarding the action taken for compliance.

7. This is issued with the approval of the competent authority.

Encl: as above



(Kshitij Aggarwal)
Deputy Director (Digital Media)
Email: kshitij.aggarwal@gov.in