

Grievance Appellate Committee

Terms of Service

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1. Introduction of Grievance Appellate Committee

The Central Government established three Grievance Appellate Committees on 27th January 2023 as per the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 [IT Rules, 2021] vide notification S.O. 442(E) dated the 27th of January 2023.

2. Overview

2.1 [Any person who is aggrieved by a decision of the Grievance Officer or whose grievance is not resolved within the period specified for resolution in sub-clause (i) of clause (a) of subrule (2) of rule 3 or clause (b) of sub-rule (2) of rule 3 or sub-rule (11) of rule 4A of the IT rules, 2021, as the case may be,] may prefer an appeal to the Grievance Appellate Committee within a period of thirty days from the date of receipt of communication from the Grievance Officer.

2.2 The Grievance Appellate Committee deals with such appeal expeditiously and make an endeavor to resolve the appeal finally within thirty calendar days from the date of receipt of the appeal.

3. How it works

3.1 The Grievance Appellate Committee adopted an online dispute resolution mechanism wherein the entire appeal process, from filing of appeal to the decision thereof, shall be conducted through digital mode. The appellant may file his appeal on the URL: <https://gac.gov.in>

3.2 While dealing with the appeal if the GAC feels necessary, it may seek assistance from any person having requisite qualification, experience and expertise in the subject matter.

3.3 Every order passed by the Grievance Appellate Committee shall be complied with by the intermediary concerned and a report to that effect shall be uploaded on its website.

4. Privacy Policy

This privacy policy (“**Privacy Policy**”) is in the context of and to govern the access and usage of the platform (<https://gac.gov.in>) of the Grievance Appellate Committee [hereinafter referred as GAC] which

is being administered by **MeitY and** constituted under Rule 3A of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 [IT Rules, 2021].

5. Disclaimer

The GAC platform is being made available on an “as-is” basis. All services such as those provided by this platform are never wholly free from defects, errors and bugs, and the Government of India provides no warranty or representation to that effect. The functioning of the platform is dependent on the compliance by all registered users on these Terms. Accordingly, the Government of India disclaims all liability on account of such non-compliance.

6. Liability

The Government of India will make best efforts to resolve your grievances as described but will not be liable for the irrelevant complaints or appeals.

7. Governing Law

These Terms shall be governed by the laws of India.

8. Contact Us

In case of any grievance regarding the functioning of GAC platform, you may reach out to us at: support-gac[at]gov[dot]in.