

# Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021: Grievance Appellate Committees Transparency Report in accordance with Rule 3A(7)

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### Appeals by Google service and outcome

This report outlines the number of user appeals received by Google from the Grievance Appellate Committees (GAC) during the period from March 1, 2023 to September 30, 2023, the Google service associated with each appeal and the outcome of each appeal to the extent decided.

Upon receipt of an appeal from a user aggrieved by an order passed under Google's Grievance Redressal processes, the GAC either admits the appeal and subsequently reviews Google's decision on the initial complaint made to the Grievance Redressal mechanisms or the GAC declines to admit the appeal. The GAC may decline to admit the appeal, for instance, in cases where the appellant did not file an initial complaint as per the Grievance Redressal processes or where the appeal was filed for an action taken by the platforms on the basis of court order or appropriate government requests. If the appeal is admitted, the GAC upholds or overturns the original decision taken by Google's Grievance Redressal mechanisms and issues an order.

During the reporting period, the GAC received and closed 12 appeals relating to Google services (see breakdown of appeals, by service and outcome, in the table below). The GAC upheld Google's original decision for six of these appeals, rejecting the appeals. Six appeals were not admitted by the GAC and therefore no action was required by Google.

Service	Appeals Received and Closed	Appeals Rejected	Appeals Allowed	Appeals Not Admitted by GAC
YouTube	5	2	0	3
Gmail	5	4	0	1
Google Play	1	0	0	1
Google Maps	1	0	0	1
<b>Total</b>	<b>12<sup>1</sup></b>	<b>6</b>	<b>0</b>	<b>6</b>

<sup>1</sup> This does not include the appeals that have been received but are pending a final decision by the GAC.