

WHATSAPP APPOINTS GRIEVANCE OFFICER

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Under pressure to clamp down on fake messages, WhatsApp has appointed a grievance officer for India and has detailed out the process for users to flag concerns and complaints, including those around fake news.

Meeting one of the key demands that India had put forward to WhatsApp to curb fake messages that triggered mob killings, the Facebook-owned company has updated its website to reflect the appointment of a grievance officer for India. The update mentions that users can seek help through the mobile app, send an e-mail or write to Komal Lahiri, who is based in the U.S.

According to Ms. Lahiri's LinkedIn profile, she is the senior director, global customer operations and localisation, WhatsApp.

When contacted, a WhatsApp spokesperson declined to comment on the matter, but pointed to the public FAQ on the company's website that contains further details.

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