

## Customer Query Process

(Including complaints, grievances, clarifications, etc. sought from BARC India)

How to submit a query:

### Step 1: Submitting a query for the first time

Send an e-mail of your grievance to the designated account manager and the BARC India's Research team at [YUMIresearch@barcindia.co.in](mailto:YUMIresearch@barcindia.co.in)

### Step 2: You are not satisfied with the first response

If the resolution you receive does not meet your expectations, Mr. Aaditya Pathak, Executive Vice President, Partnerships & Growth, BARC India. He can be reached on [aaditya.pathak@barcindia.co.in](mailto:aaditya.pathak@barcindia.co.in)

### Step 3: You are not satisfied with the second response

If you are still not satisfied with the resolution you receive, please write to Mr. Nakul Chopra, Chief Executive Officer and Principal Nodal Officer, BARC India. He can be reached at [nodal.officer@barcindia.co.in](mailto:nodal.officer@barcindia.co.in)

### Step 4: When you are not satisfied with the earlier resolutions

If you are still not happy with the resolution, please write to the Appellate Authority at [disciplinary.committee@barcindia.co.in](mailto:disciplinary.committee@barcindia.co.in)

Hard copies of complaints can be sent to  
61, Valancia Tower, 4th Floor,  
Raj Kamal Marg, Parel (E): 400012  
Tel: 022 – 49192000  
Fax: 022 – 49191906

Timelines at each stage would be as those prescribed by the Ministry of Information and Broadcasting. Current policy for the same is available on [http://broadcastseva.gov.in/TRP\\_loading\\_page/TRP\\_Guidelines\\_16.01.2014.pdf](http://broadcastseva.gov.in/TRP_loading_page/TRP_Guidelines_16.01.2014.pdf)