

DETAILS OF COMPLAINTS (APR 2026 - JUN 2026)

#	ORGANISATION	RECD DATE	RESPONSE DATE	COMPLAINT	RESOLUTION/ RESPONSE SUMMARY
1	BPL Media Private Limited	22-May-26	22-May-26	1. Concern regarding non - release of channel numbers ("Tabbar Hits") 2. Termination of channel in case the matter cannot be resolved on an urgent basis. 3. Strong protest against administrative arbitrariness, delays, bias, non-transparency and deteriorating institutional credibility of BARC India	1. Explained in detail the process for newly watermarked channels 2. Since watermarking date was 7th May 2026, the minimum period of 4 weeks for release of data (as mentioned in the "Policy for release of a channel's viewership data" as published on BARC website, will be considered from 9th May 2026. 3. It was also informed that both programme logs and commercial logs are available in the YUMI software for Tabbar Hits from 9th May 2026 itself, which the subscribers can access. 4. Has been explained to BPL Media team on call subsequently, and the service has started and is ongoing.
2	BPL Media Private Limited	24-Jun-26	11-Jul-26	Concern regarding compliance by BARC as regards suspension or withholding of ratings for news channels, application of uniform, fair and non - discriminatory policy, criteria and methodology used, possibility of differential treatment for certain news channels and application of the policy in an arbitrary, discriminatory and non- transparent manner.	1. Genesis of the genre classification policy was explained 2. Also mentioned that the policy was shared to all the broadcasters and due to change in management of the subscriber, the new management might not be updated with the policy 3. The policy is applied equitably and impartially to all subscribers 4. In the specific case of genre and language policy, decisions arrived at purely on the basis of data and as a result of the impartial application of the policy the channel - Chardikala Time TV was not deemed to be a news channel 5. It was assured that BARC will review the genre and language policy keeping in mind the interests of our subscribers and applicable regulatory guidance