

DETAILS OF COMPLAINTS (OCT 2025 - DEC 2025)						
#	ORGANISATION	RECD DATE	RESPONSE DATE	COMPLAINT	RESOLUTION/ RESPONSE SUMMARY	
1	Kerala Television Federation	3 rd Nov, 2025	5 th Nov, 2025	* BARC Viewership data not Reliable (Media One reference) * Vigilance issues in Kerala Market. * Landing page concerns.	<ul style="list-style-type: none"> * Regarding Media One TV moving out of BARC rating ecosystem - multiple reasons for a channel to move out of rating system (Commercial, Breach of signed terms, non-compliant, etc) * Vigilance process and Efficiency explained *Landing page - Methodology explained in detail <ul style="list-style-type: none"> -Identification of landing page -Impact of Landing page channel on viewership -Mitigating the impact of Landing Page Channels on viewership 	
2	Kerala Television Federation	13 th Nov, 2025	NA	* Complaint alleging BARC employee involvement in BARC data tampering: that the employee leaked data relating to PIN codes, demanded and received money from a Kerala TV channel owner and leaked pre-release ratings information to the channel owner.	<ul style="list-style-type: none"> * BARC has initiated an independent third - party forensic audit to investigate the allegations of involvement of a BARC employee in manipulation of television ratings for a regional broadcaster, as also mentioned in the press release. 	
3	Yash TV Entertainment Pvt Ltd (Protidin Time)	2 nd Dec, 2025	4 th Dec, 2025	* Request for taking action regarding the Kerala market complaint and questioning if Assam is clear from such practices	<ul style="list-style-type: none"> * Informed regarding the forensic investigation initiated into the Kerala complaint * Explanation of the Vigilance process, thorough investigation into complaints which includes both statistical and on-ground checks * Explained Oversight Committee composition and its functioning * Vigilance team will be informed about client's apprehensions regarding Assam region 	
4	North-East Broadcasters Association	13th Dec, 2025	18th Dec, 2025	* Complaint for TRP manipulation in North East India – mentioning about the recent case in Kerala and asking for assurance that the same is not happening in Assam/ NE/Sikkim. * Also refers to whistleblower complaint received by the Association also mentioning TRP manipulation.	<ul style="list-style-type: none"> * Informed regarding the forensic investigation initiated into the Kerala complaint *Informed that BARC has not received any complaint from the mentioned whistleblower, hence can respond to any specific and substantive points raised, if the Association can share a copy of the complaint. * Explanation of the Vigilance process, and that suspected instances of viewership malpractices (i.e., panel infiltration and tampering) are fully investigated with thorough data analyses and on-ground inspections. * Oversight Committee composition and its functioning * Vigilance team will be informed about client's apprehensions regarding Assam region * BARC assured that feedback received from every subscriber is taken up with equal importance, robustly investigated and action taken wherever called for. 	