



**BROADCAST  
AUDIENCE  
RESEARCH  
COUNCIL  
INDIA**

## **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 [BMWresearch@barcindia.co.in](mailto:BMWresearch@barcindia.co.in)

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

If the resolution you receive does not meet your expectations, please write to Mr. Romil Ramgarhia, Chief Business Officer, BARC India. He can be reached on [cbo@barcindia.co.in](mailto:cbo@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. Partha Dasgupta, 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**

Rose Cottage,  
Next to Citi Tower,  
61, Dr S. S. Rao Road,  
Parel (East), Mumbai, 400012 India.  
Tel: +91 22 49226600  
Fax: +91 22 49226601



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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)

### **Query status for the period June 1<sup>st</sup> 2017 to July 18<sup>th</sup> 2017**

<b>Since JUNE 2017</b>	<b>Count</b>
Number of queries received	405
Number of queries resolved	371
Resolution Rate	92%
Average time for query resolution	2.0