

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

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 Operating Officer, BARC India. He can be reached on coo@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. Partho Dasgupta, Chief Executive Officer and Principal Nodal Officer, BARC India. He can be reached at 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

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

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

Query status for the period June 1st 2017 to July 18th 2017

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