

Frequently asked Questions (FAQs) related to Broadcasting Wing

1. Is the Government mandated to regulate content of Programme and Advertisement telecast on Private Satellite TV Channels ?

Reply: Yes, All contents telecast on private satellite TV channels governed by Programme and Advertisement rules framed under the Cable Television Networks Rules, 1994.

The link of the Programme and Advertisement Codes inscribed in CTN Rule, 1994 given below:

https://mib.gov.in/sites/default/files/pc1_0.pdf

2. Is there any complaint redressal mechanism for adherence to Programme and Advertisement Codes for Private Satellite Channels?

Reply: All programmes telecast on private satellite TV channels are required to adhere to the Programme Code and Advertising Code laid down in Cable Television Networks Rules, 1994 framed under the Cable Television Networks (Regulation) Act, 1995. Further, The Central Government has amended the Cable Television Networks Rules, 1994 on 17.06.2021 to provide for a statutory mechanism for redressal of grievances/ complaints of citizens related to Programme and Advertising Codes. The Rules provide for a three-level complaint redressal mechanisms:

- Level I – self-regulation by broadcasters;
- Level II – Self-regulation by the self-regulating bodies of the broadcasters; and
- Level III – Oversight mechanism by the Central Government.

The links of the Cable Television Network (Amendment), Rules 2021 is given below:

<https://mib.gov.in/sites/default/files/227661.pdf>

3. What are the timelines for processing of Grievance and Complaint received from General Public?

Reply: Complaints/Grievances received by the Ministry are dealt under the Cable Television Network (Amendment) Rules, 2021 in a time-bound manner. It is prescribed in Cable Television Network (Amendment) rules that where such complaint relates to Advertising Code laid down by the Advertising Standards Council of India, and that Council shall take a decision on the complaint within sixty days of its receipt, and communicate the same to the broadcaster and the complainant.

Every other complaint shall be dealt with in the following manner, namely: -

- a. The broadcaster shall dispose of the complaint and inform the complainant within fifteen days of receipt of such complaint;
- b. if the complainant is not satisfied with the decision of the broadcaster, he may prefer an appeal to the self-regulating body, within fifteen days therefrom;
- c. The self-regulating body shall dispose of the appeal within sixty days of receipt of appeal;
- d. Where the complainant is not satisfied with the decision of the self-regulating body, he may, within fifteen days prefer an appeal to the Central Government for its consideration under the Oversight Mechanism referred to in rule 19.

4. What are the actions taken by the Government in case of violation of Programme Code and Advertisement Code?

Reply: The Government has an institutional mechanism for taking action in all such cases where the Programme Code and Advertisement Code are found to be violated by the private TV channels, which includes issuance of Advisories, Warnings, Apology Scroll Orders, Off-air Orders, etc.

5. Does the Ministry take Suo-Moto action in case of violation of Programme and Advertisement Codes prescribed under Cable Television Network Rules, 1994 ?

Reply: To ensure that all Private Satellite Channels adhere to the Programme and Advertisement Codes, the Ministry issues advisories time to time to all Private Satellite Channels.

The link of the advisories issued by the Ministry till date given below:

<https://mib.gov.in/broadcasting/content-regulation/private-tv-channels>