Complaints relating to Content

The content available on 'Mazhavil Manorama' & 'Mazhavil Manorama HD' television channels are regulated under the Cable Television Networks Rules, 1994 (as amended by the Cable Television Networks (Amendment) Rules, 2021). Before making a Grievance and/or Complaint, viewers are encouraged to go through the above-mentioned Rules along with the Grievance Redressal Processes provided therein. The same can also be accessed at: https://mib.gov.in/sites/default/files/25-6%20CTN%20Appl%205.5X8.5inch%281%29_0.pdf

MM TV Limited, which owns and operates Mazhavil Manorama & Mazhavil Manorama HD television channels has appointed the following person as the Officer to deal with the Grievances and/or Complaints received by it in terms of the said Rules. Mazhavil Manorama & Mazhavil Manorama HD are members of The Indian Broadcasting & Digital Foundation ("IBDF") (formerly known as The Indian Broadcasting Foundation) www.ibdf.com.

The name of the Compliance/Grievance Officer and the contact details are as follows:

Name of the Compliance Officer : Roshith K. T.

Designation: Deputy Manager – P & A

Address: NH Bypass Road, Aroor Post, Kerala - 688534

Phone: 0478 - 2840000

E-mail id of the Compliance Officer : compliance@mmtv.in

The complaint will be reviewed, verified and addressed at the earliest, however it will be responded to within 15 days from date of receipt of the complaint in proper order

The complaint should contain the following. :

(a) The Name, Postal Address, Email Id and Contact No. of the Complainant.

(b) Details of the Objectionable Content i.e. Name of the Channel / Platform, Name of the Programme Date & Time of Telecast and Timestamps (specific time(s) the matter appears for the content in respect of which the grievance is being filed.

(c) The nature of the grievance and the provisions of the Rules that complainant believe are being violated.