



Broadcasting Contents Dept.

2011 Second Quarter (April ~June) NCC Broadcasting Contents Supervision Report

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media; the supervision of broadcasting contents is one of its primary responsibilities. This report is an analysis of complaints of the public posted on the broadcasting content complaints website and the subsequent disciplinary measures taken when broadcasting contents were found to be in violation of television and radio regulations. The objective of this report is to update the general public with recent information on the supervision of broadcasting contents by the NCC.

In terms of the supervision of television and radio programs, NCC acts in accordance with Radio and Television Act and Satellite Broadcasting Act. This report only shows the statistical evidence of complaints regarding broadcasting contents. It does not necessarily mean that the related programs or broadcasting businesses violated the relevant regulations.

◆ Complaints-Overall

According to the data on complaints about the contents of television, radio and the Internet accumulated in the second quarter of 2011 (April to June), there were 1,246¹ complaints in total. The following are statistics and analysis of complaint types and the sum of cases.

You can see from Figure 1 that television is the media type most complained about in the second quarter of 2011 with 1,090 cases (87.5%), followed by 100 complaints about the Internet (8.0%) and 56 complaints about Radio (4.5%).

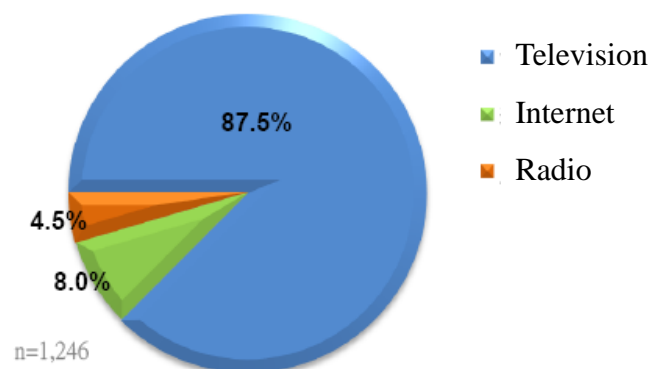


Figure 1: Complaints in in the second quarter of 2011 by Media Types

¹ The 16 cases of “others” include complaints not related to broadcasting contents and those that fall under the responsibilities of other authorities. Examples include newspapers, films, and exhibitions.

From Table 1 we can see that of all 1,246 complaints, 875 (70.2%) were made by male, whereas 293 (23.5%) were made by females and another 78 (6.3%) complaints made by people not specifying their gender or with an unrecognizable tick in the questionnaire. For the complaints about television programs, 763 were made by male viewers while 268 were made by female viewers. And another 59 were made by those not specifying their gender. For complaints against radio programs, 50 and 5 complaints were made by male and female audience respectively and another 1 complaint was made without specifying gender. For complaints against internet contents, 62 were made by male users while 20 were made by females, and another 18 were made by those not specifying their gender.

However, it should be noted that the proportion of gender is based on the “number of complaints” not the “number of people who made complaints”. Among the complaints made in the second quarter, 270 complaints were from unique email addresses (registered as male), which equaled to 21.7% of the total number of complaints and 30.9% of complaints made by males.

Table 1: Complaints of the first quarter 2011: by Gender			
Gender \ Media Type	Male	Female	Those not specifying gender or with an unrecognizable tick
Television	763	268	59
Radio	50	5	1
Internet	62	20	18
Total	875	293	78
Percentage	70.2%	23.5%	6.3%

Figure 2 shows 557 (44.7%) of complaints were made through the NCC’s website (<http://freqdbo.ncc.gov.tw/ppcs>) specifically set up by NCC while 689 (55.3%) complaints were through other channels such as telephone, email, and forwarded cases from other agencies.

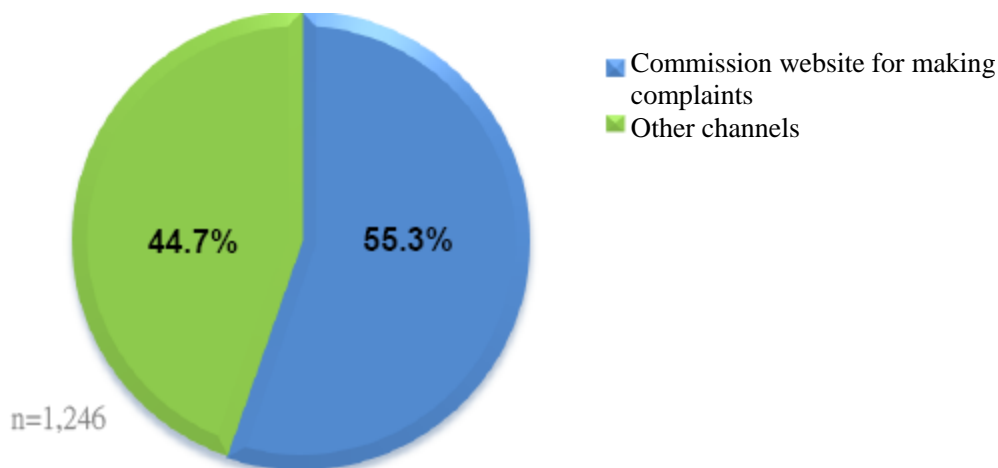


Figure 2: Complaints in in the second quarter of 2011 by Channel

Table 2 sorted by the type of inappropriate contents, shows that there were 201 complaints (16.1%) about “commercials overrunning”, followed by 153 complaints (12.3%) about “false or unjust contents”, 152 complaints (12.2%) about “violation of ethical and moral standards”, 122 complaints (9.8%) about “harm to juveniles and children”, and 116 complaints (9.3%) about “no distinction between programs and commercials”. In total, the 5 most common types of complaint account for almost 60.0% of cases. Further analysis indicates that 182 complaints about “commercials overrunning” of TV programs were from same email address in the second quarter of 2011. Please see Table 2 for the number and proportion of other types.

Table 2: Complaints of the first quarter 2011: by Type of Inappropriate Content		
Item	No.	%
Commercials overrunning	201	16.1%
False or unjust contents	153	12.3%
Violation of ethical and moral standards	152	12.2%
Harm to children and juveniles	122	9.8%
No distinctions between programs and commercials	116	9.3%
Comments on the contents, languages or schedule of certain channels, programs, commercials and web pages (repeating certain programs too frequently, broadcasting time, inappropriate dubbing or wording, inappropriate broadcasting time or duration, unsuitable hosts or guests, influence of certain contents on individuals, etc.)	87	7.0%
Violation of journalistic ethics and professionalism (too many sexual programs, overlooking public values, inappropriate values, lack of professionalism, lack of diversity in news, violation of human rights, repeating certain contents too frequently, etc.)	85	6.8%
Inappropriate program rating	74	5.9%
Suggestions on the overall broadcasting management policies/regulations	52	4.2%
Inappropriate commercial contents or play schedule	48	3.9%
Comments on the direction of the program (increasing Taiwanese programs, promoting ethical standards in the program, increasing multiple language learning programs, noticing the needs of minority groups, encouraging creativity, etc.)	45	3.6%
Regulation/information inquiries and other suggestions	33	2.6%
Exaggeration of the effects of health foods, drugs, or religious services on infomercial programs and commercials	26	2.1%
Changes without notice in advance	13	1.0%
Internet right violation and disputes	12	1.0%
Illegal use of on-screen news flashes	8	0.6%
Incomplete complaints	6	0.5%
Others ¹	13	1.0
Total	1,246	100%

Includes complaints over the signal, shopping/consumer disputes, overwriting with local commercials, requests for specific specific channel/programs, internet news commercialization.

2. The complaint sum includes the repeated complaints or complaint tracking. There were 57 about commercials overrunning, 5 complaints about false or unjust contents, 10 about violation of ethical and moral standards, 2 about harm to youth and children, 8 about no distinctions between programs and commercials, 3 about comments on the contents, languages or schedule of certain channels, programs, commercials, and internet pages, 6 about violation of journalistic ethics and professionalism, 1 about inappropriate program rating, 4 about personal suggestions on the overall broadcasting management policies/regulations, 5 about inappropriate commercial contents or broadcast time, 35 about comments on the direction of the program, 4 about regulation/information inquiries, and 3 about internet right violation and disputes.

◆ Complaints – Television

Figure 3 shows that of all the 1,090 complaints about television programs, most are about general programs² such as dramas, variety shows, infomercial programs, non-specific programs and others, occupying 53.4% (582) of all cases, followed by 352 complaints about news reports (32.2%), 86 complaints about television commercials/ shopping channels (7.9%), 36 complaints about political talk shows (3.2%) and 34 complaints about general talk shows (3.1%).

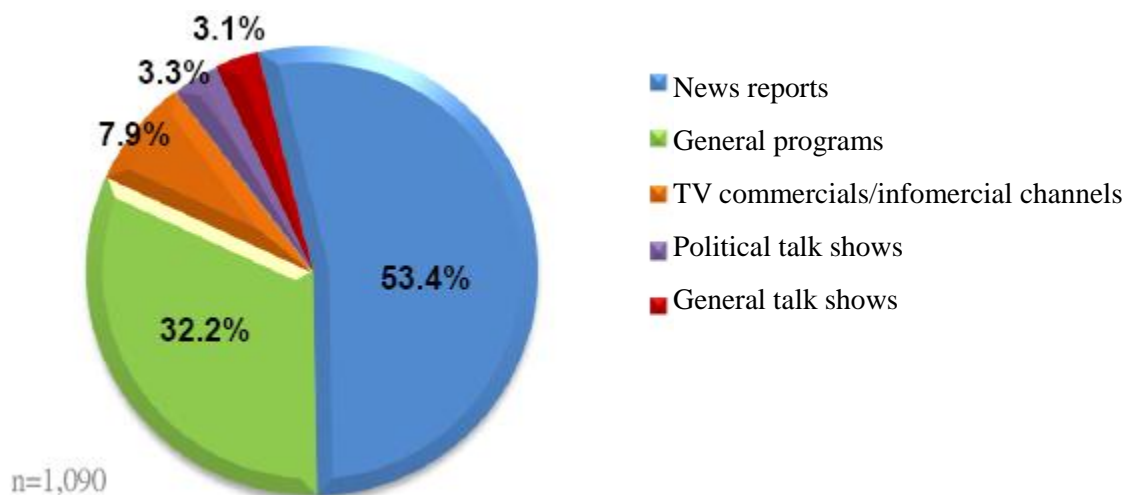


Figure 3: Complaints in in the second quarter of 2011 by Program Types

Figure 4 indicates that among the 582 complaints about general programs, 319 complaints about “dramas” makes up for the biggest proportion (54.8%), followed by 108 complaints about variety shows (18.6%), 48 complaints about “non-specific programs” (8.2%). These are the three most common complaints about inappropriate contents in general programs, accounting more than 80.0% of all complaints. The remaining are 41 complaints about children shows (7.0%), 23 about sports programs (4.0%), 19 about leisure programs (3.3%), 16 about “infomercial programs³” (2.7%) and 8 about folklore /religious programs (1.4%).

² Refers to programs other than news reports, talk shows and television shopping/commercials, including non-specific, dramas, variety shows, children, sports, infomercial programs, etc

³ Infomercial programs refer to television programs offering information or ideas regarding daily life, shopping.

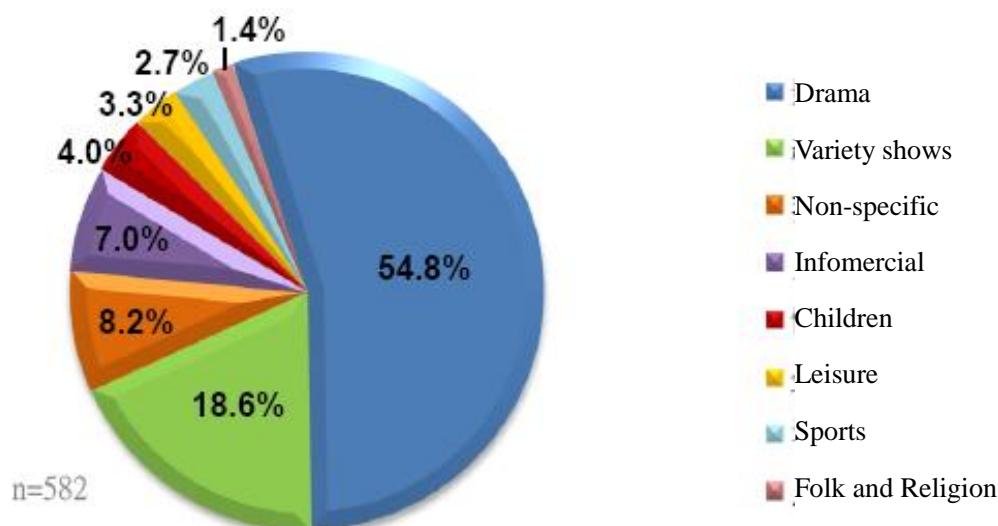


Figure 4: Complaints about Television in the second quarter of 2011 by Program Types

As we can see from Table 3, with regards to complaints about general programs, there were 117 complaints about “commercial overturning” (30.4%) - more than double the proportion double in the first quarter of 2011 (14.5%) because 163 complaints of all 177 complaints were from the same email aimed at several TV stations/programs commercials’ number and duration, accounting to 92.7% of the complaints about commercials overrunning. This is followed by 94 complaints (16.2%) about “violation of ethical and moral standards”, 63 complaints (10.8%) about “inappropriate program rating”, 62 complaints (10.7%) were about “harm to children and juveniles, and 40 complaints (6.9%) about “comments on the contents, languages or schedule of certain channels and programs”. These 5 kinds of complaints make up for 74.9% of the complaints made about general programs.

Table 3: Complaints in the second quarter 2011: by Type of Inappropriate Content

Program Types	Inappropriate Contents	Number	%
General programs	Commercials overrunning	177	30.4%
	Violation of ethical and moral standards	94	16.2 %
	Inappropriate program rating	63	10.8%
	Harm to children and juveniles	62	10.7 %
	No distinction between programs and commercials	35	6.0%
	False or unjust contents	15	2.6 %
	Exaggeration of the effects of health foods, drugs, or religious services on infomercial programs and commercial	15	2.6 %
	Changes without notice in advance	12	2.1%
	Illegal use of on-screen news flashes	5	0.9 %
	Inappropriate commercial contents or play schedule	4	0.7 %
	Overwriting with local commercials	2	0.3%
	Others	Comments on the contents, languages or schedule	40

	of certain channels/programs (repeating certain programs too frequently, broadcasting time, inappropriate dubbing or wording, inappropriate broadcasting time or duration, unsuitable hosts or guests, influence of certain contents on individuals, etc.)		
	Suggestions on the overall broadcasting management policies/regulations	22	3.8 %
	Regulation/information inquiries	14	2.4 %
	Comments on the direction of the program (increasing Taiwanese programs, promoting ethical standards in the program, increasing multiple language learning programs, noticing the needs of minority groups, encouraging creativity, etc.)	13	2.2 %
	Request to broadcaster designated channel or program	2	0.3%
	Incomplete complaints	5	0.9 %
	Signal disputes	2	0.3 %
	Subtotal for other complaints	98	16.8%
Total		582	100.0%

Note: The sum of complaints includes repeated complaints and complaints tracking. The individual case number for each complaint type is 51 about commercial overturning, 8 about violation of ethical and moral standard, 2 about harm to children and youth, 1 about false or unjust content, 1 about overwriting with local commercials, 2 about comments on the contents, languages or schedule of certain channels, 1 about suggestions on the overall broadcasting management policies/regulations, 3 about regulation/information inquiries, and 5 about comment on the direction of program.

We can see from Table 4 that of all the complaints made about television news, 84 complaints (23.9%) were about “false or unjust contents”, followed by 78 complaints (22.2%) about “violation of journalistic ethics and professionalism”, 68 complaints about “no distinction between programs and commercials”. These three most common complaints about inappropriate content account for 65.4% of all cases.

Table 4: Complaints about Television News in the second quarter 2011: by type of Inappropriate Content

Program types	Inappropriate contents	Number	%
Television news	False or unjust contents	84	23.9%
	No distinction between programs and commercials	68	19.3%
	Violation of ethical and moral standards	27	7.7%
	Commercials overrunning	20	5.7%
	Harm to children and juveniles	15	4.3%
	Inappropriate program rating	6	1.7%
	Inappropriate commercial contents or play schedule	2	0.6%
	Others	Violation of journalistic ethics and	78

	professionalism (too many sexual programs, overlooking public values, inappropriate values, lack of professionalism, lack of diversity in news, violation of human rights, repeating certain contents too frequently, etc.)		
	Comments on the contents, ways of expression, or schedule of certain news channels (inappropriate titles, news subjects, etc.)	21	6.0%
	Suggestions on the overall broadcasting management policies/regulations	18	5.1%
	Regulation/information inquiries	7	2.0%
	Comments on the direction of the program (increasing Taiwanese programs)	6	1.7%
	Subtotal for other complaints	130	36.9%
Total		352	100%

Note: The sum of complaints includes repeated complaints and complaints tracking. The individual number of cases is 1 complaint about false and unjust contents, 7 about No distinction between programs and commercials, 1 about violation of ethical and moral standard, 5 about commercials overrunning, 1 about harm to youth and children, 6 about violation of journalistic ethics and professionalism, 5 about personal suggestions on the overall broadcasting management policies/regulations, and 5 about comments on the direction of the program.

From Table 5, we can see that of all the 86 complaints about television commercials, 39 (45.3%) were about “inappropriate commercial contents or broadcasting schedule”, followed by 9 complaints (10.5%) about “comments on certain commercials”. The top 2 types account for more than 50.0% of cases. Please see Table 5 for the number and proportion of other types.

Table 5: Complaints about Television Commercials /Infomercial Programs in the second quarter of 2011: by Type of Inappropriate Content

Program Types	Inappropriate Contents	Number	%	
Television commercials/ infomercial programs	Inappropriate commercial contents or broadcast schedule	39	45.3%	
	Violation of ethical and moral standards	8	9.3%	
	Harm to children and juveniles	8	9.3%	
	False contents	5	5.8%	
	Exaggeration of the effects of health foods, drugs, or charge for religious services on infomercial programs and commercial	3	3.5%	
	Inappropriate program rating	1	1.2%	
	Others	Comments on certain commercials (inappropriate dubbing or wording)	9	10.5%
		Regulation/information inquiries	8	9.3%
		Suggestions on the overall broadcasting management policies/regulations	2	2.3%
		Consumer disputes	2	2.3%

		Overwriting with local commercials	1	1.2%
		Subtotal for other complaints	22	25.6%
Total			86	100.0%

Note: The sum of complaints includes repeated complaints and complaints tracking. The individual number of cases is 4 about false or unjust contents, and 1 about commercials overrunning.

We can see from Table 6 that of all the 70 complaints about television talk shows, 33 (47.1%) complaints were about “false or unjust contents”. The second major type of complaint was 11 complaints (15.7%) aimed at opinions in certain talk show programs, including inappropriate topics and unprofessional hosts and guests in talk shows, etc.

Table 6: Complaints about Television Talk Shows in the second quarter of 2011: by Type of Inappropriate Content

Program Types	Inappropriate Contents	Number	%	
Talk Shows	False or unjust contents	33	47.1%	
	No distinction between programs and commercials	6	8.6%	
	Commercials overrunning	4	5.7%	
	Inappropriate program rating	4	5.7%	
	Violation of ethical and moral standards	3	4.3%	
	Illegal use of on-screen news flashes	3	4.3%	
	Harm to children and juveniles	2	2.9%	
	Changes without notice in advance	1	1.4%	
	Others	Complaints on certain talk shows (inappropriate topics, unprofessional hosts and guests, etc.)	11	15.7%
		Suggestions on the overall broadcasting management policies/regulations	2	2.9%
		Comments on the direction of the program	1	1.4
Subtotal for other complaints		14	20.0%	
Total		70	100.0%	

Note: The sum of complaints includes repeated complaints and complaints tracking. There was 1 complaint about false and unjust contents.

Each of the following programs in in the second quarter of 2011 (April to June) received more than 10 complaints, including “Night Market Life” of FTV, “Harmonious Family for Prosperity” of iSET, “Face News” of Era News, “People Party” of Cti TV Entertainment, “Mr. Kang & Ms. Xi” of Cti TV General, “Monga” of CTS and “Smile Again” of GTV Drama (please see Table 7 for more information):

Table 7: Complaints about television programs in the second quarter of 2011

Name of Program/Commercial	Channel	Type	Number
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Night Market Life	FTV	Drama	73
Harmonious Family for Prosperity	SET	Drama	56
Face News	Era News	Talk show	12
People Party	Cti TV Entertainment	Variety show	11
Mr. Kang & Ms. Xi	Cti TV	Variety shows	11
Monga	CTS	Drama	11
Smile Again	GTV Drama	Drama	10

1. “Night Market Life” of FTV – 73 complaints

Complaints: The relationship between characters is immoral, and plots are too extreme and violent, such as a counselor asking a gangster to assault someone, showing a connection between the Police and gangsters, a pregnant woman drinking, taking sleeping pills– all of which is an abrasive violation of ethical and moral standards and has an adverse effect on society.

Action of the NCC: NCC has given a copy of the viewer’s comments to FTV, communicated with its personnel, directed its administration, and asked it to reinforce its internal administration and be cautious of bad effect and influence on society. It will be punished if there is any other violation.

2. “Harmonious Family for Prosperity” of iSET – 56 complaints

Complaints: The plots were full of violence and wrong values, such as the doctor falsifying the anamnesis, adding pills into the intravenous drip, a stepmother feeding her 5-year-old daughter with pills, killing someone and abandoning the corpse, kidnapping– all of which is an abrasive violation of ethical and moral standards and has an adverse effect on society.

Action of the NCC: NCC has given a copy of the viewer’s comments to FTV, communicated with its personnel, directed its administration, and asked it to reinforce its internal administration and be cautious of bad effect and influence on society. It will be punished if there is

any other violation.

3. “Face News” of Era News – 12 complaints

Complaints: Invited guests were not professional in the discussed topic, and cited wrong information, which misled audiences.

Action of the NCC: NCC respects the professionalism and freedom of media, and does not interfere if no violation has taken place. NCC will continue to observe the program to protect audiences’ rights.

4. “People Party” of Cti TV Entertainment – 11 complaints

Complaints: The program included inappropriately imitating the Emperor of Japan inspecting disaster areas after the earthquake and tsunami. Hosts mocked victims without sympathy. The program lost Taiwan’s dignity.

Action of the NCC: NCC respects the professionalism and freedom of media, and does not interfere if no violation has taken place. NCC gave a copy of the viewer’s comments to Cti on April 11, 2011, and asked it to reinforce its internal administration, be cautious of reaction from society and explain its internal administration. Cti TV Entertainment issued letters of apology in Chinese and Japanese on April 5 owing to the dispute.

5. “Mr. Kang & Ms. Xi” of Cti TV General – 11 complaints

Complaints: Too many product placements and commercials overran.

Action of the NCC: NCC respects the professionalism and freedom of media, and does not interfere if no violation has taken place. NCC will continue to observe the program and will deal with any issues in accordance with administration procedures.

6. “Monga” of CTS – 11 complaints

Complaints: Although the frames that included fighting and bleeding were with warnings, they still adversely affected minors. Therefore, it’s not suitable to be broadcast during prime time viewing.

Action of the NCC: NCC respects the professionalism and freedom of media, and does not interfere if no violation has taken place. After investigating the program, NCC determined there was no violation, and only asked CTS to reinforce its internal administration to avoid bad influence on society and children.

7. “Smile Again” of GTV Drama – 10 complaints

Complaints: Too many commercials and commercials overran.

Action of the NCC: According to Subparagraph 1, Article 23 of Satellite Broadcasting Act, duration of commercials should not be longer than one-sixth of the broadcast duration of each program. And according to Subparagraph 1, Article 12 of Satellite Broadcasting Act detailed rules, broadcast duration set up in Subparagraph 1, Article 23 of Satellite Broadcasting Act doesn’t include previews of programs in the same channel. After investigating recordings, NCC determined there was no violation. NCC will continue to observe the program and will deal with any issues in accordance with administration procedures.

◆ Punishment Records– Television

There were 73 incidents of imposed punishments on television businesses in in the second quarter of 2011 (April to June) with fines amounting to NT\$28,070,000. Looking at the number of violations, 31 were for “no distinctions between programs and commercials”, 12 for “violations of legally compulsory requirements or bans” (Statute for Control of Cosmetic Hygiene), 12 for “commercials overrunning”, 5 for “violation of Television Programs Rating Regulation”, 4 for “harm to children and juveniles”, 4 for “violations of Sexual Assault Crime Prevention Act”, 3 for “commercials played without the contents approved by the competent authority” and 2 for violations of the Futures Trading Act (please see Table 8 for more information).

Table 8: Television Punishment Records in in the second quarter of 2011 by Channel

Television Channels			
Channel	Violation	Number	Amount
FTV	No distinction between programs and commercials	3	720,000
TTV	No distinction between programs and commercials	1	600,000
CTV	No distinction between programs and commercials	1	420,000
FTV	Inappropriate program rating	2	1,200,000
CTV	Violations of Sexual Assault Crime Prevention Act	1	60,000
TTV	Violations of Sexual Assault Crime Prevention Act	1	60,000
CTS	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	90,000
Satellite Television Channels			
Channel	Violation	Number	Amount
Champion TV	No distinction between programs and commercials	3	1,800,000
Pili TV Taiwan Channel	No distinction between programs and commercials	3	900,000
Hollywood Movies	No distinction between programs and commercials	2	1,600,000
Videoland Drama Channel	No distinction between programs and commercials	2	1,400,000
Videoland Education and Entertainment Channel	No distinction between programs and commercials	2	1,400,000
Top TV	No distinction between programs and commercials	2	1,400,000
CSTV Finance Channel	No distinction between programs and commercials	2	600,000
World Satellite TV	No distinction between programs and commercials	2	400,000
JET TV	No distinction between programs and commercials	1	1,000,000
Star TV Chinese Channel	No distinction between programs and commercials	1	1,000,000
AXN	No distinction between programs and commercials	1	800,000
Cti News Channel	No distinction between programs and commercials	1	800,000
GSTV	No distinction between programs and commercials	1	800,000
Super TV	No distinction between programs and commercials	1	800,000
Videoland General Channel	No distinction between programs and commercials	1	600,000
GTV General Channel	No distinction between programs and commercials	1	200,000
GTV Entertainment K Channel	No distinction between programs and commercials	1	200,000
FTV News Channel	No distinction between programs and commercials	1	200,000
Hang Seng Finance Channel	No distinction between programs and commercials	1	100,000
Top TV	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	2	200,000
Champion TV	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	400,000
ETTV General Channel	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	200,000
Cti Entertainment Channel	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	100,000

Cti General Channel	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	100,000
MOMO Parent-Child Channel	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	100,000
Videoland Drama Channel	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	100,000
Star TV Chinese Channel	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	100,000
Pili TV Taiwan Channel	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	100,000
Top TV Education and Entertainment Channel	Violation of legally compulsory requirements or bans (Statute for Control of Cosmetic Hygiene)	1	100,000
Cti News Channel	Commercial overrunning	3	1,500,000
ETTV News Channel	Commercial overrunning	3	1,500,000
GTV Drama Channel	Commercial overrunning	3	1,500,000
TVBS	Harm to children and juveniles	2	600,000
TVBS News Channel	Harm to children and juveniles	1	300,000
ETTV News Channel	Harm to children and juveniles	1	300,000
Cti News Channel	Violation of Television Programs Rating Regulation	1	400,000
Cti Entertainment Channel	Violation of Television Programs Rating Regulation	1	300,000
Videoland Movie Channel	Violation of Television Programs Rating Regulation	1	300,000
Super TV	Commercial not approved by the competent authority (Paragraph 1 of Article 22, Satellite Broadcasting Act)	1	400,000
MUCH	Commercial not approved by the competent authority (Paragraph 1 of Article 22, Satellite Broadcasting Act)	1	100,000
Videoland Drama Channel	Commercial not approved by the competent authority (Paragraph 1 of Article 22, Satellite Broadcasting Act)	1	100,000
EFTV Finance Channel	Violation of legally compulsory requirements or bans (Futures Trading Act)	1	200,000
CSTV Finance Channel	Violation of legally compulsory requirements or bans (Futures Trading Act)	1	100,000
Era TV News Channel	Violations of Sexual Assault Crime Prevention Act	1	600,000
ETTV News Channel	Violations of Sexual Assault Crime Prevention Act	1	600,000
Satellite Television Channels			
Channel	Violation	Number	Amount
Tian Liang Life TV	Commercial not approved by the competent authority	1	100,000
CYC General 1 Channel	No distinction between programs and commercials	1	Warning
Dong Fang Ching General Channel	No distinction between programs and commercials	1	Warning

◆ Complaints - Radio

Turning next to radio, we can see from figure 5 that among all 56 complaints, there were 39 complaints about general programs⁴/commercials (69.6%), followed by 11 complaints about musical programs (19.6%), 6 complaints about news and political talk shows (10.7%).

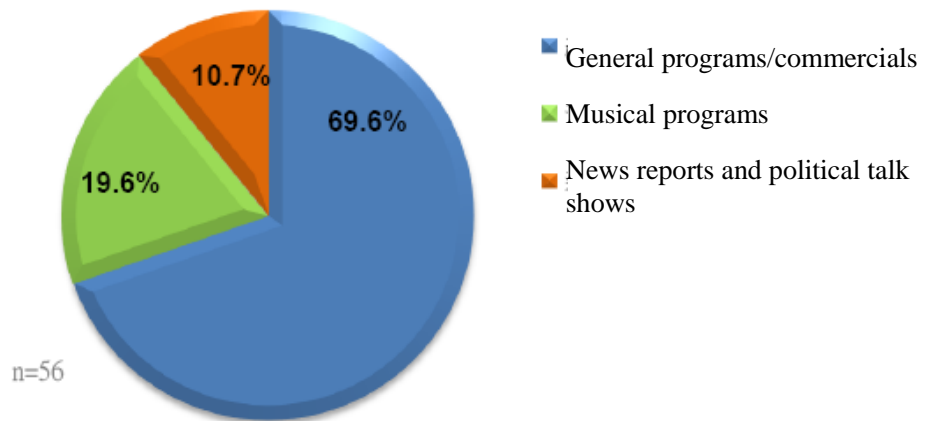


Figure 5: Complaints about Radio in in the second quarter of 2011 by Program Types

Table 9 shows that there were 25 complaints (44.6%) about “comment on the direction of program production”. However, the 24 complaints were made by the same person. There are 6 complaints (10.7%) about “no distinction between programs and commercials”. Please see Table 9 for more information

Table 9: Complaints: General radio programs/commercials in in the second quarter of 2011: by type of inappropriate content

Program types	Inappropriate contents	Number	%	
General programs/commercials	No distinction between programs and commercials	6	10.7%	
	Sales of counterfeit drugs or drugs of poor quality over radio stations and service flaws of religious charges	5	8.9%	
	Violation of public order	5	8.9%	
	False or unjust contents	4	7.1%	
	Harm to children and juveniles	4	7.1%	
	Inappropriate commercial contents or play schedule	2	3.6%	
	Others	Comments on the direction of the program (producing Taiwanese programs)	25	44.6%
		Regulation/information inquiries	1	1.8%
	Comments on the contents and schedule of certain radio programs	1	1.8%	

⁴ General programs refer to the program with diverse topics or the complaints not made against a specific program.

		Comments on the overall broadcasting management policies/regulations	1	1.8%
		Request of broadcasting designated program in designated channel	1	1.8%
		Signal problems	1	1.8%
		Subtotal for other complaints	30	53.6%
Total			56	100.0%

Note: The sum of complaints includes repeated complaints and complaints tracking. There was 1 complaint about no distinction between programs and commercials and 24 complaints about comments on the direction of program.

◆ Punishment Records– Radio

All in all, 20 punishments were imposed on radio stations in in the second quarter of 2011 (April to June), including 0 warning and 24 fines, totaling NT\$705,000. In terms of the number of cases, 10 were for “no distinction between programs and commercials”, 3 against commercial overrunning, 2 for commercials played without the contents approved by the hygiene authorities and 5 for violation of government regulations (The Statute for Control of Cosmetic Hygiene). Please see Table 10 for details.

Table 10: Punishments for Radio Station Violations in in the second quarter of 2011: by the Facts of Violation

Radio station	Frequency	Violation	Number	Amount
Zhengsheng (Yunlin)	AM1125	No distinction between programs and commercials	1	12,000
Voice of Chao Zhou	FM90.9	No distinction between programs and commercials	1	12,000
BCC (Chiayi)	AM1035	No distinction between programs and commercials	1	12,000
HSRradio	AM1152	No distinction between programs and commercials	1	12,000
Da Di	FM93.9	No distinction between programs and commercials	1	12,000
Zhengsheng (Chiayi)	AM1260	No distinction between programs and commercials	1	9,000
Sunsine	FM99.1	No distinction between programs and commercials	1	9,000
Da Bao San	FM92.5	No distinction between programs and commercials	1	9,000
Kamalan	FM97.9	No distinction between programs and commercials	1	9,000
YSBC	AM1242	No distinction between programs and commercials	1	9,000
Kai Xiuan	FM97.9	Commercials overrunning	1	24,000
POP Radio	FM91.7	Commercials overrunning	1	24,000
Aiyou	FM97.3	Commercials overrunning	1	24,000
Yun Chia	FM93.3	Commercial not approved by the	1	9,000

		competent authority (Article 34, Radio and Television Act)		
Tiantian	FM96.9	Commercial not approved by the competent authority (Article 34, Radio and Television Act)	1	9,000
BCC (Taipei)	AM954	Violation of government regulations (Paragraph 1, Article 24, Statute for Control of Cosmetic Hygiene)	1	150,000
Chuan Ching	FM89.3	Violation of government regulations (Paragraph 1, Article 24, Statute for Control of Cosmetic Hygiene)	1	9,000
Kai Xiuan	FM97.9	Violation of government regulations (Paragraph 1, Article 24, Statute for Control of Cosmetic Hygiene)	1	9,000
Taiwan Radio (Chung Hsing)	AM630	Violation of government regulations (Paragraph 1, Article 24, Statute for Control of Cosmetic Hygiene)	1	9,000
Xian Sheng	AM774	Violation of government regulations (Paragraph 1, Article 24, Statute for Control of Cosmetic Hygiene)	1	9,000

◆ Complaints – Internet

Turning last to the Internet, similar to problems in the real society, different areas fall under the responsibility of different authorities.

According to Paragraph 5, Article 3 of the National Communications Commission Organization Act, NCC is responsible for matters of the rating system for communication and broadcasting contents and other related regulations, the “establishment and promotion of Internet rating system,” and the protection of children and juveniles from exposure to inappropriate internet contents. For the management of incidents of sexual implication, consumer disputes, gambling, frauds or others, the responsible competent authorities are to prosecute as legally required. For example, the Bureau of Industrial Development is in charge of the rating of online game contents; while the Child Welfare Bureau of the Ministry of the Interior oversees contents related to violation of the Children and Youth Welfare Act; and for violations of the Criminal Code, the Criminal Investigation Bureau shall step in for investigation.

Although for the moment there is not any specific agency in charge of problems related to the internet, the NCC has officially established a means for the public to complain/report about internet-related problems. This window is called the “WIN online e-window (<https://www.win.org.tw>)”, and has been run by a private organization, commissioned by the NCC, since August 2, 2010. The website enables the public to report to a relevant agency when they have concerns about Internet content and safety. The establishment of the website also ensures that complaints can be dealt with as soon as possible. The online professional staff preliminarily identifies and responds to the comments of the public regarding internet contents after consulting with service providers or government agencies involved. Also, the staff ensures any content that is considered harmful to children is removed immediately. Any controversial content is referred to the judgment of the evaluation team.

From Figure 6, we can see there were a total of 100 complaints in in the second quarter of 2011

in terms of internet contents⁵. Among them, there were 72 complaints (72.0%) about “texts, video clips and pictures of non-internet news”, and the remaining 28 complaints (28.0%) were about “internet news”.

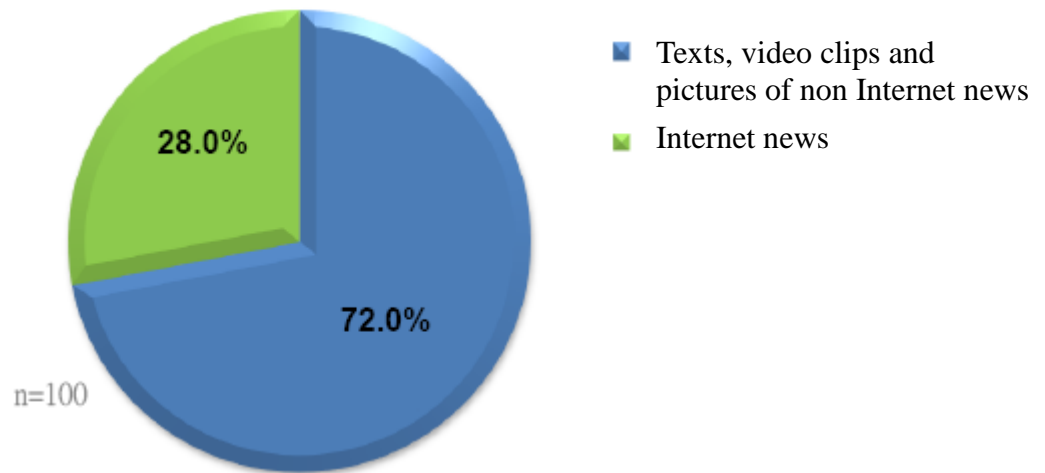


Figure 6: Complaints about the Internet in in the second quarter of 2011 by Types

Table 11 shows that among all the complaints about “texts, video clips and pictures of non-Internet news”, 26 (36.1%) were about “harm to children and juveniles”, 13 were (18.1%) about “violation of public order and morality” and 12 were (16.7%) about “Internet right violation”. These three common complaints make up for 70.9% of all complaints.

Table 11: Complaints about texts, video clips and pictures of non-Internet news in the second quarter of 2011: by type of inappropriate contents

Complaints	Items	Number	%	
Complaints about the texts, video clips and pictures of non-Internet news	Harm to children and juveniles	26	36.1%	
	Violation of public order and morality	13	18.1%	
	False or unjust contents	5	6.9%	
	Exaggeration of the effects of health foods and drugs	3	4.2%	
	Inappropriate commercial contents or play schedule	1	1.4%	
	Others	Internet right violation (private information, intellectual property rights, etc.)	5	11.4%
		Suggestions on the overall broadcasting policies/regulations	6	8.3%
		Expression of personal comments on certain Internet news	3	4.2%
		Regulation/information inquiries	2	2.8%
		Incomplete complaints	1	1.4%

⁵ The complaints in this report include complaints filed through the commission’s website, telephone, and email, or cases forwarded to the NCC by other agencies. However, they do not include complaints made through the WIN online e-window.

	Subtotal for others	24	33.3%
Total		72	100%

Note: The sum of complaints includes repeated complaints and complaints tracking. There was 1 about violation of public order and morality, 3 about violation of internet rights, and 1 about regulation/information inquiries.

From Table 12, it can be seen that among the complaints about internet news, 7 (25.0%) complaints were about “false or unjust contents” and “violation of journalistic ethics” respectively. Please see Table 12 is for the number and percentage of other cases.

Table 12: Complaints about Internet News in the second quarter of 2011: by Type of Inappropriate Content

Complaints	Items	Number	%	
Internet news	False or unjust contents	7	25.0%	
	Harm to children and juveniles	5	17.9%	
	Violation of public order and morality	2	7.1%	
	Others	Violation of journalistic ethics (violation of human rights, too many sex programs, etc.)	7	25.0%
		Commercialization	3	10.7%
		Expression of personal comments on certain Internet news	2	7.1%
		Suggestions on the overall broadcasting policies/regulations	1	3.6%
		Regulation/information inquiries	1	3.6%
		Subtotal for others	14	50.0%
Total		28	100.0%	

Note: The sum of complaints includes repeated complaints and complaints tracking. There was 1 complaint about violation of journalistic ethics.