



2019 NCC Report on Broadcasting Supervision

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media. The establishment of a mechanism for the general public to file complaints is one means of ensuring a comprehensive supervision policy. In order to utilize public feedback with view to enhancing the quality of broadcasting content and protecting public interests, the NCC, in January 2009, established the Broadcasting Content Complaints Website. Consequently, quarterly and annual reports on broadcasting supervision are published as a means for the general public to gain understanding of the status of broadcasting supervision and participate in the supervision of radio and TV media.

The NCC regulates television and radio businesses in accordance with the Radio and Television Act, the Satellite Broadcasting Act, and other related regulations. Although there is currently no specific agency that is in charge of internet content, in accordance with Article 46 of the Protection of Children and Youths Welfare and Rights Act, the NCC has coordinated with responsible competent authorities to commission civil associations to establish a platform for the public to complain about/report internet-related issues. Consequently, the iWIN (www.win.org.tw) website was launched on Aug. 1, 2013. The public may file complaints about online content that is suspected of being harmful to children and youths through iWIN. Monthly reports are published on the website, enabling the public to track how complaints are being processed. Online content complaints are therefore not included in this report.

Meanwhile, in order to establish a policy framework for media self-regulation, the NCC overhauled the mechanism for broadcasting complaints and the complaints processing procedure. From Dec. 11, 2017, certain cases are transferred to the businesses in question for internal processing. By doing so, the NCC expects to increase processing efficiency. It also hopes for the complaints website to become a platform that facilitates communication between the public and media enterprises.

This report compiles the statistical evidence of public complaints regarding radio and TV media, including suggestions, responses, and complaints. It does not necessarily mean that the programs or broadcasting businesses mentioned in this report violated relevant regulations. The following is a statistical report covering three main areas: complaints concerning radio and TV media, primary complaints about TV programs, and actions of NCC in response to specific cases.

◆ Complaints about Radio and Television Media

During the calendar year 2019, the NCC received a total of 3,759 complaints from the public regarding radio and television media. Compared to the 2,660 complaints received in 2018, there were 1,099 more complaints in 2019. Of the complaints received in 2018 and 2019, there were 294 and 627 complaints, respectively, that were unrelated to radio and television media. After excluding those cases, the number of complaints received in 2018 was 2,366, while that of 2019 was 3,132. In total, 3,049 complaints were made against television content in 2018, which was 796 more than the 2,253 complaints received in 2018. On the other hand, 83 complaints were made against radio content in 2019, which was 30 fewer than the 113 complaints received in 2018. The number of complaints against radio and television content over the past five years can be seen in Figure 1.

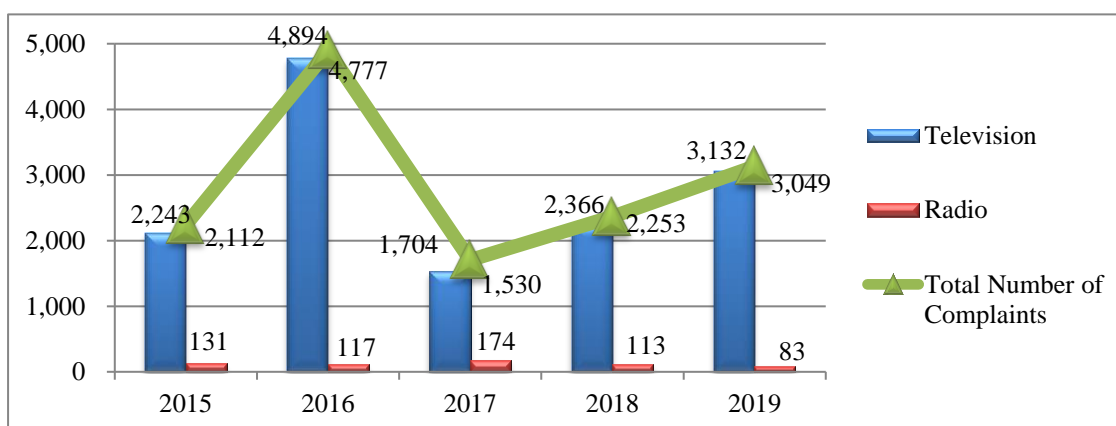


Figure 1: Complaints against radio and TV over the past five years

A comparison between the numbers of complaints over the five years from 2015 to 2019 reveals some disparity, which is due to the 2,660 public complaints about false advertising in the Coalition for the Happiness of Our Next Generation’s “Call for Millions of Families to Take a Stand on December 3” commercial in 2016. (After deducting these special cases, the number of complaints in 2016 was 2,234.) Thus, comparing the number of complaints between 2015 and 2018 actually shows only minor differences, while there is a slight increase in 2019 compared to 2018. Complaints against television content in 2019 accounted for 97.35% of the total number of complaints. Clearly, the general public’s comments about television programs remained the most common type of complaint.

In terms of the means of submitting complaints, Table 1 shows that 2,093 complaints were made by the public through the NCC's Broadcasting Content Complaints Website. They accounted for 66.8% of all complaints. There were 1,039 additional complaints made through other means (including telephone, email, as well as cases forwarded from other agencies), which accounted for 33.2% of all complaints. The ratio of complaints made through the Broadcasting Content Complaints Website and complaints made through other means remain the same as 2018.

Table 1. Means of Filing Complaints by Year				
Means \ Year	2019		2018	
	Cases	%	Cases	%
Broadcasting Content Complaints Website	2,093	66.8%	1,580	66.8%
Other means	1,039	33.2%	7,86	33.2%
Total	3,132	100%	2,366	100%

Figure 2 shows that of the total complaints received in 2019, 1,397 cases (44.6%) were submitted by males and 979 cases (31.3%) were submitted by females. Another 756 cases (24.1%) were submitted by people who did not disclose their gender.

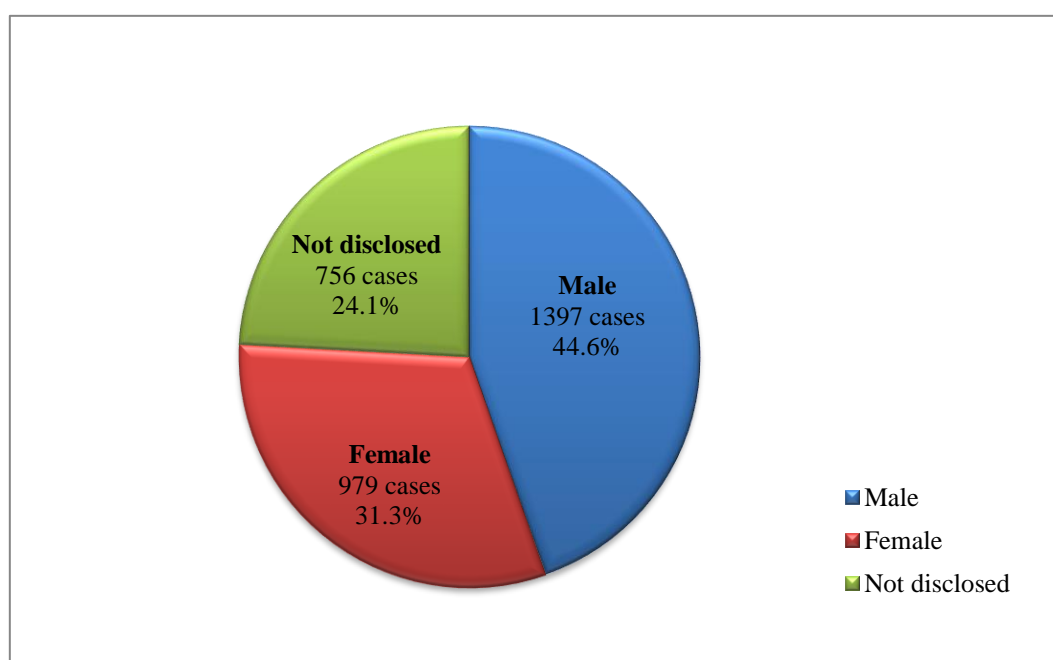


Figure 2: Public complaints by gender in 2019

Table 2 shows that of the total 3,049 cases of complaints filed against television content, 1,359 cases (44.6%) were submitted by males, 955 cases (31.3%) were filed by females, and 735 cases (24.1%) were submitted by people who did not disclose their gender. Meanwhile, of the 83 cases of complaints filed against radio content, 38 cases (45.8%) were submitted by males, 24 cases (28.9%) were submitted by females, and 21 cases (25.3%) did not disclose their gender.

Table 2. Complaints by Gender (2019)				
Media Type Gender	Television		Radio	
Male	1,359	44.6%	38	45.8%
Female	955	31.3%	24	28.9%
Not disclosed	735	24.1%	21	25.3%
Total	3,049	100.0%	83	100.0%

With regards to complaints pertaining to inappropriate content, “false or unjust content” was the most common type of complaint (1,078 cases), followed by “disrupting public order or adversely affecting good social customs” (477 cases), “comments on the content or wording of specific channels (radio)/programs/commercials” (351 cases), “harmful content for children and youths” (220 cases), “comments on the overall broadcasting environment, regulations/regulatory policies, or the NCC’s administration” (180 cases). These five most common types of complaints accounted for 73.6% of all complaints, with the top three remaining unchanged from 2018; while “harmful content for children and youths” moved up from the fifth most common complaint (161 cases in 2018) to fourth while “commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time” fell from the fourth (281 cases in 2018). Although the types of public complaints vary over the years, they are primarily “false or unjust content,” “disrupting public order or adversely affecting good social customs,” and “comments on the content or wording of specific channels (radio)/programs/commercials.” Please see Table 3 for more information on the five major categories of complaints.

Table 3. The Five Major Categories of Public Complaints by Year

2019			2018		
Item	Cases	%	Item	Cases	%
False or unjust content	1,078	34.4%	False or unjust content	541	22.9%
Disrupting public order or adversely affecting good social customs	477	15.23	Disrupting public order or adversely affecting good social customs	391	16.5%
Comments on the content or wording of specific channels (radio) /programs/ commercials	351	11.2%	Comments on the content or wording of (radio) /programs/ commercials	321	13.6%
Harmful content for children and youths	220	7.0%	Commercial violations (including broadcasting time, length, and content) and inappropriate commercial content or broadcast time	281	11.9%
Comments on the overall broadcasting environment, regulations/regulatory policies, or the NCC's administration	180	5.8%	Harmful content for children and youths	161	6.8%
Total	2,306	73.6%	Total	1,695	71.7%

Analysis of the complaints received based on the type of inappropriate content shows that a total of 2,870 cases (91.6%) of complaints were against inappropriate content and 262 cases (8.4%) were against inappropriate operations. See Table 4 for the number of cases and percentages of the types of complaints received.

Table 4. Complaints by Type of Complaint (2019)

	Item	Cases	%
Content	False or unjust content	1,078	34.4%
	Disrupting public order or adversely affecting good social customs	477	15.2%
	Comments on the content or wording of specific channels (radio)/programs/ commercials	350	11.2%

2019 NCC Report on Broadcasting Supervision
Dept. of Broadcasting and Content

	Harmful content for children and youths	220	7.0%
	Commercial violations (including broadcasting time, length, and content)	179	5.7%
	Comments on the overall broadcasting environment, policies/regulations, or the NCC's administration	175	5.6%
	No distinction between programs and commercials	164	5.2%
	Inappropriate program rating	62	2.0%
	Disregard for the professional ethics of journalism	58	1.9%
	Suggestions for business operations of the NCC	55	1.8%
	Regulations/information inquiries	29	0.9%
	Other ¹	23	0.7%
	Subtotal	2,870	91.6%
Operations	Issues about the management of radio and TV operations	132	4.2%
	Issues regarding program planning/production/broadcasting	99	3.2%
	Unsatisfactory customer service	7	0.2%
	Issues regarding intellectual property rights, distribution rights, or broadcast rights	5	0.2%
	Comments on the overall broadcasting environment, policies/regulations, or the NCC's administration	5	0.2%
	Other ²	14	0.4%
	Subtotal	262	8.4%
Total		3132	100.0%

With regards to public complaints pertaining to television program content, Figure 3 shows that out of the 2,806 complaints about television programs, the majority involved “news reports,” with 1,676 cases (59.7%), followed by 287 (10.2%) cases concerning “drama programs,” 261 cases (9.3%) involving “commercials,” 220 cases (7.8%) concerning “political talk shows,” 130 cases (4.6%) involving “programs of unspecified genres,” 105 cases (3.7%) concerning “variety shows,” and 127 cases (4.5%) involving “programs of other

¹ Other complaints about inappropriate content included: “sexually discriminatory content” (9), “overly frequent reruns” (7), “crawling text misuse” (6), “program rescheduling without prior notice” with (1).

² Other complaints about inappropriate operations included: “technical issues, including reception, image quality, or volume issues” (4), “inquiries about the operations of broadcasting stations” (3), “business operations suggestions for the NCC” (3), “regulations/information inquiries” (2), “issues related to license conditions” (1), and “comments on the content or wording of specific channels (radio)/programs/commercials” (1).

types³.”

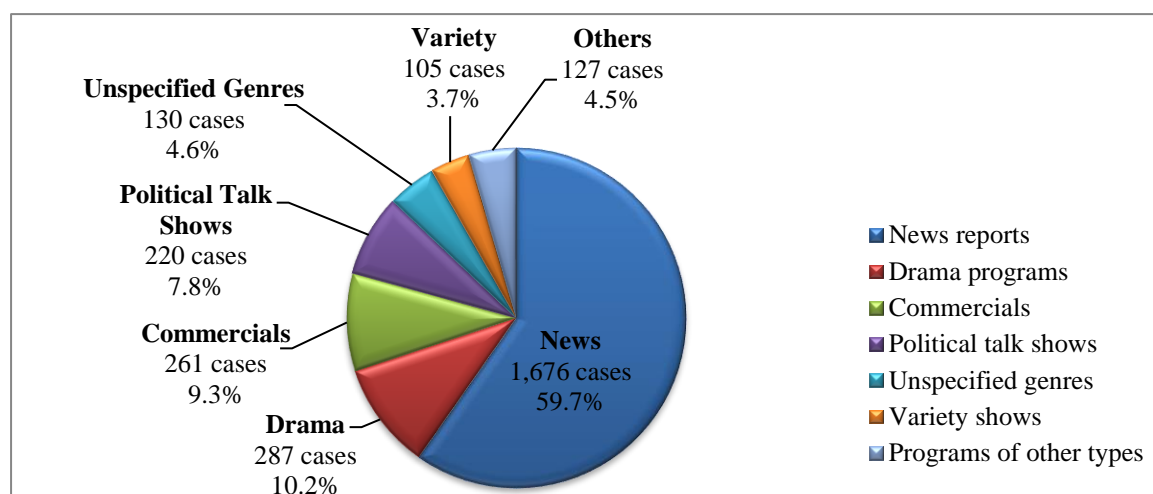


Figure 3: Complaints about television programs by type in 2019

Figure 4 shows that among the 64 complaints pertaining to radio programs in 2019, 38 (59.4%) were regarding “variety shows⁴,” followed by 12 (18.8%) about “news reports and political talk shows,” nine (14.1%) about “programs of other types⁵,” and five (7.8%) about “music programs.”

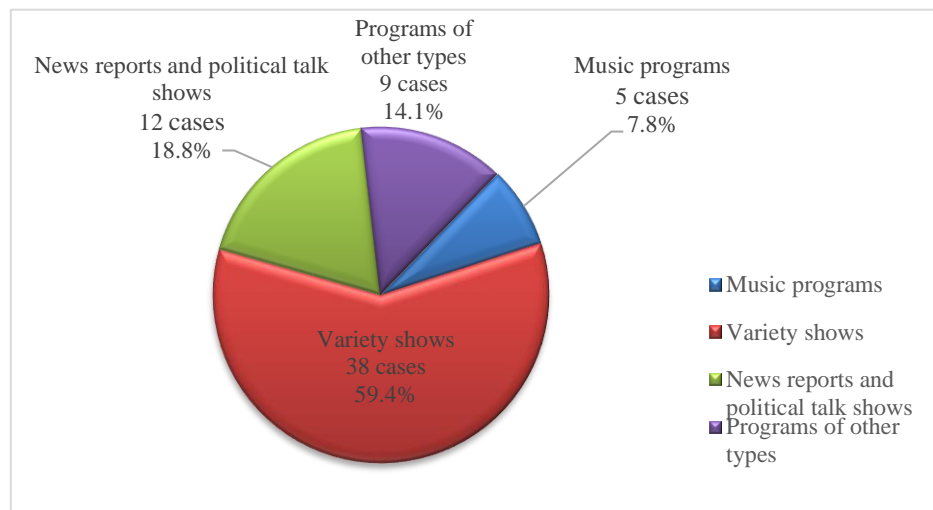


Figure 4: Complaints about radio programs by type in 2019

³ Programs of other types included: “general talk shows” (43), “infomercial programs” (38), “children’s programs” (13), “financial programs” (11), “religious programs” (10), “sports programs” (10), and “educational & cultural programs” (2).

⁴ Variety shows refer to programs with diverse content.

⁵ Programs of other types refer to programs excluding music programs, news reports, political talk shows, and variety shows.

◆Complaints—Television

1. Complaints by content category

The majority of public complaints about television content during 2019 were against “news reports” and “dramas.” Among the 1,676 complaints about inappropriate content in news reports, “false or unjust content” was the most common with 936 complaints (55.8%), followed by 233 (13.9%) about “disrupting public order or adversely affecting good social customs,” 186 (11.1%) “comments on the content or wording of specific news reports,” 92 (5.5%) “comments on the overall broadcasting environment, regulations/regulatory policies, or the NCC’s administration”, and 83 (5%) about “no distinction between programs and commercials.” These five most common types of complaints pertaining to inappropriate content of television news reports accounted for 91.3% of all complaints. For more information, see Table 5.

Table 5. Complaints about TV News Reports by Inappropriate Content Category (2019)			
Genre	Type of inappropriate content	Cases	%
News	False or unjust content	936	55.8%
	Disrupting public order or adversely affecting good social customs	233	13.9%
	Comments on the content or wording of specific news reports	186	11.1%
	Comments on the overall broadcasting environment, regulations/regulatory policies, or the NCC’s administration	92	5.5%
	No distinction between programs and commercials	83	5.0%
	Disregard for the professional ethics of journalism	52	3.1%
	Harmful content for children and youths	32	1.9%
	Business operations suggestions for the NCC	26	1.6%
	Commercial violations (including broadcasting time, length, and content)	26	1.6%
	Other ⁶	10	0.6%
Total		1676	100.0%

Among the public complaints concerning inappropriate content in drama

⁶ Other complaints about inappropriate content included: “regulations/information inquiries” (4), “inappropriate program rating” (3), and “crawling text misuse” (3).

programs, “disrupting public order or adversely affecting good social customs” was the most common with 112 cases (39%), followed by 82 (28.6%) about “harmful content for children and youths” and 53 (18.5%) about “inappropriate program rating.” These top three most common types of complaints about inappropriate content in drama programs accounted for 247 cases (86.1%) of all complaints. For more information, see Table 6.

Table 6. Complaints about Drama Programs by Inappropriate Content Category (2019)			
Genre	Type of inappropriate content	Cases	%
Drama	Disrupting public order or adversely affecting good social customs	112	39.0%
	Harmful content for children and youths	82	28.6%
	Inappropriate program rating	53	18.5%
	Comments on the content or wording of specific channels/programs/commercials	25	8.7%
	Other ⁷	15	5.2%
Total		287	100%

2. Television programs and commercials receiving more than ten complaints

Fourteen programs and commercials received more than ten complaints during 2019. Table 7 lists each of these programs and commercials in order of the number of complaints received.

Table 7. Complaints about Television Programs, News Reports and, Commercials in 2019			
Program/News Report/Commercial	Channel	Category	Cases
Great Times	FTV	Drama	195
Late-Night Punch’s “defamation of Hong Kong’s anti-extradition protest and promotion of ‘One Country Two System’”	CTi News CTV News	Political talk show	71

⁷ Other complaints about inappropriate content included: “no distinction between programs and commercials” (7), “commercial violations (including broadcasting time, length, and content)” (4), “overly frequent reruns” (2), “comments on the overall broadcasting environment, regulations/regulatory policies, or the NCC’s administration” (1), and “sexually discriminatory content” (1).

2019 NCC Report on Broadcasting Supervision
Dept. of Broadcasting and Content

Mabinogi—Fantasy Life	Multiple channels	Mobile game commercial	61
Report of “Manga Expo Provides Minors with Easy Access to Mature Manga”	TVBS News	News	54
The Sound of Happiness	SET Taiwan SET Drama	Drama	47
DK Shoes	Multiple channels	Commercial	45
Report of “Han Kuo-Yu Asks About the Cause of Dengue Fever on Chen Chi-Mai’s Visit”	SET News	News	41
Report of “Panda is a Waste of Money and Doesn’t Boost Tourism? Tourists Say Otherwise”	CTi News	News	23
Report of “Strong Earthquake Causes Road Damage on Songren Road in Taipei City”	SET News	News	23
Report of “Heavenly Signs in the Sky? Clouds in the Shape of a Flying Phoenix Appear as the Three Mayors Join Forces”	CTi News	News	22
New Taiwan Refueling’s implication that “Han Kuo-yu’s agricultural trade negotiation visit to China is an endorsement of the ‘one country, two systems’ policy”	SET News	Political talk show	13
Yung Ching Realty	Multiple channels	Commercial	12
One Officer, Seven Wives	Multiple channels	Commercial	11
Fate/Grand Order	Multiple channels	Mobile game commercial	10

1. The television series Great Times received a total of 195 complaints

Complaints: The public complaints were regarding the following: (1) The program’s depiction of sexual violence through disturbing images that show a man covering a woman’s mouth, dragging her into a toilet stall, and banging her head against the wall. The program also showed disturbing images of the same woman being stalked in a dark alley and wildly swinging a pipe at her hallucinations; (2) The program’s depiction of excess violence can have potential negative impacts on society and children’s physical and psychological well-being; (3) The program’s overt product placement and depiction of spirit possession and suicide have also been deemed inappropriate.

Actions of the NCC: Concerning the first complaint, the NCC submitted the case to the 2nd Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC's 848th Commission Meeting held on March 27, 2019, a resolution was passed to ask the television network to take corrective measures and adhere to the television content rating in order to prevent future penalties.

As for the second complaint, the NCC reviewed the recordings of the program on a case-by-case basis. Aside from forwarding the complaints to the television network in question, the NCC also requested that the network directly respond to complaints. If deemed necessary, the NCC shall further submit the case to the Broadcast Television Program Commercials Consultation Meeting for discussion, follow the relevant administrative process, and proceed with a course of action (no further action, administrative guidance, or penalty) based on the advisory opinion and the resolution passed during a commission meeting.

2. The television program Late-Night Punch received a total of 71 complaints regarding the program's defamation of Hong Kong's anti-extradition protest and promotion of the 'One Country Two System' policy

Complaints: The public complaints were regarding the unverified content of the program and the inappropriate and biased comments made by its host.

Actions of the NCC: This case involved a lapse in fact verification and a disruption of public order or good social customs. After requesting the television network in question to state their view and launch a self-regulatory review via its ethics committee, the NCC submitted the case to the 14th Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC's 891st Commission Meeting held on January 15, 2019, a resolution was passed to require the television network to take corrective measures and adhere to the following requests: (1) News media should not use derogatory language that stigmatizes the mentally challenged. Going forward, the television network should avoid the use of hurtful language against specific groups in its programs. (2) A political talk show should present different perspectives and opinions to present balanced, unbiased content. Furthermore, although the host's comments fall within the freedom of expression, she should remain unbiased and not resort to verbal attacks.

3. A commercial for the mobile game Mabinogi—Fantasy Life received a total of 61 complaints

Complaints: The public complaints were regarding the commercial's sexualization of women and adverse effects on children and youths by depicting a woman's breasts bouncing while a voiceover says, "They're back!"

Actions of the NCC: After requesting the television network in question to state their view, the NCC submitted the case to the 2nd Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC's 848th Commission Meeting held on March 27, 2019, a resolution was passed to proceed with the following actions: (1) Issue a fine of NT\$200,000 to every television network that ran the commercial "Mabinogi—Fantasy Life Commercial (Nao #10)" (TTV, CTV, ANIMAX, TVBS, TVBS News, SET Metro, EBC Variety, EBC Movies, EBC International Movies, CTi Entertainment, CTi News). (2) Require the television networks that ran the revised version of the commercial "Mabinogi—Fantasy Life Commercial (Nao #10)" (Star Chinese Channel, FOX Movies, Star Chinese Movies, Videoland Sports, Videoland Japan, Videoland Movie) to take corrective measures in order to prevent future penalty.

4. TVBS News received a total of 54 complaints regarding its report of "Manga Expo Provides Minors with Easy Access to Mature Manga"

Complaints: The public complaints were regarding the inaccurate report of "Manga Expo Provides Minors with Easy Access to Mature Manga" and its implication that vendors did not regulate minors' access to adult materials at the expo.

Actions of the NCC: After reviewing the report, the NCC has deemed that the report falls within legal standards. For the complaints of misinformation regarding the same report submitted by other interested parties on February 18, 2019, the NCC asked the television network in question on January 19, 2019 to reply with an explanation. The NCC further notified the interested parties that they may proceed in accordance with Articles 44 and 45 of the Satellite Broadcasting Act.

5. The television series The Sound of Happiness received a total of 47 complaints

Complaints: The public complaints were regarding the following: (1) The program's inappropriate depiction of abuse of the elderly is a violation of good

social customs and has a negative impact on children's physical and psychological well-being; (2) The depiction of immoral and criminal behaviors is a violation of good social customs and has a negative impact on society and children's physical and psychological well-being; (3) The program's depiction of unethical, immoral behaviors that involve violence, extortion, and abduction is a violation of good social customs, has a negative impact on children's physical and psychological well-being, and is not suitable for family viewing.

Actions of the NCC: For the first complaint, the NCC reviewed the content and censorship of the program and deemed that the program presented an acceptable plotline that falls within legal standards. The program will be continually monitored; the complaints have been forwarded to the television network in question for its reference. The NCC asked that the television network practice stringent self-regulation in editing and ensure that the production of its programs adheres to the television content rating and other related regulations.

For the second complaint, the NCC maintains and respects the principles of media autonomy and media's freedom of expression and will proceed in accordance with the law if there is any clear violation in the program's content. After reviewing the content and censorship of the program, the NCC deemed that the program presented an acceptable plotline that falls within legal standards. However, as the situations depicted in the program can have a negative impact on society, the NCC has forwarded the complaints to the television network in question and asked it to implement self-regulation in content editing and adhere to the Satellite Broadcasting Act in the production of its programs in order to prevent future penalty.

Turning to the third complaint regarding the program's depiction of immoral and criminal behaviors (e.g., fighting over family inheritance, not saving a relative's life, a lover [surrogate mother] of a married man forcing him to divorce his wife by kidnapping the child, a man forcing his wife to take abortion drug and shooting his wife and unborn child with a gun, conspiracy to murder and abduction in order to secure family inheritance) and the accusation of potential violations to the Satellite Broadcasting Act, the television content rating, and other related regulations, the NCC has forwarded the complaints and footage in question to Sanlih E-Television Co., Ltd. and asked it to conduct further discussion in its self-regulatory committee

meeting, which took place on October 28, 2019. Consequently, NCC has noticed a significant reduction in the number of complaints and has also noted changes in the program's content. The NCC will continue to monitor the program and proceed with administrative procedures in case of future violations.

6. A commercial for DK Shoes received a total of 45 complaints

Complaints: The public complaints were regarding the potential negative impact of the commercial's use of frightening images depicting a vampire harming children's physical and psychological well-being.

Actions of the NCC: (1) Regarding the commercial's use of frightening images depicting a vampire, the NCC requested the Satellite Television Broadcasting Association to ask their members to practice self-regulation and carefully schedule the commercial in appropriate time slots. The association promptly asked its members to practice self-regulation and avoid scheduling the commercial in time slots between 16:00 and 21:00. The NCC further forwarded the complaints to "Dr. Kao International Co., Ltd." for its reference. (2) After asking the television networks that ran the commercial to state their view and launch self-regulatory reviews via their ethics committees, the NCC submitted the case to the 13th Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC's 891st Commission Meeting held on January 15, 2020, a resolution was passed to proceed with the following actions: (i) Require the television networks (GoldSunTV, JET, FOX, FOX Movies, FOX Sports, Fox Sports 2, Star Chinese Channel, Star Chinese Movies, Azio TV, MUCH TV, Era News, Travel & Leisure Channel) to take corrective measures and avoid scheduling the commercial in G-rated time slots. (ii) For the television networks that ran the commercial in PG-12 or PG-15-rated time slots (SET Metro, Videoland Movie, Videoland Drama, Videoland Sports, Videoland General Entertainment Channel, Videoland Japan, CTi Variety, CTi Entertainment, NEXT TV News, EBC Financial News, CTi News, TVBS News, Discovery Channel, EBC Drama, SET News, Animal Planet, Asia Channel, USTV Business, USTV News, Global News, SET Taiwan, FTV News, EBC Movies, EBC Variety, EBC International Movies, EBC News, TVBS, TVBS, TVBS Entertainment Channel, GTV Variety Show, GTV Drama, Super TV, GTV Channel 1, Global News Channel 2), the NCC decided not to proceed with any further action.

7. SET News received a total of 41 complaints regarding its report of “Han Kuo-Yu Asks About the Cause of Dengue Fever on Chen Chi-Mai’s Visit.”

Complaints: The public complaints were regarding SET News’ perpetuation of misinformation by intentionally muffling parts of the conversation between Mayor Han and Vice Premier Chen, which took place during Chen’s visit to Kaohsiung on June 20, 2019 to inspect the dengue fever outbreak.

Actions of the NCC: This case involved a lapse in fact verification. After requiring the television network in question to state their view and launch a self-regulatory review via its ethics committee, the NCC submitted the case to the 14th Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC’s 891th Commission Meeting held on January 15, 2020, a resolution was passed to require the television network to take corrective measures and adhere to the following requests: (1) News headlines should adhere to the actual content broadcasted. Interviews should be presented in full as respect to interviewees and should not be interspersed with the networks’ opinions. (2) Television networks should promptly clarify and correct any inaccuracies once verified.

8. CTi News received a total of 23 complaints for its report of “Panda is a Waste of Money and Doesn’t Boost Tourism? Tourists Say Otherwise.”

Complaints: The public complaints were regarding the news report’s unverified and misleading claim that giant pandas are not aggressive, contrary to the fact that there have been known cases of panda attacks on humans.

Actions of the NCC: After requesting the television network in question to state their view and launch a self-regulatory review via its ethics committee, the NCC submitted the case to the 4th Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC’s 850th Commission Meeting held on April 10, 2019, a resolution was passed to require the television network to take corrective measures and adhere to the following requests: (1) False and misleading information regarding wildlife and its conservation presented in the news report can have a negative impact on the public’s understanding of wildlife conservation. New reports should be comprehensive, multi-faceted, unbiased, complete, accurate, and without distortion. News media should exercise independent judgment and rational interpretation, remain unbiased, and distinguish

between news and opinions. (2) Improvements should be made on the network's self-regulation, exercise professional and independent judgment, and pursue a return to journalism's professional, unbiased core.

9. SET News received a total of 23 complaints regarding its report of “Strong Earthquake Causes Road Damage on Songren Road in Taipei City.”

Complaints: The public complaints were regarding the television network's false, unverified report of road damage on Songren Road in Taipei City on April 18, 2019.

Actions of the NCC: After requesting the television network in question to state their view and launch a self-regulatory review via its ethics committee, the NCC submitted the case to the 7th Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC's 864th Commission Meeting held on July 10, 2019, a resolution was passed to ask the television network to take corrective measures and adhere to the following requests: due diligence of fact verification should be carried out despite pressures to release information speedily. Balanced reporting can be achieved by changing how the news is presented by the news anchor. Inaccuracies should be promptly and carefully corrected once verified.

10. CTi News received a total of 22 complaints regarding its report of “Heavenly Signs in the Sky? Clouds in the Shape of a Flying Phoenix Appear as the Three Mayors Join Forces.”

Complaints: The public complaints were regarding the news report's attempt to sway political opinion, deify certain political figures, and mislead the audience by implicating phenomena of supernatural nature and associating political figures with religious beliefs through dramatic, biased wording. The complaints were that the television network's lack of verification and attempt to associate certain political figures with supernatural phenomena was meaningless and baseless news reporting.

Actions of the NCC: After requesting the television network in question to state their view and launch a self-regulatory review via its ethics committee, the NCC submitted the case to the 3rd Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC's 848th Commission Meeting held on March 27, 2019, a resolution was passed to issue a fine of NT\$400,000 in accordance with Article 27, Paragraph 3, Subparagraphs 3 and 4 of the Satellite Broadcasting Act.

11. The television program New Taiwan Refueling received a total of 13 complaints regarding the program's implication that "Han Kuo-yu's agricultural trade negotiation visit to China is an endorsement of the 'one country, two systems' policy"

Complaints: The public complaints were regarding the program's spreading of biased and false information that has been deliberately created or has not been verified.

Actions of the NCC: The NCC requested the interested parties to exercise their rights in accordance with Articles 44 and 45 of the Satellite

Broadcasting Act. The NCC further gave SET an opportunity to state their opinion before submitting the case to the 8th Broadcast Television Program Commercials Consultation Meeting of 2019 for discussion. During the NCC's 866th Commission Meeting held on July 24, 2019, a resolution was passed to not proceed with any further action.

12. A commercial for Yung Ching Realty received a total of 12 complaints

Complaints: The public complaints were regarding a commercial showing a man being subjected to beatings, water torture, and electrocution with his hands tied behind his back.

Actions of the NCC: To respect the opinions of audiences and safeguard children's rights to age-appropriate content, the NCC requested the Association of Terrestrial Television Networks and the Satellite Television Broadcasting Association to ask their members to practice caution and self-regulation in regard to the commercial in question and to schedule the commercial in appropriate time slots.

13. A commercial for the mobile game Emperor and Beauties received a total of 11 complaints

Complaints: The mobile game's title and the content of its commercial promotes sexism perpetuates inappropriate gender stereotypes and can have a negative impact on children's physical and psychological well-being.

Actions of the NCC: The NCC requested the Association of Terrestrial Television Networks and the Satellite Television Broadcasting Association to ask their members to practice self-regulation if they receive a request to run the commercial in question and to schedule the commercial in appropriate time slots.

14. A commercial for the mobile game Fate/Grand Order received a total of 10 complaints

Complaints: The public complaints were regarding a commercial showing female anime characters in revealing outfits that expose too much cleavage.

Actions of the NCC: The NCC reviewed the commercial and determined that it had not violated regulations. However, to respect the opinions of audiences, the NCC forwarded their opinions to the mobile game's distributor, "GameTopia Co., Ltd.", the Association of Terrestrial Television Networks and the Satellite Television Broadcasting Association for their reference.