

MANUAL OF PRACTICE

IndusInd Media & Communications Ltd.



Document Control (*for IMCL office use*)

Date	Prepared By (Name)	Reviewed By (Name)	Approved By (Name)
Document Number		Release Date	

1.1 Revision History

Revision	Revision Date	Revised By	Comments

IndusInd Media & Communications Ltd., currently offers two types of Indigital Services – **Standard Definition ("SD ")** and **High Definition ("HD ")** services. Currently SD services are available in all IMCL networks. HD services are available in the cities of Mumbai & Delhi.

IndusInd Media & Communications Ltd., also offers Broadband Services and more details of same can be obtained by visiting www.indigital.co.in. We have a centralised helpline no. **1800-266-6456** or **1800-103-4456** (Toll Free Number) to assist you.

CITY	AREA	List of IMCL Offices / JV Offices	Contact details
MUMBAI	MUMBAI	IN Centre, 49/50, 12 th Road, MIDC, Mumbai – 400093.	022-28208585
DELHI	DELHI	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015.	011-25459280

Details of Call Center: 1800-266-6456 OR 1800-103-4456(Toll Free Number)

Customers can also contact Indigital by email at:

- All DAS Customers can mail us on inhelp.mum01@incablenet.net
- Mumbai Customers can also mail us on: ccare.mum01@incablenet.net
- Delhi Customers can also mail us on: ccare.del01@incablenet.net



1. Redressal of complaints through Call Center

Procedure

Customer may call Indigital on the 1800-266-6456 or 1800-103-4456 Toll Free Number to lodge complaint with the call center. Our associates are trained to answer customer queries in **3** languages. On receiving the Customer call, our Call Center will register the Customer`s complaint and issue a Ticket Number to the Customer.

Benchmarks

At least ninety per cent of complaint`s concerning non-receipt of all signals by the Customer occurs due to disturbances of weather or natural calamities, this will be redressed and we will restore the signals within a period of twenty-four hours of the receipt of complaint.

We will redress at least ninety per cent of the complaints (other than non receipt of signals) by Customer, within a period of forty-eight hours of the receipt of complaint.

Provided complaints from Customer coming from remote or hilly tracts or hilly areas or distant rural areas or disturbances due to weather may be redressed as early as may be feasible. All other complaints shall be addressed as early as possible.

2. Details of Nodal Officers

IndusInd Media & Communications Ltd., has nominated Nodal officers for redressal of grievances of those Customers who are not satisfied with the redressal at the Call Center level. Such Customer can contact the concerned Nodal Officer citing the Ticket number issued by the Call Center.

INDUSIND MEDIA & COMMUNICATIONS LTD. - LIST OF NODAL OFFICERS					
SR. NO	SATTE	REGION	NODAL OFFICER	EMAIL ID	ADDRESS
1	DELHI	DELHI	MR. VAIBHAV SINGH	VAIBHAV.SINGH@INCABLENET.NET	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015. TEL. NO. 011 49587100. M. 8588814848
2	UTTAR	NOIDA	MR.	VAIBHAV.SINGH@INCABLENET.NET	10-A, 2 ND FLOOR, SHIVAJI



	PRADESH		VAIBHAV SINGH		MARG, MOTI NAGAR, NEW DELHI -110015. TEL. NO. 011 49587100. . M. 8588814848
3	HARYANA	FARIDABAD	MR. VAIBHAV SINGH	VAIBHAV.SINGH@INCABLENET.NET	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015. TEL. NO. 011 49587100. . M. 8588814848
4	UTTAR PRADESH	GHAZIABAD	MR. VAIBHAV SINGH	VAIBHAV.SINGH@INCABLENET.NET	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015. TEL. NO. 011 49587100. . M. 8588814848
5	MAHARASHTRA	MUMBAI	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	49/50, 'INCENTRE', 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI - 400093. TEL. NO. 022-28208585. M. 9870003992
6	MAHARASHTRA	THANE	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	SHREE DATTA MANGAL BUNGLOW, BEHIND MONA APTS., PATIL WADI, PANCHPAKADI, THANE (WEST) – 400601. TEL. NO. 25435844. M. 9870003992
7	MAHARASHTRA	NAVI MUMBAI	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	SHOP NO.7 & 8, PLOT NO 1, YOGESH BLDG., SHREE GANESH CHS., SECTOR-28, NEAR NERUL GYM KHANA, NERUL NAVI MUMBAI. M. 9870003992
8	MAHARASHTRA	MIRA ROAD	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	B - 702, GOYAL PLAZA, N H SCHOOL ROAD, OFF. KASHIMIRA-BHAYANDER ROAD, OPP.SHIVAR GARDEN, MIRA ROAD (EAST), DIST. : THANE - 400107. TEL. NO. 28554020. M. 9870003992
9	MAHARASHTRA	KALWA	MR. SANJAY	SANJAY.KAMAT@INCABLENET.NET	101, SAIDHAM BLDG.,KHAREGAON,

			KAMAT		KALWA-WEST, DIST.: THANE - 400605 . TEL. NO. 022-25400121. M. 9870003992
10	MAHARASHTRA	KALYAN	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	SARVODHAY MALL, 2ND FLOOR, SHOP NO. 08, OPP. APMC MARKET, KALYAN (WEST) - 421 301. M. 9870003992
11	MAHARASHTRA	NAGPUR	MR. ATUL DIXIT	ATUL.DIXIT@INCABLENET.NET	307, 3RD FLOOR, ORANGE CITY TOWER, OPP. PATRAKAR BHAVAN, DHANTOLI, NAGPUR - 440010. TEL. NO. 0712- 6613100 / 6613200. M. 9833128241
12	MAHARASHTRA	NASHIK	MR. ATUL DIXIT	ATUL.DIXIT@INCABLENET.NET	3RD FLOOR, MALPANI PRIDE, BESIDE REYMOND SHOWROOM, OLD PANDIT COLONY,SHARANPUR ROAD, NASHIK. TEL. NO. 0253- 3015902 /03/04. M. 9833128241
13	MAHARASHTRA	KOLHAPUR	MR. ATUL DIXIT	ATUL.DIXIT@INCABLENET.NET	987, "C" WARD, 2ND FLOOR, RAJESHWARI APARTMENT, BHUI GALLI, LAXMIPURI, KOLHAPUR - 416002. TEL. NO. 0251- 2642155. M. 9833128241
14	MAHARASHTRA	PIMPRI - CHINCHWAD	MR RANJIT SALUNKE	RANJIT.SALUNKE@INCABLENET.NET	5TH FLOOR, VYANKATESH MARKET, ABOVE VEGETABLE MARKET, PIMPRI, PUNE – 411017. TEL. NO. 020-32414445 m. 8888893366
15	MAHARASHTRA	PUNE	MR.KARI M SHAIKH	KARIM.SHAIKH@INCABLENET.NET	FLAT NO.301, 3RD FLOOR, B WING, OM RESIDENCY, S.NO.265/2, OPP MAULI GARDEN, BANER ROAD, BANER, PUNE 411 045. M. 7875980975

16	GOA	MARGOA - MADGAON	MR. ATUL DIXIT	ATUL.DIXIT@INCABLENET.NET	SHOP NO.C-3, ARORA ESTATE, OPP. ST. JOAQUIM'S CHURCH, BORDA, MARGOA - 403802. TEL. NO. 0832- 2735536. M. 9833128241
17	GOA	VASCO	MR. ATUL DIXIT	ATUL.DIXIT@INCABLENET.NET	PERREIRA CHAMBERS, 3RD FLOOR, OPP. VASCO TOURIST HOTEL, VASCO- DE-GAMA, GOA - 403507. TEL. NO. 0832-2519612. M. 9833128241
18	GOA	MAPUSA	MR. ATUL DIXIT	ATUL.DIXIT@INCABLENET.NET	3RD FLOOR, SUBRIYA CHAMBERS, KENI WADO, MAPUSA, GOA - 403507. TEL. NO. 0832-2250439 / 2263787. M. 9833128241
19	GUJARAT	AHMEDABAD	MR.PANK AJ OZA	PANKAJ.OZA@INCABLENET.NET	301 TO 305, 3RD FLOOR, SHANAY-2 COMPLEX, OPP. SANYAS ASHRAM, BEHIND LIC BLDG., ASHRAM ROAD, ELLIS BRIDGE, AHMEDABAD 380006. TEL. NO. 079-26574679- 81. M. 9825604155
20	GUJARAT	SURAT	MR. BHAVESH GORASIA	BHAVESH.GORASIA@INCABLENET.NET	E-WING, 4 & 5 FLOOR, 21ST CENTURY BUILDING, RING ROAD, SURAT 395002. TEL. NO. 0261- 3053210 / 08490926712. M. 9727599099
21	GUJARAT	VADODARA	MR. PANKAJ OZA	PANKAJ.OZA@INCABLENET.NET	A, WING, 801-805, 8TH FLOOR, ALKAPURI ARCADE, R C DUTT ROAD, VADODARA-390006. TEL. NO. 0265-6690601-602. M. 9825604155
22	GUJARAT	RAJKOT	MR. PANKAJ OZA	PANKAJ.OZA@INCABLENET.NET	BEHIND AKASHWANI QUA, NEW PARIMAL CHOWK, ABOVE HARIOM AUTO, UNIVERSITY ROAD, RAJKOT - 360005. TEL. NO. 09427222243. M.

					9825604155
23	KARNATAKA	BANGALORE	MR. THARUN RAI	THARUN.RAI@INCABLENET.NET	109,2ND FLOOR, KH ROAD, BANGALORE- 560027. TEL. NO. 080- 40114205-9. M. 9833850508
24	KARNATAKA	MYSORE	MR. THARUN RAI	THARUN.RAI@INCABLENET.NET	21-A, 1ST FLOOR, VISHWAMANAVA, DOUBLE ROAD, SARASWATIPURAM, MYSORE - 570009. TEL. NO. 0821-2541779. M. 9833850508
25	KARNATAKA	BELGAUM	MR. THARUN RAI	THARUN.RAI@INCABLENET.NET	SANSUKHA COMPLEX, 2ND FLOOR, KHADE BAZAR, BELGAUM 590002. TEL. NO. 0831-2461456. M. 9833850508
26	WEST BANGAL	KOLKATA	MR. SUJIT DAS	SUJITDAS2006@GMAIL.COM	BANKIM KANAN, NEAR ALL INDIA RADIO, CHINCHURAH STATION ROAD, CHINCHURAH R.S. PINCODE. 712102. M. 9331197607
27	TELANGANA	HYDERABAD	MR. KIRAN RAJU	G.KIRANRAJU@INCABLENET.NET	NO. 6-3-1090/1/1,4TH FLOOR, UMA HYDERBAD HOUSE, RAJ BHAVAN ROAD,SOMAJIGUDA, HYDERABAD-500082. TEL. NO. 040-23339777. M. 9948211999
28	ANDHRA PRADESH	VAIZAG	MR. KIRAN RAJU	G.KIRANRAJU@INCABLENET.NET	47-10-6, FLAT NO. 19&20, SRI PADA DIAMOND TOWERS, NORTH BLOCK, 4TH FLOOR, NEAR DIAMOND PARK, DWARAKANAGAR, VISHAKHAPATANAM (VIZAG)- 530016. TEL. NO. 07416266667. M. 9948211999

29	ALL INDIA	ALL INDIA	MR. SUBHASH ISH MAZUMD AR	SUBHASHISH.MAZUMDAR@INCABLENE T.NET	49/50, 'INCENTRE', 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI - 400093. TEL. NO. 022-28208585. M. 9821069130
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3. Redressal of complaints through the Nodal Officers

(If the complaint is not resolved by the call center)

Procedure

Customer to contact the Nodal Officer, by sending an email or through telephone, if the customer is not satisfied with the redressal of his grievance by the call centre

Benchmarks

Nodal Officers will redress the grievance or complaint in ten days.

Others

For instructions regarding the operations of Indigital Set-Top Box at the Customer Premises, please refer to the User Manual. Set-Top Box user manual information can be obtained by visiting www.indigital.co.in.