

INDUSIND MEDIA & COMMUNICATIONS LIMITED



REDRESSAL OF COMPLAINTS AND NODAL OFFICERS

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We have set up a centralized helpline no. **1860-212-6456** or **1800-266-6456** to assist you should the need arise. This service is available from 0800 hours to 00:00 hours every day. Executives will be available to answer your queries in Hindi/English and the local language of the State.

In addition to the customers can also log in complaints in writing by email to customer.care@incablenet.net | care@nxtdigital.in

For each complaint you will be issued a Docket/ticket No.

In each of the service areas in which Imcl's network operates through its Joint Venture's and its Distributors which are more particularly mentioned hereinabove a complaint centre has been established for redressing your complaints and for addressing service requests by you . The Complaint Centres shall be open and accessible to you between 08:00 hrs to 00:00 hrs on all days of the week.

Every Complaint Centre has a designated Complaint Officer whose name and contact details are prominently displayed at the entrance to the Complaint Centre. On reaching the Complaint Centre please ask for the Complaint Officer who shall attend to your complaint.

All complaints shall be responded to within eight hours of the receipt of your complaint by us. Complaints received during the night shall be attended to the next day.

We have also appointed a Nodal Officer in every State in which we operate our network.

The names addresses and contact details of our Nodal Officers and the respective States which they represent are as stated herein below:

LIST OF NODAL OFFICERS

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 PRADESH	NOIDA	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

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 VINOD LASE	vinod_lase@hotmail.com	101, SAIDHAM BLDG.,KHAREGAON, KALWA-WEST, DIST.: THANE - 400605 . TEL. NO. 022-25400121. M. 9769502702

10	MAHARASHTRA	KALYAN	MR VAIBHAV GAIKWAD	VAIBHAVGAIKWAD@YAHOO.COM	SARVODHAY MALL, 2ND FLOOR, SHOP NO. 08, OPP. APMC MARKET, KALYAN (WEST) - 421 301. M. 8422888888
11	MAHARASHTRA	NAGPUR	MR. MILAN PATIL	MILAN.PATIL@INCABLENET.NET	307, 3RD FLOOR, ORANGE CITY TOWER, OPP. PATRAKAR BHAVAN, DHANTOLI, NAGPUR - 440010. TEL. NO. 0712-6613100 / 6613200. M. 9833960510
12	MAHARASHTRA	NASHIK	MR. MILAN PATIL	MILAN.PATIL@INCABLENET.NET	3RD FLOOR, MALPANI PRIDE, BESIDE REYMOND SHOWROOM, OLD PANDIT COLONY, SHARANPUR ROAD, NASHIK. TEL. NO. 0253- 3015902 /03/04. M. 9833960510
13	MAHARASHTRA	KOLHAPUR	MR YASHORA J PATIL	bhimariddhiyash@gmail.com	987, "C" WARD, 2ND FLOOR, RAJESHWARI APARTMENT, BHUI GALLI, LAXMIPURI, KOLHAPUR - 416002. TEL. NO. 0251-2642155. M. 9860970007
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. 9819993936
16	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
16	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
17	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
18	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
19	GUJARAT	RAJKOT	MR. RAJNI PATEL	ajantasky@yahoo.co.in	BEHIND AKASHWANI QUA, NEW PARIMAL CHOWK, ABOVE HARIOM AUTO, UNIVERSITY ROAD, RAJKOT - 360005. TEL. NO. 09427222243. M. 997452210
20	KARNATAKA	BANGALORE	MR. MOHAN KUMAR	mohan.kumar@incablenet.net	109,2ND FLOOR, KH ROAD, BANGALORE-560027. TEL. NO. 080-40114205-9. M. 7022027498
21	KARNATAKA	MYSORE	MR. MOHAN KUMAR	mohan.kumar@incablenet.net	21-A, 1ST FLOOR, VISHWAMANAVA, DOUBLE ROAD, SARASWATIPURAM, MYSORE - 570009. TEL. NO. 0821-2541779. M. 7022027498
22	KARNATAKA	BELGAUM	MR. THARUN RAI	THARUN.RAI@INCABLENET.NET	SANSUKHA COMPLEX, 2ND FLOOR, KHADE BAZAR, BELGAUM 590002. TEL. NO. 0831-2461456. M. 9833850508

23	ANDHRA PRADESH	VAIZAG	MR. CHANDRA SEKAR	Csekhar67@gmail.com	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. 9866566667
24	ALL INDIA	COMPLIANCE OFFICER	MR. SUBHASHISH MAZUMDAR	SUBHASHISH.MAZUMDAR@INCABLENET.NET	49/50, 'INCENTRE', 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI - 400093. TEL. NO. 022-28208585. M. 9821069130

In case you are not satisfied with the redressal of your complaint by our Complaint Centre you may approach the Nodal Officer appointed for the State in which you are being provided our service. You may send your complaint to the relevant Nodal Officer by a letter in writing, or through telephone (preferably the telephone number which you have registered with us) or by Short Messaging Service (“ SMS “) or through our web based online complaint filing system.

Our Nodal Officer shall issue an acknowledgement to you within two days of the receipt of your complaint by us and give you a unique complaint number.

Our Nodal Officers shall resolve your complaint within ten working days from the receipt of your complaint by us.