

MANUAL OF PRACTICE

IndusInd Media & Communications Ltd.



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 in all the States and Union Territories in the Republic of India.

To obtain more details please visit our website <https://nxtdigital.in/> . We have a centralised helpline no. **1860-212-0400** or **1800-210-0400** to assist you.

CITY	AREA	List of GIL Offices	Contact Details
MUMBAI	MUMBAI	No. 49/ 50, IN Centre, MIDC, Andheri East, Mumbai, Maharashtra 400093	022 2820 8585
DELHI	DELHI	IN Centre, 10-A, 2nd Floor, Shivaji Marg, Moti Nagar, New Delhi - 110 015	011 4958 7100
NOIDA	NCR	C-34, 4th Floor, Electronic City, Sector-62, Noida Uttar Pradesh-201307	0120-4621600
KOLKATA	WEST BENGAL	164, Rajdanga Main Road, 2nd Floor, Kolkata-700107	033-40053240
CHENNAI	TAMIL NADU	#2A, 2nd Floor, Western Wing, Gokul Arcade, Sardar Patel Road, Adayar, Chennai, Tamil Nadu-600 020	09841409595
HYDERABAD	TELANGANA / ANDHRA PRADESH	D No: 1-11-222/2, Lane No: 4, Gurumurthy Lane, Near Axis Bank Begumpet, Hyderabad, Telangana 500016	040 4776 6966
BENGALURU	KARNATAKA	109,2nd Floor, Aeroplex Complex, K.H. Road, Above Suzuki Showroom Bangalore, Karnataka- 560027	080 40114100

Details of Call Center: 1860-212-0400 OR 1800-210-0400

Timing: 8.00 AM (08.00 Hrs) to 12.00 AM (24.00 Hrs)

Customers can also contact us by email at:

techhelpdesk@nxtdigital.in | care@nxtdigital.in



1. Redressal of complaints through Call Center

Procedure

Customer may call Indigital on the 1860-212-0400 or 1800-210-0400 Helpline Number to lodge complaint with the call center. Our associates are trained to answer customer queries in English / Hindi and State local 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.

STATE / UT	TYPE	REGION	NODAL OFFICER	EMAIL ID	ADDRESS	PHONE NO
Arunachal Pradesh	State	East	Shubhrojyot Senapati	shubhrojyoti.senapati@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
Assam	State	East	Shubhrojyot Senapati	shubhrojyoti.senapati@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
Bihar	State	East	Pankaj Dutta	pankaj.dutta@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	98305 22033

Jharkhand	State	East	Pankaj Dutta	pankaj.dutta@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	98305 22033
Manipur	State	East	Shubhrojyot Senapati	shubhrojyoti.senapati@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
Meghalaya	State	East	Shubhrojyot Senapati	shubhrojyoti.senapati@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
Mizoram	State	East	Shubhrojyot Senapati	shubhrojyoti.senapati@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
Nagaland	State	East	Shubhrojyot Senapati	shubhrojyoti.senapati@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
Odisha	State	East	Pankaj Dutta	pankaj.dutta@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	98305 22033
Sikkim	State	East	Biswajit Guha Roy	biswajit.roy@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	93310 82200
Tripura	State	East	Shubhrojyot Senapati	shubhrojyoti.senapati@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
West Bengal (Bangla)	State	East	Sanjay Das	sanjay.das@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	98303 22212
Haryana	State	North	Vikas Raj	vikas.raj@incablenet.net	IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	0120 - 46216 14

Himachal Pradesh	State	North	Vimal Bhat	vimal.bhat@nxtdigital.in	IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	0120 - 46216 14
Jammu & Kashmir	State	North	Vimal Bhat	vimal.bhat@nxtdigital.in	IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	0120 - 46216 14
Punjab	State	North	Abhishek Goel	abhishek.goel@incablenet.net	IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 (UP)	99887 01150
Rajasthan	State	North	Pankaj Sardana	pankaj.sardana@nxtdigital.in	IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 (UP)	99887 01122
Uttar Pradesh	State	North	Vatsal Kumar	vatsal.kumar@nxtdigital.in	IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 (UP)	98735 90239
Uttarakhand	State	North	Vatsal Kumar	vatsal.kumar@nxtdigital.in	IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 (UP)	98735 90239
Andhra Pradesh	State	South	S Y Srikumar	srikumar.s@nxtdigital.in	IMCL HITS – NXT Digital D No.1-11-222/2, Lane 4 Gurumurthy Lane next to Axis Bank, Begumpet, Hyderabad – 500 016	99594 96789
Karnataka	State	South	Tharun Rai	tharun.rai@incablenet.net	IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, Bangalore – 560 027	98338 50508
Kerala	State	South	Tharun Rai	tharun.rai@incablenet.net	IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, Bangalore – 560 027	98338 50508
Tamil Nadu	State	South	Tharun Rai	tharun.rai@incablenet.net	IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road,	98338 50508

					Bangalore – 560 027	
Telangana	State	South	S Y Srikumar	srikumar.s@nxtdigital.in	IMCL HITS – NXT Digital D No.1-11-222/2, Lane 4 Gurumurthy Lane next to Axis Bank, Begumpet,Hyderabad – 500 016	99594 96789
GOA	State	West	MR. MANOJ UPADHYE	manoj.upadhye@incablent.net	PERREIRA CHAMBERS, 3RD FLOOR, OPP. VASCO TOURIST HOTEL, VASCO- DE-GAMA, GOA - 403507.	98606 00555
Gujarat	State	West	Pankaj Oza	pankaj.oza@nxtdigital.in	IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093	98256 04155
Madhya Pradesh	State	West	Milan Patil	milan.patil@incablenet.net	IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093	98339 60510
Maharashtra	State	West	Milan Patil	milan.patil@incablenet.net	IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093	98339 60510
Andaman & Nicobar Islands	UT	East	Biswajit Guha Roy	biswajit.roy@nxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	93310 82200
Chandigarh	UT	North	Abhishek Goel	abhishek.goel@incablenet.net	IMCL HITS – NXT Digital C-34, 4th Floor,Electronic City, Sector-62, Noida – 201307 (UP)	99887 01150
National Capital Territory Delhi	UT	North	Abhishek Goel	abhishek.goel@incablenet.net	IMCL HITS – NXT Digital C-34, 4th Floor,Electronic City, Sector-62, Noida – 201307 (UP)	99887 01150
Lakshadweep	UT	South	Tharun Rai	tharun.raai@incablenet.net	IMCL HITS – NXT Digital 3rd Floor,No.109,K.H. Road, Bangalore – 560 027	98338 50508

Puducherry	UT	South	Tharun Rai	tharun.raai@incablenet.net	IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, Bangalore – 560 027	98338 50508
Dadra and Nagar Haveli	UT	West	Chetan Bhatt	CHETAN.BHATT@NXTDIGITAL.IN —	IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093	99099148 41
Daman & Diu	UT	West	Chetan Bhatt	CHETAN.BHATT@NXTDIGITAL.IN —	IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093	99099148 41
ALL INDIA	ALL INDIA	COMPLIANCE OFFICER	MR. AJAY SHARMA	AJAY.SHARMA@NXTDIGITAL.IN	49/50, 'INCENTRE', 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI - 400093.	TEL. NO. 022- 28208 585. M. 99588937 70

4. 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 <https://nxtdigital.in/> .