

INDUSIND MEDIA & COMMUNICATIONS LIMITED



REDRESSAL OF COMPLAINTS AND NODAL OFFICERS

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We have set up a centralized helpline no. **1860-212-0400** or **1800-210-0400** 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 techhelpdesk@naxtdigital.in | care@naxtdigital.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

STATE / UT	TYPE	REGION	NODAL OFFICER	EMAIL ID	ADDRESS	PHONE NO
Arunachal Pradesh	State	East	Shubhrojot Senapati	shubhrojyoti.senapati@naxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
Assam	State	East	Shubhrojot Senapati	shubhrojyoti.senapati@naxtdigital.in	IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107	88120 11126
Bihar	State	East	Pankaj Dutta	pankaj.dutta@naxtdigital.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.raai@incablenet.net	IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, Bangalore – 560 027	98338 50508
Kerala	State	South	Tharun Rai	tharun.raai@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.raai@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	COMPL IANCE OFFICE R	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
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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.

