

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 | 88120111 26 |
| Assam | State | East | Shubhrojyot Senapati | shubhrojyoti.senapati@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 88120111 26 |
| Bihar | State | East | Pankaj Dutta | pankaj.dutta@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 98305220 33 |

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|----------------------|-------|------|----------------------|--|---|----------------|
| Jharkhand | State | East | Pankaj Dutta | pankaj.dutta@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 98305220 33 |
| Manipur | State | East | Shubhrojyot Senapati | shubhrojyoti.senapati@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 88120111 26 |
| Meghalaya | State | East | Shubhrojyot Senapati | shubhrojyoti.senapati@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 88120111 26 |
| Mizoram | State | East | Shubhrojyot Senapati | shubhrojyoti.senapati@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 88120111 26 |
| Nagaland | State | East | Shubhrojyot Senapati | shubhrojyoti.senapati@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 88120111 26 |
| Odisha | State | East | Pankaj Dutta | pankaj.dutta@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 98305220 33 |
| Sikkim | State | East | Biswajit Guha Roy | biswajit.roy@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 933108220 0 |
| Tripura | State | East | Shubhrojyot Senapati | shubhrojyoti.senapati@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 88120111 26 |
| West Bengal (Bangla) | State | East | Sanjay Das | sanjay.das@nxtdigital.in | IMCL HITS – NXT Digital KMC Premises No.164, Rajdanga, Main Road,Kolkata - 700107 | 983032221 2 |

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|------------------|-------|-------|------------------|--|---|-------------------|
| 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 - 4621614 |
| 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 - 4621614 |
| 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 - 4621614 |
| Punjab | State | North | Abhishek Goel | abhishek.goel@incablenet.net | IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 (UP) | 998870115 0 |
| Rajasthan | State | North | Dushyant Jamnani | dushyant.jhamnani@incablenet.net | IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 (UP) | 981189110 8 |
| 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) | 987359023 9 |
| Uttarakhand | State | North | Vatsal Kumar | vatsal.kumar@nxtdigital.in | IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 (UP) | 987359023 9 |
| Andhra Pradesh | State | South | S Y Srikumar | srikumar.s@nxtdigital.in | IMCL HITS – NXT Digital D No.1-11-222/2, Lane 4 Gurusurthy Lane next to Axis Bank, Begumpet,Hyderabad – 500 016 | 995949678 9 |
| Karnataka | State | South | Tharun Rai | tharun.raai@incablenet.net | IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, | 983385050 8 |

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|---------------------------|-------|-------|-------------------|--|---|------------|
| | | | | | Bangalore – 560 027 | |
| Kerala | State | South | Tharun Rai | tharun.raai@incablenet.net | IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, Bangalore – 560 027 | 9833850508 |
| Tamil Nadu | State | South | Tharun Rai | tharun.raai@incablenet.net | IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, Bangalore – 560 027 | 9833850508 |
| 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 | 9959496789 |
| GOA | State | West | MR. MANOJ UPADHYE | manoj.upadhye@incablenet.net | PERREIRA CHAMBERS, 3RD FLOOR, OPP. VASCO TOURIST HOTEL, VASCO-DE-GAMA, GOA - 403507. | 9860600555 |
| Gujarat | State | West | Pankaj Oza | pankaj.oza@nxtdigital.in | IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093 | 9825604155 |
| 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 | 9833960510 |
| Maharashtra | State | West | Milan Patil | milan.patil@incablenet.net | IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093 | 9833960510 |
| 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 | 9331082200 |
| Chandigarh | UT | North | Abhishek Goel | abhishek.goel@incablenet.net | IMCL HITS – NXT Digital C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 (UP) | 9988701150 |

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|----------------------------------|-----------|--------------------|-------------------------|--|---|--------------------------------------|
| 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) | 9988701150 |
| Lakshadweep | UT | South | Tharun Rai | tharun.raai@incablenet.net | IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, Bangalore – 560 027 | 9833850508 |
| Puducherry | UT | South | Tharun Rai | tharun.raai@incablenet.net | IMCL HITS – NXT Digital 3rd Floor, No.109, K.H. Road, Bangalore – 560 027 | 9833850508 |
| Dadra and Nagar Haveli | UT | West | Pankaj Oza | pankaj.oza@nxtdigital.in | IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093 | 9825604155 |
| Daman & Diu | UT | West | Pankaj Oza | pankaj.oza@nxtdigital.in | IMCL HITS – NXT Digital 49/50, IN Center, 12th Road, MIDC, Andheri east, Mumbai 400093 | 9825604155 |
| ALL INDIA | ALL INDIA | COMPLIANCE OFFICER | MR. SUBHASHISH MAZUMDAR | SUBHASHISH.MAZUMDAR@NXTDIGITAL.IN | 49/50, 'INCENTRE', 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI - 400093. | TEL. NO. 022-28208585. M. 9821069130 |

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 <https://nxtdigital.in/> .