

INDUSIND MEDIA & COMMUNICATIONS LIMITED



MANUAL OF PRACTICE

IndusInd Media & Communications Ltd. (hereinafter referred to as “IMCL”), currently offers two types of Nxtdigital Services – Standard Definition (“SD”) and High Definition (“HD”) services. Currently SD & HD services are available in all IMCL HITS networks. To obtain more details please visit our website www.nxtdigital.in. We have a centralised helpline no. 1860-212-0400 or 1800-210-0400 to assist you. Timing: 8.00 AM (08.00 Hrs) to 00.00 AM (24.00 Hrs). Customers can also contact us by email at: care@nxtdigital.in



CITY	AREA	List of NXTDIGITAL HITS 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	9841409595
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

1. Redressal of complaints through Call Center – Procedure

Customers may call the Indigital call center on 1860-212-0400 or 1800-210-0400 helpline numbers to lodge complaints 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. 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 re-dressed 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 from the receipt of complaint.

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 Customers can contact the concerned Nodal Officer citing the Ticket number issued by the Call Center.

LIST OF NODAL OFFICERS



SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
1	ARUNACHAL PRADESH	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN	8812011126
2	ASSAM	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN	8812011126
3	MANIPUR	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN	8812011126
4	MEGHALAYA	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN	8812011126
5	MIZORAM	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN	8812011126

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6	NAGALAND	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN	8812011126
7	BIHAR	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	PANKAJ DUTTA	PANKAJ.DUTTA@NXTDIGITAL.IN	9830522033
8	JHARKHAND	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	PANKAJ DUTTA	PANKAJ.DUTTA@NXTDIGITAL.IN	9830522033
9	ODISHA	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	PANKAJ DUTTA	PANKAJ.DUTTA@NXTDIGITAL.IN	9830522033
10	SIKKIM	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN	8812011126

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11	TRIPURA	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN	8812011126
12	WEST BENGAL (BANGLA)	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SANJAY DAS	SANJAY.DAS@NXTDIGITAL.IN	9830322212
13	HARYANA	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VIKAS RAJ	VIKAS.RAJ@NXTDIGITAL.IN	9899323964
14	HIMACHAL PRADESH	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VIMAL JI BHAT	VIMAL.BHAT@NXTDIGITAL.IN	9899323964
15	JAMMU & KASHMIR	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VIMAL JI BHAT	VIMAL.BHAT@NXTDIGITAL.IN	9899323964

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16	PUNJAB	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL.IN	9988701150
17	RAJASTHAN	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	PANKAJ SARDANA	PANKAJ.SARDANA@NXTDIGITAL.IN	9988701122
18	UTTAR PRADESH	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VATSAL KUMAR	VATSAL.KUMAR@NXTDIGITAL.IN	9873590239
19	UTTARAKHAND	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VATSAL KUMAR	VATSAL.KUMAR@NXTDIGITAL.IN	9873590239
20	ANDHRA PRADESH	SOUTH	NXTDIGITAL - HITS. D No.1-11-222/2, Lane 4 Gurusurthy Lane next to Axis Bank, Begumpet,Hyderaba d - 500 016	S Y SRI KUMAR	SRIKUMAR.S@NXTDIGITAL.IN	9959496789

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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
21	TELANGANA	SOUTH	NXTDIGITAL - HITS. D No.1-11-222/2, Lane 4 Gurusurthy Lane next to Axis Bank, Begumpet,Hyderaba d - 500 016	S Y SRI KUMAR	SRIKUMAR.S@NXTDIGITAL.IN	9959496789
22	KARNATAKA	SOUTH	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE- 560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
23	KERALA	SOUTH	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE- 560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
24	TAMIL NADU	SOUTH	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE- 560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
25	GOA	WEST	NXTDIGITAL - HITS PERREIRA CHAMBERS, 3RD FLOOR, OPP. VASCO TOURIST HOTEL, VASCO-DE-GAMA, GOA - 403507	MR MANOJ UPADHYE	MANOJ.UPADHYE@NXTDIGITAL.IN	9860600555

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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
26	GUJARAT	WEST	NXTDIGITAL - HITS 301 TO 305, 3RD FLOOR, SHANAY-2 COMPLEX, OPP. SANYAS ASHRAM, BEHIND LIC BLDG., ASHRAM ROAD, ELLIS BRIDGE, AHMEDABAD-380006.	MR CHETAN BHATT	CHETAN.BHATT@NXTDIGITAL.IN	9909914841
27	MADHYA PRADESH	WEST	NXTDIGITAL - HITS 49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	9833960510
28	MAHARASHTRA	WEST	NXTDIGITAL - HITS 49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	9833960510

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29	ANDAMAN & NICOBAR ISLAND	UNION TERRITORY	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	MR BISWAJIT GUHA ROY	BISWAJIT.ROY@NXTDIGITAL.IN	9331082200
30	CHANDIGARH	UNION TERRITORY	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL.IN	9988701150
31	DELHI (NATIONAL CAPITAL)	UNION TERRITORY	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL.IN	9988701150
32	LAKSHADWEEP	UNION TERRITORY	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE-560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
33	PUDUCHERRY	UNION TERRITORY	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE-560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508

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34	DADRA & NAGAR HAVELI	UNION TERRITORY	NXTDIGITAL - HITS 301 TO 305, 3RD FLOOR, SHANAY-2 COMPLEX, OPP. SANYAS ASHRAM, BEHIND LIC BLDG., ASHRAM ROAD, ELLIS BRIDGE, AHMEDABAD-380006.	MR CHETAN BHATT	CHETAN.BHATT@NXTDIGITAL.IN	9909914841
35	DAMAN & DIU	UNION TERRITORY	NXTDIGITAL - HITS 301 TO 305, 3RD FLOOR, SHANAY-2 COMPLEX, OPP. SANYAS ASHRAM, BEHIND LIC BLDG., ASHRAM ROAD, ELLIS BRIDGE, AHMEDABAD-380006.	MR CHETAN BHATT	CHETAN.BHATT@NXTDIGITAL.IN	9909914841
36	ALL INDIA	COMPLIANCE OFFICER	49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR AJAY SHARMA	AJAY.SHARMA@NXTDIGITAL.IN	022 2820855 / 9958893770

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 via 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 within ten days.

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