

**MANUAL OF PRACTICE**

**INDUSIND MEDIA & COMMUNICATIONS LTD**



**Document Control** ([for IMCL NXT Digital HITS office use](#))

<b>Date</b>	<b>Prepared By (Name)</b>	<b>Reviewed By (Name)</b>	<b>Approved By (Name)</b>
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IndusInd Media & Communications Ltd (“IMCL HITS”), currently offers **Standard Definition (“SD”)** and **High Definition (“HD”)** services. Further information regarding the services can be obtained from our website [www.nxtdigital.in](http://www.nxtdigital.in). GIL has a centralized helpline no. **1800 2100 400 (8am to 1pm) (7 days a week)** to assist you. Listed herein below, city wise are the areas that GIL’s offices are located at:

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:** 1800 2100 400 (Toll Free Number) (8am to 11pm) (7 days a week)

## 1. Redressal of complaints through

### Call Center Procedure

Customer may call **NXT DIGITAL** on our Toll Free Number **1800 2100 400** to lodge a complaint with the call center. Customer Care Executives will be available to answer your queries in Hindi, English, Bengali, Gujarati, Kannada, Malayalam, Marathi, Punjabi, Tamil and Telugu. On receiving the customer’s call, our call center executive will register the customer’s complaint and issue a Reference Number to the customer which may be used for further reference.

### Benchmarks

At least ninety per cent of the complaints’ concerning non-receipt of all signals by the customer occurs due to disturbances of weather or natural calamities, this will be redressed and attempts to restore the signals at the very earliest shall be undertaken. We will attempt to 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.

For complaints from customer coming from remote or hilly tracts or hilly areas or distant rural areas or disturbances due to weather, we shall attempt to redress the issues at the very earliest and to the extent possible.

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.

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

NAME	TYPE	REGION	NAME OF NODAL OFFICER	ADDRESS	E-MAIL ADDRESS	PHONE NO
Andhra Pradesh	State	South	S. Y. Srikumar	IMCL HITS – NXT Digital HITS. D No.1- 11-222/2, Lane 4 Gurumurthy Lane next to Axis Bank, Begumpet, Hyderabad – 500 016	srikumar.s@nxtdigital.in	040 - 47766966
Arunachal Pradesh	State	East	Shubhrojyoti D Senapati	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata - 700107	shubhrojyoti.senapati@nxtdigital.in	M - 8812011126
Assam	State	East	Shubhrojyoti D Senapati	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata - 700107	shubhrojyoti.senapati@nxtdigital.in	M - 8812011126
Bihar	State	East	Pankaj Dutta	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata – 700107	pankaj.dutta@nxtdigital.in	M -983052203

Chhattisgarh	State	West	Sharique Niazi	IMCL HITS – NXT Digital HITS. 49/50, IN Center, 12 <sup>th</sup> Road, MIDC, Andheri east, Mumbai 400093.	sharique.niazi@nxtdigital.in	022 – 61282222
Goa	State	West	Ranjeet Jain	IMCL HITS – NXT Digital HITS. 49/50, IN Center, 12 <sup>th</sup> Road, MIDC, Andheri east, Mumbai 400093.	ranjeet.jain@nxtdigital.in	022 - 61282222
Gujarat	State	West	Pankaj Oza	IMCL HITS – NXT Digital HITS. 49/50, IN Center, 12 <sup>th</sup> Road, MIDC, Andheri east, Mumbai 400093.	pankaj.oza@nxtdigital.in	022 - 61282222
Haryana	State	North	Vikas Raj	IMCL HITS – NXT Digital HITS. C-34, 4 <sup>th</sup> Floor, Electronic City, Sector 62, Noida – 201 307 UP	vikas.raj@incablenet.net	0120 - 4621614
Himachal Pradesh	State	North	Vimal Jee Bhat	IMCL HITS – NXT Digital HITS. C-34, 4 <sup>th</sup> Floor, Electronic City, Sector 62, Noida – 201 307 UP	vimal.bhat@nxtdigital.in	0120 - 4621614

Jammu and Kashmir	State	North	Vimal Jee Bhat	IMCL HITS – NXT Digital HITS. C-34, 4 <sup>th</sup> Floor, Electronic City, Sector 62, Noida – 201 307 UP	vimal.bhat@nxtdigital.in	0120 - 4621614
Jharkhand	State	East	Pankaj Dutta	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata – 700107	pankaj.dutta@nxtdigital.in	M - 983052203
Karnataka	State	South	Murali Govindas wamy	IMCL HITS – NXT Digital HITS 3rd Floor, No.109, K.H. Road, Bangalore – 560 027	murali.g@nxtdigital.in	080 - 40114100
Kerala	State	South	Murali Govindas wamy	IMCL HITS – NXT Digital HITS 3rd Floor, No.109, K.H. Road, Bangalore – 560 027	murali.g@nxtdigital.in	080 - 40114100
Madhya Pradesh	State	West	Sharique Niazi	IMCL HITS – NXT Digital HITS. 49/50, IN Center, 12 <sup>th</sup> Road, MIDC, Andheri east, Mumbai 400093.	sharique.niazi@nxtdigital.in	022 - 61282222

Maharashtra	State	West	Ranjeet Jain	IMCL HITS – NXT Digital HITS. 49/50, IN Center, 12 <sup>th</sup> Road, MIDC, Andheri east, Mumbai 400093.	ranjeet.jain@nxdigital.in	022 - 61282222
Manipur	State	East	Shubhroj yoti D Senapati	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata – 700107	shubhrojyoti.senapati@ nxdigital.in	M - 881201112 6
Meghalaya	State	East	Shubhroj yoti D Senapati	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata – 700107	shubhrojyoti.senapati@ nxdigital.in	M - 881201112 6
Mizoram	State	East	Shubhroj yoti D Senapati	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata – 700107	shubhrojyoti.senapati@ nxdigital.in	M - 881201112 6

Nagaland	State	East	Shubhrojyoti D Senapati	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata – 700107	shubhrojyoti.senapati@ nxtdigital.in	M -  881201112 6
Odisha	State	East	Pankaj Dutta	IMCL HITS – NXT Digital HITS. KMC Premises No. 164, Rajdanga, Main Road, Kolkata – 700107	pankaj.dutta@nxtdigital. in	M - 983052203 3
Punjab	State	North	Abhishek Goel	IMCL HITS – NXT Digital HITS. C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 UP	abhishek.goel@incable net.net	0120 - 4621614
Rajasthan	State	North	Dushyant Jamnani	IMCL HITS – NXT Digital HITS. C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 UP	dushyant.jhamnani@inc ablenet.net	0120 - 4621614
Sikkim	State	East	Tapas Pramanik	IMCL HITS – NXT Digital HITS. KMC Premises No.164, Rajdanga Main Road,	tapas.pramanik@nxtdigi tal.in	M - 903883505 0



				Kolkata – 700 107		
Tamil Nadu	State	South	Murali Govindaswamy	IMCL HITS – NXT Digital HITS.  3rd Floor, No.109, K.H. Road, Bangalore – 560 027	murali.g@nxtdigital.in	080 - 40114100
Telangana	State	South	S.Y.Srikumar	IMCL HITS – NXT Digital HITS. D.No: 1- 11-222/2, Lane 4 Gurumurthy Lane Next to Axis Bank, Begumpet Hyderabad – 500 016	srikumar.s@nxtdigital.in	040 - 47766966
Tripura	State	East	Shubhrojyoti D Senapati	IMCL HITS – NXT Digital HITS. KMC Premises No.164, Rajdanga Main Road, Kolkata – 700 107	shubhrojyoti.senapati@nxtdigital.in	M - 881201112 6
Uttar Pradesh	State	North	Vatsal Kumar	IMCL HITS – NXT Digital HITS. C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 UP	vatsal.kumar@nxtdigital.in	0120 - 4621614

Uttarakhand	State	North	Vatsal Kumar	IMCL HITS – NXT Digital HITS. C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 UP	vatsal.kumar@nxtdigital .in	0120 - 4621614
West Bengal	State	East	Tapas Pramanik	IMCL HITS – NXT Digital HITS. KMC Premises No.164, Rajdanga Main Road, Kolkata – 700 107	tapas.pramanik@nxtdigital.in	M - 903883505 0
Andaman and Nicobar Islands	UT	East	Tapas Pramanik	IMCL HITS – NXT Digital HITS. KMC Premises No.164, Rajdanga Main Road, Kolkata – 700 107	tapas.pramanik@nxtdigital.in	M - 903883505 0
Chandigarh	UT	North	Abhishek Goel	IMCL HITS – NXT Digital HITS. C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 UP	abhishek.goel@incable net.net	0120 - 4621614

Dadra and Nagar Haveli	UT	West	Pankaj Oza	IMCL HITS – NXT Digital HITS. Ltd 49 / 50, IN Center, 12 <sup>th</sup> Road, MIDC, Andheri East, Mumbai 400093	pankaj.oza@nxtdigital.in	022 - 61282222
Daman and Diu	UT	West	Pankaj Oza	IMCL HITS – NXT Digital HITS. 49 / 50, IN Center, 12 <sup>th</sup> Road, MIDC, Andheri East, Mumbai 400093	pankaj.oza@nxtdigital.in	022 - 61282222
Lakshadweep	UT	South	Murali Govindas wamy	IMCL HITS – NXT Digital HITS. 3rd Floor, No.109, K.H. Road, Bangalore – 560 027	murali.g@nxtdigital.in	080 - 40114100
National Capital Territory of Delhi	UT	North	Abhishek Goel	IMCL HITS – NXT Digital HITS. C-34, 4th Floor, Electronic City, Sector-62, Noida – 201307 UP	abhishek.goel@incable net.net	0120 - 4621614
Puducherry	UT	South	Murali Govindas wamy	IMCL HITS – NXT Digital HITS. 3rd Floor,	murali.g@nxtdigital.in	080 - 40114100

				No.109, K.H. Road, Bangalore – 560 027		
ALL INDIA			Subhashish Mazumdar	IMCL HITS – NXT Digital HITS. 49/50, IN Center, 12 <sup>th</sup> Road, MIDC, Andheri east, Mumbai 400093.	Subhashish.mazumdar@i ncablenet.net	022-28208585

### 3. Redressal of complaints through the Nodal Officers

If the complaint is not resolved by the call center within a period of forty eight hours, then the customer may contact the respective Nodal Officer as detailed above.

#### Procedure

The customer may contact the Nodal Officer, by sending an email or through telephone, if the customer is not satisfied with the redressal of his/her grievance by the call center.

#### Benchmarks

Nodal Officers will redress the grievance or complaint in ten days. If the complaint is not addressed by the Nodal Officer within the stipulated time, the consumer may then contact the Country Head Officer

Head – Legal  
IndusInd Media & Communications Ltd.  
49 / 50, 12<sup>th</sup> Road, MIDC,  
Andheri East  
Mumbai – 400093

Email - [nodalindia@nxtdigital.in](mailto:nodalindia@nxtdigital.in)  
Phone- 022 – 28208585

#### Others

For instructions regarding the operations of **NXT DIGITAL** Set-Top Box at the Customer Premises, please refer to the User Manual. Set-Top Box user manual information can be obtained by visiting [nxtdigital.in](http://nxtdigital.in).