

# INDUSIND MEDIA & COMMUNICATIONS LIMITED



**REDRESSAL OF COMPLAINTS AND NODAL OFFICERS**

**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 [care@nxtdigital.in](mailto:care@nxtdigital.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



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	<a href="mailto:SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN">SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN</a>	8812011126
2	ASSAM	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	<a href="mailto:SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN">SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN</a>	8812011126
3	MANIPUR	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	<a href="mailto:SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN">SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN</a>	8812011126
4	MEGHALAYA	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	<a href="mailto:SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN">SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN</a>	8812011126
5	MIZORAM	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	<a href="mailto:SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN">SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN</a>	8812011126

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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
6	NAGALAND	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	<a href="mailto:SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN">SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN</a>	8812011126
7	BIHAR	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	PANKAJ DUTTA	<a href="mailto:PANKAJ.DUTTA@NXTDIGITAL.IN">PANKAJ.DUTTA@NXTDIGITAL.IN</a>	9830522033
8	JHARKHAND	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	PANKAJ DUTTA	<a href="mailto:PANKAJ.DUTTA@NXTDIGITAL.IN">PANKAJ.DUTTA@NXTDIGITAL.IN</a>	9830522033
9	ODISHA	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	PANKAJ DUTTA	<a href="mailto:PANKAJ.DUTTA@NXTDIGITAL.IN">PANKAJ.DUTTA@NXTDIGITAL.IN</a>	9830522033
10	SIKKIM	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	<a href="mailto:SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN">SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN</a>	8812011126

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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
11	TRIPURA	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SHUBHROJYOTI SENAPATI	<a href="mailto:SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN">SHUBHROJYOTI.SENAPATI@NXTDIGITAL.IN</a>	8812011126
12	WEST BENGAL (BANGLA)	EAST	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	SANJAY DAS	<a href="mailto:SANJAY.DAS@NXTDIGITAL.IN">SANJAY.DAS@NXTDIGITAL.IN</a>	9830322212
13	HARYANA	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VIKAS RAJ	<a href="mailto:VIKAS.RAJ@NXTDIGITAL.IN">VIKAS.RAJ@NXTDIGITAL.IN</a>	9899323964
14	HIMACHAL PRADESH	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VIMAL JI BHAT	<a href="mailto:VIMAL.BHAT@NXTDIGITAL.IN">VIMAL.BHAT@NXTDIGITAL.IN</a>	9899323964
15	JAMMU & KASHMIR	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VIMAL JI BHAT	<a href="mailto:VIMAL.BHAT@NXTDIGITAL.IN">VIMAL.BHAT@NXTDIGITAL.IN</a>	9899323964

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16	PUNJAB	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	ABHISHEK GOEL	<a href="mailto:ABHISHEK.GOEL@NXTDIGITAL.IN">ABHISHEK.GOEL@NXTDIGITAL.IN</a>	9988701150
17	RAJASTHAN	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	PANKAJ SARDANA	<a href="mailto:PANKAJ.SARDANA@NXTDIGITAL.IN">PANKAJ.SARDANA@NXTDIGITAL.IN</a>	9988701122
18	UTTAR PRADESH	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VATSAL KUMAR	<a href="mailto:VATSAL.KUMAR@NXTDIGITAL.IN">VATSAL.KUMAR@NXTDIGITAL.IN</a>	9873590239
19	UTTARAKHAND	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VATSAL KUMAR	<a href="mailto:VATSAL.KUMAR@NXTDIGITAL.IN">VATSAL.KUMAR@NXTDIGITAL.IN</a>	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	<a href="mailto:SRIKUMAR.S@NXTDIGITAL.IN">SRIKUMAR.S@NXTDIGITAL.IN</a>	9959496789

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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	<a href="mailto:SRIKUMAR.S@NXTDIGITAL.IN">SRIKUMAR.S@NXTDIGITAL.IN</a>	9959496789
22	KARNATAKA	SOUTH	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE- 560027	MR THARUN RAI	<a href="mailto:THARUN.RAI@NXTDIGITAL.IN">THARUN.RAI@NXTDIGITAL.IN</a>	9833850508
23	KERALA	SOUTH	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE- 560027	MR THARUN RAI	<a href="mailto:THARUN.RAI@NXTDIGITAL.IN">THARUN.RAI@NXTDIGITAL.IN</a>	9833850508
24	TAMIL NADU	SOUTH	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE- 560027	MR THARUN RAI	<a href="mailto:THARUN.RAI@NXTDIGITAL.IN">THARUN.RAI@NXTDIGITAL.IN</a>	9833850508
25	GOA	WEST	NXTDIGITAL - HITS PERREIRA CHAMBERS, 3RD FLOOR, OPP. VASCO TOURIST HOTEL, VASCO-DE-GAMA, GOA - 403507	MR MANOJ UPADHYE	<a href="mailto:MANOJ.UPADHYE@NXTDIGITAL.IN">MANOJ.UPADHYE@NXTDIGITAL.IN</a>	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	<a href="mailto:CHETAN.BHATT@NXTDIGITAL.IN">CHETAN.BHATT@NXTDIGITAL.IN</a>	9909914841
27	MADHYA PRADESH	WEST	NXTDIGITAL - HITS 49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR MILAN PATIL	<a href="mailto:MILAN.PATIL@NXTDIGITAL.IN">MILAN.PATIL@NXTDIGITAL.IN</a>	9833960510
28	MAHARASHTRA	WEST	NXTDIGITAL - HITS 49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR MILAN PATIL	<a href="mailto:MILAN.PATIL@NXTDIGITAL.IN">MILAN.PATIL@NXTDIGITAL.IN</a>	9833960510



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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
29	ANDAMAN & NICOBAR ISLAND	UNION TERRITORY	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	MR BISWAJIT GUHA ROY	<a href="mailto:BISWAJIT.ROY@NXTDIGITAL.IN">BISWAJIT.ROY@NXTDIGITAL.IN</a>	9331082200
30	CHANDIGARH	UNION TERRITORY	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	ABHISHEK GOEL	<a href="mailto:ABHISHEK.GOEL@NXTDIGITAL.IN">ABHISHEK.GOEL@NXTDIGITAL.IN</a>	9988701150
31	DELHI (NATIONAL CAPITAL)	UNION TERRITORY	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	ABHISHEK GOEL	<a href="mailto:ABHISHEK.GOEL@NXTDIGITAL.IN">ABHISHEK.GOEL@NXTDIGITAL.IN</a>	9988701150
32	LAKSHADWEEP	UNION TERRITORY	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE-560027	MR THARUN RAI	<a href="mailto:THARUN.RAI@NXTDIGITAL.IN">THARUN.RAI@NXTDIGITAL.IN</a>	9833850508
33	PUDUCHERRY	UNION TERRITORY	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE-560027	MR THARUN RAI	<a href="mailto:THARUN.RAI@NXTDIGITAL.IN">THARUN.RAI@NXTDIGITAL.IN</a>	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	<a href="mailto:CHETAN.BHATT@NXTDIGITAL.IN">CHETAN.BHATT@NXTDIGITAL.IN</a>	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	<a href="mailto:CHETAN.BHATT@NXTDIGITAL.IN">CHETAN.BHATT@NXTDIGITAL.IN</a>	9909914841
36	ALL INDIA	COMPLIANCE OFFICER	49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR AJAY SHARMA	<a href="mailto:AJAY.SHARMA@NXTDIGITAL.IN">AJAY.SHARMA@NXTDIGITAL.IN</a>	022 2820855 / 9958893770

**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.**