

NXTDIGITAL LIMITED



MANUAL OF PRACTICE

NXTDIGITAL LIMITED (hereinafter referred to as “NXTL”), currently offers two types of Nxtdigital Services – Standard Definition (“SD”) and High Definition (“HD”) services. Currently SD & HD services are available in all NXTL 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

“W.E.F 21st August 2020 IndusInd Media & Communications Ltd is now NXTDIGITAL Limited.”

CITY	AREA	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
HYDERABAD	TELANGANA / ANDHRA PRADESH	D No: 1-11-222/2, Lane No: 4,Gurumurthy Lane, Near Axis Bank Chest, Begumpet, Hyderabad, Telangana 500016	040 4776 6966
BENGALURU	KARNATAKA	#37, Brahmananda Court, "A" Wing, Ground Floor, Lalbhag Road, Bengaluru-560027	080 40114100

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

NXTDIGITAL LIMITED., 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	9988701141
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
16	LADAKH	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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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
17	PUNJAB	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL.IN	9988701150
18	RAJASTHAN	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	PANKAJ SARDANA	PANKAJ.SARDANA@NXTDIGITAL.IN	9988701122
19	UTTAR PRADESH	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VATSAL KUMAR	VATSAL.KUMAR@NXTDIGITAL.IN	9873590239
20	UTTARAKHAND	NORTH	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	VATSAL KUMAR	VATSAL.KUMAR@NXTDIGITAL.IN	9873590239
21	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
22	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
23	KARNATAKA	SOUTH	NXTDIGITAL - HITS #37, Brahmananda Court, "A" Wing, Ground floor, Lalbhad road, Bangalore-560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
24	KERALA	SOUTH	NXTDIGITAL - HITS #37, Brahmananda Court, "A" Wing, Ground floor, Lalbhad road, Bangalore-560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
25	TAMIL NADU	SOUTH	NXTDIGITAL - HITS #37, Brahmananda Court, "A" Wing, Ground floor, Lalbhad road, Bangalore-560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
26	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
27	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 MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	9833960510
28	MADHYA PRADESH	WEST	NXTDIGITAL - HITS 49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	9833960510
29	MAHARASHTRA	WEST	NXTDIGITAL - HITS 49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	9833960510
30	ANDAMAN & NICOBAR ISLAND	UNION TERRITORY	NXTDIGITAL - HITS. KMC PREMISES, NO.164, RAJDANGA, MAIN ROAD, KOLKATA -700107	MR SOYMO SAHA	SOYMO.SAHA@NXTDIGITAL.IN	9836567666
31	CHANDIGARH	UNION TERRITORY	NXTDIGITAL - HITS. C-34, 4th Floor, Electronic City, Sector 62, Noida – 201 307 (UP)	ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL. IN	9988701150

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32	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
33	LAKSHADWEEP	UNION TERRITORY	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE- 560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
34	PUDUCHERRY	UNION TERRITORY	NXTDIGITAL - HITS 109, 2ND FLOOR, KH ROAD, BANGALORE- 560027	MR THARUN RAI	THARUN.RAI@NXTDIGITAL.IN	9833850508
35	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 MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	9833960510
36	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 MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	9833960510

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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
37	ALL INDIA	COMPLIANCE OFFICER	49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR AJAY SHARMA	AJAY.SHARMA@NXTDIGITAL.IN	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.