

COMPLAINT REDRESSAL PROCESS

1. Through Customer Care Centre

The Company has established a Customer Care Centre for addressing the service requests and complaints of its subscribers with following features:

- a) Toll free “customer care number” - 1800-103-7032
- b) The services are accessible between 08:00 hrs and 22:00 hrs on all days of the week,
- c) provide services in Hindi and English
- d) Interactive Voice Response System (IVRS) with provision for complaint registration
- e) Web based complaint management system is under process.

The Turnaround Time for different parameters is as follows:

- (a) all complaints shall be responded to within eight hours of receipt of the complaint, provided that complaints received after the office working hours shall be responded by the next working day;
- (b) at least ninety percent of all ‘no signal’ complaints received shall be redressed and signal restored within twenty-four hours of receipt of such complaint;
- (c) complaint from the subscriber and refunds, if any, shall be made to such subscriber within thirty days of receipt of the complaint;
- (d) atleast ninety percent of all other complaints not covered under clause (b) and clause (c) shall be redressed within forty-eight hours of receipt of such all complaints relating to billing shall be redressed within seven days of receipt if the complaints;
- (e) no complaint, except billing related complaints referred to in clause (c), shall remain unresolved beyond seventy-two hours.

2. Through Nodal Officers:

- In case a subscriber is not satisfied with the redressal of complaint by the customer care center, such subscriber may approach the nodal officer of the distributor of television channels for redressal of his complaint.
- The nodal officer shall-
 - a) register every complaint lodged by the subscribers;
 - b) issue an acknowledgement to the subscriber within two days from date of the receipt of the complaint indicating therein the unique complaint number;
 - c) redress such complaints of subscribers within ten days from the date of receipt of the complaint and intimate the decision taken thereon in respect of such complaint to the subscriber.

S. No.	State/City	Particulars of the Nodal Officer
1	All Over India	Name: Mr. Suman Kumar Thakur Email: thakur@catvisionindia.com Mobile: 9818002244 Address: E-14 &15, Sector-8, Noida-201301, (U.P.) India Office Tel.: 0120-4936750 Toll free No.: 1800-103-7032