



Manual OF Practice

Digicable Network (India) Ltd.

Document Control

Date	Prepared By (Name)	Reviewed (Name)	By	Approved By (Name)
01/07/2012	N.G. Shivram	Achintya Rakshit Paresh Ashar Mahesh Joshi		Sisir Pillai
Document Number	DG/TRAI/CS/102/V1.1	Release Date		04/07/2012

Revision History

Revision	Revision Date	Revised By	Approved by	Comments
V1.1	22/08/2013	Somrita Ghanti	Pushkarraj Bhatawadekar	Updated Name and addresses of Nodal Officers in DAS1 and DAS2 cities.
V1.2	13/06/2014	Darshi Bole	Pushkarraj Bhatawadekar	Updated Name and addresses of Nodal Officers in DAS1 and DAS2 cities. Also updated customer care email ID.
V1.3	18/06/2014	Darshi Bole	Pushkarraj Bhatawadekar	Addition of Bhopal Toll Free Number
V1.4	01/07/2014	Mugdha Prabhu	Pushkarraj Bhatawadekar	Updated the Bhopal Number
V1.5	13/10/2014	Mugdha Prabhu	Pushkarraj Bhatawadekar	Updated the Toll Free Number
V1.6	16/10/2014	Darshi Bole	Pushkarraj Bhatawadekar	Updated Nodal Officer details for Hyderabad, & email ID of Kolkata Nodal Officer
V1.7	01/09/2015	Darshi Bole	Pushkarraj Bhatawadekar	Updated Duties and Obligations of MSO.
V1.8	28/10/2015	Darshi Bole	Pushkarraj Bhatawadekar	Updated contact number of Bhopal Office
V1.9	18/05/2016	Darshi Bole	Darshi Bole	Updated contact details of Nodal Officers at Mumbai & Hyderabad Offices, & new address of Indore office
V2.0	04/04/2017	Darshi Bole	Darshi Bole	Updated contact details of Nodal Officers at Mumbai & Hyderabad Office

Details of Call Center: 1800-212-1217 (Toll Free Number) - National
9920031004 / 9920031006 (Tolled) – National

Customers can also contact Digicable by email at :digicare@digicable.in

1. Redressal of complaints through Call Center

Procedure

Customer may call Digicable on the Toll Free Numbers to lodge complaint with the call center. Our associates are trained to answer customer queries in 3 languages. On receiving the Customer call, our Call Center will register the Customer`s complaint and issue a Ticket Number to the Customer.

Benchmarks

At least ninety per cent of complaint`s concerning non-receipt of all signals by the Customer save and except due to disturbances of weather or natural calamities, will be redressed 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 of the receipt of complaint.

Provided complaints from Customer coming from remote or hilly tracts or hilly areas or distant rural areas or disturbances due to weather may be redressed as early as may be feasible.

All other complaints shall be addressed as early as possible.

2. Details of Nodal Officers

Digicable 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.

Sr	Name of Nodal Officer Email id	City	Tel No.	Fax	Address
Maharashtra					
1.	Pushkarraj Bhatawadekar pushkar.raj@digicable.in Manoj Korgaonkar ~ manoj.korgaonkar@digicable.in (for Navi Mumbai)	Mumbai & Navi Mumbai	022- 42888888	022- 42888899	Digi House, B 8, MIDC Marol Industrial Area, Next To MIDC Police Station, Andheri (E) Mumbai – 400 093
Delhi					
2.	Manish Sehgal manish.sehgal@digicable.in	Delhi	011- 45500800	011- 45536739	S 23, Ajay Enclave, Subhash Nagar, New Delhi - 110027
West Bengal					
3.	Lokesh Agarwal lokesh.agarwal@pacenet-india.net	Kolkatta and Howrah	033- 40060694 /95	033- 40060696	3 B, Mansarovar Camac Street Kolkatta – 70001
Andhra Pradesh					
4.	Vikas Kanwar vikas.kanwar@digicable.in	Hyderabad	040- 40303465	040- 40303457	Ltd. H.No:6-2-981, 1st Floor, Maruthi Plaza, Adj: Shadan College, Khairatabad Hyderabad-500 004
		Vizag	0891- 2528483	0891- 2713955	Sridevi Mastermedia Systems, No.B-8, Industrial Estate , Near Birla Junction Visakhapatnam - 530 007
Central India					
5.	Sameer Prabhakar sameer.prabhakar@digicable.in	Indore	0731- 3092004		501,502,5th Floor,Orbit Mall,AB Road,Indore - 452010
6.		Bhopal	0755- 6677777 & 18004194 004		85, Zone II, M.P Nagar Bhopal – 462 011

7.		Jabalpur	0761-6555666		Ekta Chowk, Vijaynagar, Jabalpur-482 002.
8.		Jaipur	0141-2392320	0141-2392321	Digicable Network India Pvt. Ltd. 8th Floor, Sunny Mart, Jaipur - 302 019
Uttar Pradesh					
9.	Manish Sehgal manish.sehgal@digicable.in	Allahabad	0532-2560374		Digi Silverline Network Pvt. Ltd. NPA Arcade, 3rd floor, Near Hotel Kanha Continental, Civil lines, Allahabad - 211 001
10.		Lucknow	0522-4088400		Lucknow 9 Cable Network Pvt. Ltd. 4th Floor, Sagar Trade Centre, Habibullah Estate, Hazratganj Lucknow-226 001.
11		Kanpur	0512-3915297		Digi Vishal Kanpur Network Pvt. Ltd. 3rd Floor, Aya Singh Complex 110/187, R. K. Nagar, G T Road, Kanpur-208 012.
12		Agra	0562-3106200		Digi Maharaja Cable Network Pvt. Ltd. Hall No. 2, Shop No. 15, Bhawna Tower, Kailashpuri Crossing, Sikandara, Agra

3. Redressal of complaints through the Nodal Officers

(If the complaint is not resolved by the call centre)

Procedure

Customer to contact the Nodal Officer, by sending an email or through 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 in ten days.

Others

For instructions regarding the operations of Digicable Equipment at the Customer Premises, please refer to the User Manual.

4. Duties and Obligation of the MSO

Refer to "Duties and Obligations of the MSO" in Consumer's Charter for Digital Addressable Cable TV Systems for Ordinary Subscriber (Non Commercial subscriber) Clause 14.