

NXTDIGITAL LIMITED



MANUAL OF PRACTICE



NXTDIGITAL LIMITED. (hereinafter referred to as “NXTL”), currently offers two types of INDigital Services – Standard Definition (“SD”) and High Definition (“HD”) services. Currently SD & HD services are available in all NXTL CATV networks. To obtain more details please visit our website www.indigital.co.in.

We have a centralised helpline no. 1860-212-6456 or 1800-266-6456 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 LIMITED is now NXTDIGITAL LIMITED.

CITY	AREA	List of NXTL Offices	Contact details
MUMBAI	MUMBAI	IN Centre, 49/50, 12 Road, MIDC, Mumbai – 400093.	022-28208585
DELHI	DELHI	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015	011- 49587100

1. Redressal of complaints through Call Center – Procedure

Customers may call the Indigital call center on 1860-212-6456 or 1800-266-6456 helpline numbers to lodge complaints with the call center. Our associates are trained to answer customer queries in English / Hindi and state local languages. On receiving the Customer call, our Call Center will register the Customer`s complaint and issue a Ticket Number to the Customer. At least ninety per cent of 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	DELHI	DELHI	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015	MR ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL.IN	011 49587100 / 9988701150
2	UTTAR PRADESH	NOIDA	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015	MR ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL.IN	011 49587100 / 9988701150
3	UTTAR PRADESH	GHAZIABAD	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015	MR ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL.IN	011 49587100 / 9988701150
4	HARYANA	FARIDABAD	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015	MR ABHISHEK GOEL	ABHISHEK.GOEL@NXTDIGITAL.IN	011 49587100 / 9988701150
5	MAHARASHTRA	MUMBAI,	49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR SANJAY KAMAT	SANJAY.KAMAT@NXTDIGITAL.IN	022 2820855 / 9870003992
6	MAHARASHTRA	NAVI MUMBAI	49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR SANJAY KAMAT	SANJAY.KAMAT@NXTDIGITAL.IN	022 2820855 / 9870003992
7	MAHARASHTRA	THANE	49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR SANJAY KAMAT	SANJAY.KAMAT@NXTDIGITAL.IN	022 2820855 / 9870003992
8	MAHARASHTRA	MIRA ROAD	49/50, INCENTER, 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI 400093.	MR SANJAY KAMAT	SANJAY.KAMAT@NXTDIGITAL.IN	022 2820855 / 9870003992
9	MAHARASHTRA	NAGPUR	307, 3RD FLOOR, ORANGE CITY TOWER, OPP. PATRAKAR BHAVAN, DHANTOLI, NAGPUR - 440010	MR MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	0712 6613100 / 6613200 / 9833960510

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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
10	MAHARASHTRA	NASHIK	3RD FLOOR, MALPANI PRIDE, BESIDE REYMOND SHOWROOM, OLD PANDIT COLONY,SHARANPUR ROAD, NASHIK - 422002	MR MILAN PATIL	MILAN.PATIL@NXTDIGITAL.IN	0253 3015902 / 903/ 904 / 9833960510
11	MAHARASHTRA	PIMPRI CHINCHWAD	5TH FLOOR, VYANKATESH MARKET, ABOVE VEGETABLE MARKET, PIMPRI, PUNE – 411017	MR RANJIT SALUNKE	RANJIT.SALUNKE@NXTDIGITAL.IN	020 32414445 / 9819993936
12	GUJARAT	AHMEDABAD	301 TO 305, 3RD FLOOR, SHANAY-2 COMPLEX, OPP. SANYAS ASHRAM, BEHIND LIC BLDG., ASHRAM ROAD, ELLIS BRIDGE, AHMEDABAD-380006.	MR BHAVESH GORASIA	BHAVESH.GORASIA@NXTDIGITAL.IN	079 26574679 - 681 / 9727599099
13	GUJARAT	VADODARA	A, WING, 801-805, 8TH FLOOR, ALKAPURI ARCADE, R C DUTT ROAD, VADODARA-390006	MR BHAVESH GORASIA	BHAVESH.GORASIA@NXTDIGITAL.IN	0265-6690601-602 / 9727599099
14	GUJARAT	SURAT	E-WING, 4 & 5 FLOOR, 21ST CENTURY BUILDING, RING ROAD, SURAT - 395002	MR BHAVESH GORASIA	BHAVESH.GORASIA@NXTDIGITAL.IN	0261 3053210 / 9727599099
15	GUJARAT	RAJKOT	301 TO 305, 3RD FLOOR, SHANAY-2 COMPLEX, OPP. SANYAS ASHRAM, BEHIND LIC BLDG., ASHRAM ROAD, ELLIS BRIDGE, AHMEDABAD-380006.	MR BHAVESH GORASIA	BHAVESH.GORASIA@NXTDIGITAL.IN	079 26574679 - 681 / 9727599099

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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
16	KARNATAKA	BENGALURU	109,2ND FLOOR, KH ROAD, BENGALURU- 560027	MR MOHAN KUMAR	MOHAN.KUMAR@NXTDIGITAL.IN	0821 25417799 / 7022027498
17	KARNATAKA	MYSURU	21-A, 1ST FLOOR, VISHWAMANAVA, DOUBLE ROAD, SARASWATIPURAM, MYSORE - 570009	MR MOHAN KUMAR	MOHAN.KUMAR@NXTDIGITAL.IN	0821 25417799 / 7022027498
18	ANDHRA PRADESH	VHISHAKHAPATANAM (VAIZAG) - (JV)	47-10-6, FLAT NO. 19&20, SRI PADA DIAMOND TOWERS, NORTH BLOCK, 4TH FLOOR, NEAR DIAMOND PARK, DWARAKANAGAR, VISHAKHAPATANAM (VAIZAG) - 530016	MR CHANDRASEKAR	CSEKAR67@GMAIL.COM / CSEKHAR67@GMAIL.COM	07416266667 / 9866566667
19	MAHARASHTRA	KHAREGAON & KALWA - (JV)	101, SAIDHAM BLDG.,KHAREGAON, KALWA-WEST, DIST.: THANE - 400605	MR VINOD LASE / MR RANJIT SALUNKE	VINOD_LASE@HOTMAIL.COM / RANJIT.SALUNKE@NXTDIGITAL.IN	022 25400121 / 9769502702 / 9819993936
20	MAHARASHTRA	KALYAN - (JV)	SARVODHAY MALL, 2ND FLOOR, SHOP NO. 08, OPP. APMC MARKET, KALYAN (WEST) - 421 301.	MR VAIBHAV GAIKWAD / MR RANJIT SALUNKE	VAIBHAVGAIKWAD@YAHOO.COM / RANJIT.SALUNKE@NXTDIGITAL.IN	8422888888 / 9819993936
21	MAHARASHTRA	KOLHAPUR - (JV)	987, "C" WARD, 2ND FLOOR, RAJESHWARI APARTMENT, BHUI GALLI, LAXMIPURI, KOLHAPUR - 416002	MR YASHORAJ PATIL / MR RANJIT SALUNKE	BHIMARIDDIYASH@GMAIL.COM / RANJIT.SALUNKE@NXTDIGITAL.IN	0251 2642155 / 9860970007 / 9819993936

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SR. NO.	STATE	REGION	ADDRESS	OFFICER NAME	EMAIL	CONTACT NUMBER
22	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.