

## COMPLAINT REDRESSAL PROCESS

- a) **Through Customer Care Centre** - We have set up a centralized helpline no. 1800-419-0419 (Toll Free) to assist you should the need arise. This service is available round the clock. You shall be guided to and connected with the complaint centre in your service area through the Interactive Voice Response System ("IVRS"). Executives will be available to answer your queries in Hindi/English and the local language of the State. Apart from this, we have decentralized service desks at all Unit/Branch Locations.

Each complaint received by us will be assigned a docket no. and each complaint will be attended within 8 hours. However complaints received during night time will be attended on the next day.

Provided further that in case GTPL or our linked local cable operator, as the case may be, for any reason beyond its control, is not able to comply with the above mentioned Quality of Service parameter, we shall communicate such reasons to the subscriber at the time of responding to his/her complaint.

Ninety percent of No Signal complaints will be attended within 24 hours of receipt of such complaint and at least ninety percent of all complaints, except the complaints relating to billing, shall be redressed within forty eight hours. No such complaint shall remain unresolved beyond three days.

All complaints relating to billing shall be redressed within seven days of receipt of the complaint from the subscriber and refunds, if any, shall be made to such subscriber within thirty days of receipt of the complaint.

- b) **Through Nodal Officer** - We have also appointed a Nodal Officer in every State in which we have commenced operations of our digital addressable network. 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.

The names, addresses and contact details of our Nodal Officers and the respective States which they represent are as stated herein below:

State	Name	Telephone No.	E-mail	Address
Gujarat	Kapil Mistry	8141766644	Nodalofficer.guj@gtpl.net	2 <sup>nd</sup> Floor, Sahajanand shopping Centre, Opp. Swaminarayan Temple, Shahibaug, Ahmedabad, Gujarat- 380004
Maharashtra	Prashant Challani	7757846666	Nodalofficer.mah@gtpl.net	S.No. 15, Samarth Park Society, Opp. Abhinav School, Anand Nagar, Singhad Road, Pune- 411051
Bihar	Manish Raj	8102921550	Nodalofficer.bih@gtpl.net	Shanti Niketan House no- 1090, Holding no-552/349, Circle No.- 06, Fraser Road, Patna- 800001
Jharkhand	Neetin Sharma	9386858468	Nodalofficer.jkd@gtpl.net	Shanti Niketan House no- 1090, Holding no-552/349, Circle No.-06, Fraser Road, Patna- 800001
Andhra Pradesh	J. Sudhakar	08912510756 & 08912714445	Nodalofficer.ap@gtpl.net	Vaji Communications Pvt. Ltd., Door No. 2-30-26, Second Floor, Main Road, Sector-7, MVP Colony, Vishakhapatnam –530017 (AP)
Assam	Chiranjib Chakraborty	9864029229	Chiranjib.chakraborty@gtpl.net	House No-29, 2 <sup>nd</sup> Floor, Devdaru Path, Near Rajdhani Masjid, Behind MLA Hostel, Ganeshguri, Guwahati - 781006
Rajasthan	Manoj Sharma	9725341888	nodalofficer.raj@gtpl.net	A-103, J.D. Arcade, Opp Medical College, Nr Jaljog Circle, Jodhpur, Rajasthan

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.

The Nodal officer shall resolve or redress the complaints of subscribers within ten days from the date of receipt of the complaint.

- c) **Through Web Based Management System** - The subscriber can visit our website [www.gtpl.net](http://www.gtpl.net) and select the option "Support" under "My Account" on the home page and fill in the required details regarding any complaint. The Subscriber may also select the option "Grievance Redressal" -> "Troubleshooting Set Top Box" available on the home page for any query on the issues regarding Set Top Boxes.