

COMPLAINT REDRESSAL PROCESS

- a) **Through Customer Care Centre** - We have set up a centralized helpline no. 1800-108-1000 (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 DLGTPL 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	Naresh Vaghela	0261-6135000	nareshvaghela@dlgtpl.com	DL HOUSE, 417 to 431, Intercity Complex, Puna Kumbhariya Road, Surat, Gujarat-395010
Maharashtra	Naresh Vaghela	0261-6135000	nareshvaghela@dlgtpl.com	DL HOUSE, 417 to 431, Intercity Complex, Puna Kumbhariya Road, Surat, Gujarat-395010
Madhya Pradesh	Naresh Vaghela	0261-6135000	nareshvaghela@dlgtpl.com	DL HOUSE, 417 to 431, Intercity Complex, Puna Kumbhariya Road, Surat, Gujarat-395010

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.dlgtpl.com and select the option of Register Query available on the home page and fill in the required details regarding any complaint/query/feedback.

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.