



Consumer Charter

Rajesh Fun square

Call Center:

1800 266 7372 – National

022 6202 4444(Tolled) – National

Customers can also contact

Rajesh Cable by email at **Callcenter@rajeshcable.com**

1. Redressal of complaints through Call Center

Procedure

Customers may call Rajesh Cable on a toll-free number to lodge complaints 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 99% of the complaints - 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 the complaint.

We will redress at least ninety of the complaints (other than non-receipt of signals) by customer, within a period of forty-eight hours of the receipt of the complaint.

Provided complaints from Customers 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

Rajesh digital 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 by citing the Ticket number issued by the call center.

Name of Nodal - **Sanjay Ghorpade**

Officer Email id - **sanjayg@rajeshcable.com**

City - **Mumbai**

Address

Sanjay Ghorpade

sanjayg@rajeshcable.com

Address - **Shop no. 2, Vandana Building, Tilak Road, Ghatkopar east, Mumbai - 400077, India.**



3. Redressal of complaints through the Nodal Officers

(If the call center does not resolve the complaint)

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 center.

Benchmarks

Nodal Officers will redress the grievance or complaint in ten days

Others

For instructions regarding the operations of Rajesh cable equipment at the customer Premises, please refer to the User Manual.