

## **COMPLAINT REDRESSAL THROUGH NODAL OFFICER**

Hathway has published the list of Nodal Officers on its website. In case a subscriber is not satisfied with the redressal of complaint by the customer care centre, such subscriber may approach the nodal officer for redressal of his complaint.

The Nodal Officer shall: -

- (a) register every complaint lodged by the subscribers;
- (b) issue an acknowledgement to the subscriber within two days from date of the receipt of the complaint indicating therein the unique complaint number;
- (c) redress such complaints of subscribers within ten days from the date of receipt of the complaint and intimate the decision taken thereon in respect of such complaint to the subscriber.