

COMPLAINT REDRESSAL THROUGH WEB BASED MANAGEMENT SYTSEM

Hathway has established a web based complaint management system, for addressing their customers' service requests and redressal of customers' complaints wherein: -

1. A customer can log in the service request or complaint on the Hathway's web portal <http://selfcare.hathway.com> identifying himself with his VC No. or Account No. or MAC Id or Registered Mobile No and shall navigate further to register service request or complaint.
2. It provides the services in English language.
3. The customer will be allotted a unique number to be called the docket number.
4. Time limit for redressal of complaints — Hathway or its linked local cable operator, as the case may be, shall adhere to the following time limits for redressal of complaints of the subscribers-
 - a. all complaints shall be responded to within eight hours of receipt of the complaint: provided that complaints received after the office working hours shall be responded by the next working day;
 - b. at least ninety percent of all 'no signal' complaints received shall be redressed and signal restored within twenty-four hours of receipt of such complaint;
 - c. 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;
 - d. at least ninety percent of all other complaints not covered under clause (b) and clause (c) shall be redressed within forty-eight hours of receipt of such complaints;
 - e. no complaint, except billing related complaints referred to in clause (c), shall remain unresolved beyond seventy-two hours.

