

COMPLAINT REDRESSAL THROUGH CUSTOMER CARE CENTRE

Hathway has established a customer care centre, for addressing their customers' service requests and redressal of customers' complaints wherein: -

1. A customer can call toll free "customer care number" 1800 4197 900 between 08:00 hrs and 22:00 hrs on all days of the week.
2. It provides the services in the regional language of the service area in addition to Hindi and English.
3. It has an Interactive Voice Response System (IVRS) with provision for complaint registration:
 - a. The Interactive Voice Response System is operated in the following manner;
 - b. the first level of the Interactive Voice Response System provides for language selection;
 - c. the second level of the Interactive Voice Response System provides for options relating to the broad categories of complaints and service requests;
 - d. the third level of the Interactive Voice Response System provides for a sub-menu under service and complaint requests and also has an option enabling the customer to speak with the customer care executive.
4. The customer care centre, immediately upon receipt of a complaint from a subscriber, registers such complaint each time and allots a unique number to be called the docket number and
 - a. at the time of registering of the complaint, communicates to the subscriber the docket number, date and time of registration of the complaint and the time within which the complaint is likely to be resolved; and
 - b. on resolution of the complaint, communicates to the subscriber, the details of the action taken on the complaint and also the name and contact number of the nodal officer for further redressal of complaint, if the subscriber is not satisfied.
5. 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.