



MANUAL OF PRACTICE

SHIVAM JI CABLE NETWORK. (hereinafter referred to as "SJCN"), currently offers two types of SJCN Services – **Standard Definition ("SD")** and **High Definition ("HD")** services. Currently SD & HD services are available in all SJCN networks.

To obtain more details please visit our website www.shivamcable.com We have a centralized helpline no. 18001803408 to assist you.

SJCN Offices / Offices Contact details

Shivam Ji Cable Network Satnali Road Badhra, Dist. Bhiwani Haryana - 127308

Details of Call Center:

18001803408 Timing: 8.00 AM To 10.00 PM

Customers can also contact us by email at:

shivamcablebdr@gmail.com

1. Redressal of complaints through Call Center

Procedure

Customers may call the SJCN call centre on 18001803408 helpline numbers to lodge complaints with the call center. Our associates are trained to answer customer queries in Hindi and state local 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 ninety percent of complaint's concerning non-receipt of all signals by the Customer occurs due to disturbances of weather or natural calamities, this will be re-

dressed and we will restore the signals within a period of twenty-four hours of the receipt of complaint. We will redress at least ninety percent of the complaints (other than non-receipt of signals) by Customer, within a period of forty-eight hours from the receipt of complaint. Provided complaints from Customer 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

SHIVAM JI CABLE NETWORK., 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 citing the Ticket number issued by the Call Center.

SHIVAM JI CABLE NETWORK. - NODAL OFFICERS

Haryana & Rajasthan

Name - MR. Ravinder

Email - shivamcablebdr@gmail.com

Mobile – 9813748808

Address – Shivam Ji Cable Network Satnali Road, Badhra
Distt. Bhiwani, Haryana 127308.

3. Redressal of complaints through the Nodal Officers

(If the complaint is not resolved by the call center)

Procedure -

Customer to contact the Nodal Officer, by sending an email or via 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 within ten days.

Others -

For instructions regarding the operations of SJCN Set-Top Boxes at Customer Premises, please refer to the User Manual. Set-Top Box user manual information can be obtained by visiting www.shivamcable.com.