

## **COMPLAINT REDRESSAL THROUGH NODAL OFFICER**

Sri Sai Ganesh Media Digital Network has published the list of Nodal Officers on its website (<https://rbdigital.in>). 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.