

MANUAL OF PRACTICE

SRI SAI GANESH MEDIA DIGITAL NETWORK currently offers two types of Services – Standard Definition (“SD”) and High Definition (“HD”) services. To obtain more details please visit our website <https://rbdigital.in>. We have a centralised helpline no.

7989523206 to assist you. Timing: 9.00 AM to 7.00 PM. Customers can also contact us by email at: rbdigitalcablenetwork@gmail.com.

1. Redressal of complaints through Call Center :

Customers may call the call center on 7659825236 helpline number to lodge complaints with the call center. Our associates are trained to answer customer queries in English / Hindi and state local languages. On receiving the Customer call, our Call center will register the Customer`s complaints. At least ninety per cent 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 per cent of the complaints (other than non-receipt of signals) by Customer, within a period of forty-eight hours from the receipt of complaint.

2. Details of Nodal Officers:

SRI SAI GANESH MEDIA DIGITAL NETWORK has nominated Nodal officers for redressal of grievances of those Customers who are not satisfied with the redressal at the Call Centre level.

You may contact the Nodal officer during working hours 9.00 am to 7.00 pm, Monday to Saturday.				
City	Nodal Officer	Office Address	Contact No.	Email ID
Bhupalpally	MD.Babar	H.No-6-152/1,Mainroad BhupalpallyJayashankar Bhupalpally Dist .506169	7989523206	srisaiganeshmedia @gmail.com