



MANUAL OF PRACTICE

SHRI SHYAM BABA CABLE NETWORK . (hereinafter referred to as “SSBCN”), currently offers two types of SSBCN Services – **Standard Definition (“SD”)** and **High Definition (“HD”)** services. Currently SD & HD services are available in all SSBCN networks.

To obtain more details please visit our website www.ssbcn.in We have a centralized helpline no. 1800-1800-601 to assist you.

SSBCN Offices / Offices Contact details

SHRI SHYAM BABA CABLE NETWORK , New Bus Stand Road , Rohtak Chowk
Dist. Charkhi Dadri Haryana - 127306

Details of Call Center:

1800-1800-601 Timing: 8.00 AM To 10.00 PM

Customers can also contact us by email at:

ssbcnetwork.ch.dadri@gmail.com

1. Redressal of complaints through Call Center

Procedure

Customers may call the SSBCN call centre on 1800-1800-601 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

Shri shyam Baba 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.

SHRI SHYAM BABA CABLE NETWORK. - NODAL OFFICERS

Haryana

Name - MR. Yogesh Kumar

Email – ssbcnetwork.ch.dadri@gmail.com

Mobile – 9812740525

Address– Shri Shyam Baba Cable Network, New Bus
Stand Road , Near Rohtak chowk Distt.
Charkhi Dadri , Haryana 127306.

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 SSBCN Set-Top Boxes at Customer Premises, please refer to the User Manual. Set-Top Box user manual information can be obtained by visiting www.ssbcn.in