



JPR CHANNEL

CONSUMER CHARTER

JPR Network Pvt. Ltd.

Details of call Center: (Toll Free Number) – National

8767005344 / (Tolled) – National

Customers can also contact JPR by email at helpdesk@jprnetwork.net

1. Redressal of complaints through Call Center

Procedure

Customer may call JPR on toll free number to lodge complaint with the call center. Our associates are trained to answer customer queries in 3 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 per cent of complaint's concerning non-receipt of all signals by the customer save and except due to disturbances of weather or natural calamities, will be redressed and we will restore the signals within a period of twenty-four hours of the receipt of complaint.

We will redress at least ninety of the complaints (other than non receipt of signals) by customer, within a period of forty – eight hours of the receipt of complain.

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

JPR has nominated Nodal officers for redressal of grievances of those Customers who are not satisfied with the redressal at the call center level. Such customer can contact the concerned Nodal officer citing the Ticket number issued by the call center.

Name of Nodal Officer Email id	City	Tell No.	Fax	Address
Nazer M. P. Nazer@jprdigital.in	Mumbai	022- 24072073	022- 24015449/51	Plot No.109-C, Nirmal Co-op. Industrial Estate Ltd, Unit No. 204/205, Near Sion Fort, Sion (E), Mumbai – 400022 India

3. Redressal of complaints through the Nodal Officers

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

Procedure

Customer to contact the nodal officer, by sending an email or through telephone, if the customer is not satisfied with the redressal of his grievance by the call centre.

Benchmarks

Nodal Officers will redress the grievance or complaint in ten days

Others

For instructions regarding the operations of JPR Equipment at the customer Premises, please refer to the User Manual.