



## COMPLAINT REDRESSAL MECHANISM, INCLUDING COMPLAINT REDRESSAL PROCEDURE AND THE TIME LIMITS FOR REDRESSAL OF COMPLAINTS

Service Parameter	Time Limit
Provisioning New Connections	Within 2 days of receiving your application with valid documents. In case of any deficiency in the application or in case it is technically or operationally not feasible for us to provide you connection, the same shall be informed to you indicating the reason within two working days of the receipt of application.
Fault Repair	Responded to within 15 minutes of request and resolved in a maximum of 24 Hours
Shifting the connection to your new address within the same city	Attended to within 12 hours of written request and resolved in a maximum of 2 days thereof
Billing	Attended to within seven days of receipt of the complaint from the consumer and refunds, if any, shall be made to such consumer within thirty days of receipt of the complaint

