

## TATA SKY MANUAL OF PRACTICE

**Tata Sky Ltd Registered office** : Tata Sky Ltd. Unit 301 to 305, 3rd Floor, Windsor, Off C.S.T. Road, Kalina, Santacruz (East), Mumbai 400098

### Nodal Officers

Name of the state	Postal Address	Telephone number of the nodal officer	Email Id of the Nodal Officer	Name of the Nodal Officer
ANDHRA PRADESH	Tata Sky Ltd., 4th Floor, KRB Towers, " Domokonda House Bhupal Towers , Somajiguga, Rajbhavan Road, Hyderabad – 560 082	040-60001771	nodalofficer@tatasky.com	K Senthil Kumar
ARUNACHAL PRADESH	Tata Sky Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	nodalofficer@tatasky.com	Joydeep Roy
ASSAM	Tata Sky Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	nodalofficer@tatasky.com	Joydeep Roy
BIHAR	Tata Sky Limited, 2nd Floor, 168, Uno Business Centre, Patliputra Colony, Patna - 800013.	0612-6000177	nodalofficer@tatasky.com	Sanjeev Kumar
CHANDIGARH	Tata Sky Ltd. E-46, Eltop Industrial Area, Phase –VIII, SAS Nagar Mohali, Distt. Ropar 160071, Punjab	0172-6000177	nodalofficer@tatasky.com	Vikrant Sehgal
CHHATTISGARH	Tata Sky Ltd, 2nd Floor "Chawla Tower" Shankar Nagar, Near Bottle House, Raipur, (CG)Chhattisgarh: 492 001.	0522-6000177	nodalofficer@tatasky.com	Arvind Gupta
DADRA & NAGRA HAVELI	Tata Sky Ltd, A/6, 3rd Floor, Safal Profitaire, Corporate Road, Opp. Ramada Hotel, Nr. Prahaldad Nagar Garden, Prahaldad Nagar, Ahmedabad - 380015	079-60001771	nodalofficer@tatasky.com	Sandesh Patel
DAMAN & DIU	Tata Sky Ltd, A/6, 3rd Floor, Safal Profitaire, Corporate Road, Opp. Ramada Hotel, Nr. Prahaldad Nagar Garden, Prahaldad Nagar, Ahmedabad - 380015	079-60001771	nodalofficer@tatasky.com	Sandesh Patel
DELHI	Tata Sky Ltd, Regional Office North, Tata Communication Compex, Mandi Road, Chattarpur, New Delhi – 110074	0172-6000177	nodalofficer@tatasky.com	Dilip Kumar Mandal
GOA	Tata Sky Ltd, 402,403 Renaissance Business Center, CTS NO. 14/A, Wellesley Road, Near Rosary School, Pune 411 001	0832-6000177	nodalofficer@tatasky.com	Yogesh Sharma
GUJARAT	Tata Sky Ltd, A/6, 3rd Floor, Safal Profitaire, Corporate Road, Opp. Ramada Hotel, Nr. Prahaldad Nagar Garden, Prahaldad Nagar, Ahmedabad - 380015	079-60001771	nodalofficer@tatasky.com	Sandesh Patel
HARYANA	Tata Sky Ltd, Regional Office North, Tata Communication Compex, Mandi Road, Chattarpur, New Delhi – 110074	0129-6000177	nodalofficer@tatasky.com	Vikrant Sehgal
HIMACHAL PRADESH	Tata Sky Ltd. E-46, Eltop Industrial Area, Phase –VIII, SAS Nagar Mohali, Distt. Ropar 160071, Punjab	0522-6000177	nodalofficer@tatasky.com	Vikrant Sehgal

JAMMU & KASHMIR	Tata Sky Ltd. E-46, Eltop Industrial Area, Phase –VIII, SAS Nagar Mohali, Distt. Ropar 160071, Punjab	0172-6000177	nodalofficer@tatasky.com	Vikrant Sehgal
JHARKHAND	Tata Sky Limited, 2nd Floor, 168, Uno Business Centre, Patliputra Colony, Patna - 800013.	0651-60001771	nodalofficer@tatasky.com	Sanjeev Kumar
KARNATAKA	Tata Sky Ltd, Kirloskar Business Park, Block C, 1st Floor, Bellary Road, Bangalore – 560024	080-60001771	nodalofficer@tatasky.com	Ashoka B
KERALA	Tata Sky Ltd, Noel Focus, 6th Floor, Sea Port Airport Road, Chittethukara, CSEZ PO, Kerala -682037.	0484-6000177	nodalofficer@tatasky.com	Shaji C
LAKSHADWEEP	Tata Sky Ltd, Noel Focus, 6th Floor, Sea Port Airport Road, Chittethukara, CSEZ PO, Kerala -682037.	0484-6000177	nodalofficer@tatasky.com	Shaji C
MADHYA PRADESH	Unit No. 208, Princess Business Skypark, Block No.22, 23 & 24, AB Road, PU-3, Scheme No. 54, Indore - 452001	0731-6000177	nodalofficer@tatasky.com	Ramesh Baliga
MAHARASHTRA (MUMBAI)	Tata Sky Ltd, Unit 103, 1st Floor, Windsor, Off C.S.T. road, Kalina, Santacruz (East), Mumbai - 400098	020-60001771	nodalofficer@tatasky.com	Pawan Kumar Garg
MAHARASHTRA (THANE)	Tata Sky Ltd, Unit 103, 1st Floor, Windsor, Off C.S.T. road, Kalina, Santacruz (East), Mumbai - 400098	020-60001771	nodalofficer@tatasky.com	Saurav Kumar
MAHARASHTRA (PUNE)	Tata Sky Ltd, The Executive Centre Level 9, Tower 2, World Trade Centre, Kharadi, School, Pune 411014	020-60001771	nodalofficer@tatasky.com	Yogesh Sharma
MAHARASHTRA (NAGPUR)	Tata Sky Ltd, 2nd Floor, Thapar Enclave, University Library Road, Ramdaspath, Nagpur – 440010.	020-60001771	nodalofficer@tatasky.com	Arvind Gupta
MANIPUR	Tata Sky Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	nodalofficer@tatasky.com	Joydeep Roy
MEGHALAYA	Tata Sky Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	nodalofficer@tatasky.com	Joydeep Roy
MIZORAM	Tata Sky Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	nodalofficer@tatasky.com	Joydeep Roy
NAGALAND	Tata Sky Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	nodalofficer@tatasky.com	Joydeep Roy
ORISSA	Tata Sky Ltd, Archid Avenue, Plot No – 698, 1st Floor, Satyanagar, Bhubaneswar – 751 007	0674-6000177	nodalofficer@tatasky.com	Nishchal Verma
PONDICHERY	Tata Sky Ltd., First Floor, Symtec F-5 3rd phase, Ekkaduthangal, Chennai, TN 600032	044-60001771	nodalofficer@tatasky.com	T.Shanmugamanivel
PUNJAB	Tata Sky Ltd. E-46, Eltop Industrial Area, Phase –VIII, SAS Nagar Mohali, Distt. Ropar 160071, Punjab	0172-6000177	nodalofficer@tatasky.com	Vikrant Sehgal

RAJASTHAN	Tata Sky Ltd., 2nd Floor Unit - 1, Mahima Trinitiy, Plot No. 5, Swage Farm, New Sanganer Road, Jaipur - 302019, Rajasthan, Tele: 0141-6604300, Fax No.0141-6604330	0141-6000177	nodalofficer@tatasky.com	Prassana Kumar Singh
SIKKIM	Tata Sky Ltd, Dihang Arcade, 3-D,3rd Floor, ABC bus stop, G.S. Road, Guwahati – 781 005	033-60001771	nodalofficer@tatasky.com	Sujit Mondal
TAMIL NADU	Tata Sky Ltd., First Floor, Symtec F-5 3rd phase, Ekkaduthangal, Chennai, TN 600032	044-60001771	nodalofficer@tatasky.com	T.Shanmugamanivel
TELANGANA	Tata Sky Ltd., 4th Floor, KRB Towers, " Domokonda House Bhupal Towers , Somajiguga, Rajbhavan Road, Hyderabad – 560 082	040-60001771	nodalofficer@tatasky.com	K.G.Satheeshkumar
TRIPURA	Tata Sky Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	nodalofficer@tatasky.com	Joydeep Roy
UTTAR PRADESH EAST	Tata Sky Ltd, Cyber Tower, 3rd Floor Plot no. TC-34/V-2 Vibhuti Khand, Gomti Nagar Lucknow 226010	0522-6000177	nodalofficer@tatasky.com	Amit Singh
UTTAR PRADESH WEST	The Corenthum, 3rd Floor, Tower B, A-41, Sector 62, Noida - 201301	0135-6000177	nodalofficer@tatasky.com	Ankur Jain
UTTARAKHAND		0135-6000177	nodalofficer@tatasky.com	Ankur Jain
WEST BENGAL	Tata Sky Ltd, 5th Floor, Akash Towers, 781 Anandapur, Kolkata – 700 107	033-60001771	nodalofficer@tatasky.com	Sujit Mondal

### **Procedure for Complaint Redressal:**

Subscriber may lodge his complaint through the following routes

**1. Helpline:1800 208 6633 (Toll free), 1860 120 6633 & 1860 500 6633 (Applicable telecom tariffs will apply)**

- Our Customer support centers are equipped to interact with subscribers in the 13 languages
- On lodging of the complaint, a Service Request number will be assigned and conveyed on call

**2. Email: help@tatasky.com**

- Auto acknowledgement with Service request number will be generated

**3. Nodal officer (refer above for details)**

- As a second level escalation, write or call to the Nodal Officers. While reaching out to the Nodal Officers, the Service request number provided by the customer support center will need to be quoted

### **Benchmarks for Redressal of Complaints through Call Centre & Nodal Officers**

Action	Time limits
<b>Responding to complaint</b>	
I) Received during office hrs	Within eight hrs
II) Received after office hrs	Next working day
<b>Resolution of 'No Signal' complaints</b>	90% complaints received shall be redressed & signal restored within 24 hrs
<b>Resolution of Complaints related to billing</b>	Within 7 days
<b>Resolution of complaints (Except billing)</b>	Within 72 hrs

### **Temporary suspension of service:**

- 1. Temporary Suspension Facility.** Tata Sky Limited ('Tata Sky') allows its Subscriber to make a

request to the Tata Sky to suspend all the Service availed by the Subscriber from Tata Sky for a temporary period.

2. **Purpose.** This policy sets out the terms and conditions that govern the Temporary Suspension of Service opted by the Subscribers.

3. **Eligibility.** Only Subscribers who have an Active Account Status with Tata Sky can opt for the Temporary Suspension Facility.
4. **Opt In.** Subscriber is free to make multiple requests through the year to temporary suspend their Tata Sky Service. Subscriber can request for Temporary Suspension Facility for a minimum period of 5 days under each request.
5. **How can a Subscriber Opt In:** Following are the two methods through which a Subscriber can opt for the Temporary Suspension Facility:
  - By Calling the Helpline Number from their Registered Mobile Number or Registered Telephone Number; or
  - By Visiting an authorized dealer of Tata Sky.
6. **Information Sought to Activate the Facility.** Subscriber must specify the start date while placing the request to avail the Temporary Suspension Facility. In addition to the above information, Tata Sky may seek other information to verify the eligibility of the Subscriber, such as the name, the Registered Mobile Number, the subscriber registration number. Hence, Subscriber must keep all the necessary information ready to share while opting for the Temporary Suspension Facility. Tata Sky reserves the right to reject or deny the request for a temporary suspension of Services.
7. **Activation of the Facility.** A request for temporary suspension of service must be made by the Subscriber at least fifteen (15) days prior to the proposed start date of the Temporary Suspension. Tata Sky shall temporarily suspend the Tata Sky Service from the start date upon receiving all the information from the Subscriber. Once the Subscriber opt for the Temporary Suspension Facility, Tata Sky reserves the right not to send any information or notification to the Subscriber until the Services are restored.
8. **Restoration of the Suspended Services.** If the Subscriber wishes to activate the Service even before the end date specified by the Subscriber at the time of opting for the Temporary Suspension of Service Facility, then Tata Sky may restore the service at such an earlier date provided such request is made at least seventy-two hours prior to schedule date or such other period mentioned under the Applicable Law.
9. **Restoration Charges.** Tata Sky may charge Restoration Fee to the Subscriber in accordance with the Applicable Law.
10. **Deactivation.** Tata Sky reserves the right to deactivate the Subscriber if the Tata Sky Service stands suspended at the request of the Subscriber for a continuously period exceeding three (3) months.

**Price protection for advance subscription payment:** For information [click here](#)

**Disconnection of services:** For information [click here](#)

**Terms and conditions for billing and payment:** For information [click here](#)