

PARAMOUNT DIGITAL MEDIA SERVICES PVT LTD

MANUAL OF PRACTICE

**PARAMOUNT DIGITAL
MEDIA SERVICES PVT LTD.**



PDMS

**PARAMOUNT DIGITAL MEDIA
SERVICES PVT. LTD.**

PARAMOUNT DIGITAL MEDIA SERVICES PVT LTD

Paramount Digital Media services Pvt Ltd currently offers two types of digital Services – Standard Definition (“SD”) and High Definition (“HD”) services. Currently SD & HD services are available in all networks.

To obtain more details please visit our website

www.paramounttiger.com. We have a helpline no. 1800-113-545 to assist you.

CITY	AREA	PDMS Office	Contact details
DELHI	NEW DELHI	A-36 2 ND FLOOR KAMLA NAGAR NEW DELHI-110007	011 23846997 011 23846998

Details of Call Center: 1800-113-545

Timing: 10.00 AM TO 7:00 PM

Customers can also contact us by email at:

query@paramounttiger.com

Sunilnagar@paramounttiger.com

1. Redressal of complaints through Call Center

Procedure

Customers may call the Paramount call centre on 1800-113-545

Or 011 23846997 helpline numbers 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 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 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.

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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.

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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. Detail of Nodal Officer

Paramount Digital Media Services Pvt Ltd has nominated Nodal officer 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.

PARAMOUNT DIGITAL MEDIA SERVICE PVT LTD NODAL OFFICER DETAIL					
SR. NO.	STATE	REGION	NODAL OFFICER	EMAIL ID	ADDRESS
1	DELHI	DELHI	MR. SUNIL NAGAR	sunilnagar@paramounttiger.com	A-36, 2 ND FLOOR, KAMLA NAGAR, NEW DELHI -110007. TEL. NO. 011 23846997 M. 9899944910

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 centre

Benchmarks

Nodal Officers will redress the grievance or complaint within ten days.

Others

For instructions regarding the operations of Paramount Set-Top Boxes at Customer Premises, please refer to the User Manual. Set-Top Box user manual information can be obtained by visiting www.paramounttiger.com.