

# **Manual of Practice for Handling Customer Complaints**

**Reliance Telecom Ltd**

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## 1. Contact Us

- 1.1 Name of Service Provider → Reliance Telecom Limited
- 1.2 Address of Service Provider → Registered Office :  
H Block, 1<sup>st</sup> Floor,  
Dhirubhai Ambani Knowledge City,  
Thane- Belapur Road,  
Navi Mumbai – 400710
- 1.3 Call Centers Number → For details refer Annexure B
- 1.4 Name & Designation of Nodal Officer → For Nodal Officer contact details, refer Annexure C.
- 1.5 Name & Designation of Appellate Authority → For Appellate Authority contact details, refer Annexure D.
- 1.6 Website Address → [www.reliancemobile.com](http://www.reliancemobile.com)
- 1.7 Services Available & Coverage area → Our services are available in the following Circles:  
Assam, Bihar (including Jharkhand), Himachal Pradesh, Madhya Pradesh (including Chhatisgarh), Orissa, North East, Kolkata & West Bengal.  
Further details are available on our website [www.reliancemobile.com](http://www.reliancemobile.com)

## 2. Terms and Conditions

For details refer Annexure A.

## 3. Procedure for address change

Customer can get his/ her address changed by visiting the Reliance Customer Service Centres and submitting the request form along with the Proof of New Address and also a copy of Proof of identity. The address change will be done subject to positive address verification and the change will reflect from the next bill onwards.

#### **4. Complaint Redressal Mechanism**

Customer can call at our 24 hr Call Centers or visit our Reliance customer service centres (10 am to 5 pm). The complaint of the customer is resolved by our customer care executive at the call center. A unique complaint number is provided by Call Center for complaints.

If the complaint is not resolved within our specified TIME LIMIT of 7 days (for all complaints except in case of disruption or disconnection of service where the time limit is 3 days), customer can approach the Nodal Officer in the working hours (Monday to Friday, 11 am to 4 pm, excluding holidays and unavoidable exigencies).

The name and contact information of our Nodal Officer is given in Annexure C.

You can also visit our website [www.reliancemobile.com](http://www.reliancemobile.com) under section Contact us ->

If the complaint is still not resolved within the TIME LIMIT of 10 days (for all complaints except in case of disruption or disconnection of service where the time limit is 3 days), the customer can approach the Appellate Authority for appeal in the required format in the working hours (Monday to Friday, 11 am to 4 pm, excluding holidays and unavoidable exigencies).

The name and contact information of Appellate Authority is given in Annexure D.

You can also visit our website [www.reliancemobile.com](http://www.reliancemobile.com) under section Contact us ->

Your complaint will be resolved within 3 months from the date of filing written appeal with the Appellate authority (as per form available at Reliance customer service centres or on [www.reliancemobile.com](http://www.reliancemobile.com)). Application format for complaint to appellate authority is available under section Contact us->

#### **5. Amount to be deducted from the Total Prepaid Value of Service**

We deduct the administrative charges, service tax and education cess on service tax from the total prepaid value of our prepaid products. The updated details are available on our website [www.reliancemobile.com](http://www.reliancemobile.com) as well as in our Tariff leaflets.

#### **6. Rights of Customers on Termination or Disconnection of Service**

The customers may terminate or disconnect our services at their convenience. Customer can terminate the services by sending a written request, fax, e-mail, telephone call and SMS to us except for Assam and North East Circles where written request is necessary for termination of the service.

The bills are checked, reconciliation is done and any amount, if due, is returned to the customers from the security deposit. This process takes a maximum of 60 days i.e., 2 bill cycles from the date of disconnection.

#### **7. Quality of Service benchmarks for Mobile service**



## 10. ANNEXURE A

### A. Terms and Conditions of Service for Pre Paid→

#### 1. Provision of Services

RTL and Subscriber hereby agree to provide and receive the services on the terms and conditions hereinafter recorded. It is however made clear that the terms and conditions mentioned hereinafter are not exhaustive and further they are subject to change by RTL without prior notice. The same shall be binding on the Subscribers.

#### 2. Representation, responsibilities, and liabilities of RTL.

- i. Submission of the application form to RTL or its authorized representative should not be construed as its acceptance by RTL. On receipt of application, verification of identity and address will be done. After verification, the non-activated SIM card alongwith the acknowledgement slip will be sent to the applicant, by registered post or courier service as may be deemed fit, at the address stated by the applicant in the application form. The applicant will be required to return the acknowledgement slip duly signed by the applicant, his signature will be verified with the original application form and in case the signatures are in order, the service will be activated.
- ii. In the event of any incorrect information or declaration being found in the Proof of Identification with address, Reliance GSM application form and other applicable documents, RTL has the right to cancel the services in whole or in part without any prior notice and without assigning any reason thereof.
- iii. In case of any suspension /deactivation of services by RTL, the validity period of Reliance GSM connection would keep on reducing during the period when suspension/deactivation is in force.
- iv. RTL shall provide the services within the actual range of the base stations, which form part of the network. RTL will not be responsible for any services beyond the range of base stations. As to what would and should be the range of base stations, the decision of the RTL will be final and binding on the Subscriber.
- v. The availability and quality of the services to the Subscriber may be adversely affected by the factors beyond the control of RTL including but not limited to interference by other service providers, congestion, etc. RTL shall not in any manner be responsible in such an event.
- vi. RTL may suspend the services in whole or in part at any time without prior notice if network fails or requires modification or maintenance. RTL shall make all reasonable efforts to minimise the frequency and duration of such events. The Subscriber shall be liable for all charges during the period of suspension of services unless RTL in their discretion decides otherwise.
- vii. RTL shall not be responsible or liable for any costs, charges and damages of any nature whatsoever incurred by the Subscriber or any person claiming under him out of any act of commission or omission in rendering of services and/or in connection with the rendering of services by RTL or otherwise.

- viii. The Subscriber shall without any demur or objection accept the Cellular Number allotted by RTL. The discretion with regard to the choice of Cellular Number to be allotted shall solely and absolutely vest with RTL. On disconnection or deactivation or surrender the RTL may allot the said cellular mobile number to any other Subscriber.
- ix. SIM replacement for any reason will be subject to written request, payment of applicable charges, subscriber verification by the RTL and the systems acceptability.
- x. Notwithstanding anything contained herein RTL may at any time, without prior notice, vary/modify the service terms and conditions or close/ substitute/ vary the rating or pulse pattern or fee or tariff plan or levy additional fee or charges or taxes, for provision of services herein.
- xi. RTL will not provide any type of bills including itemised bills, as the features of Reliance GSM service do not support bills, or deposits or rentals.
- xii. Reliance GSM service will work within and not beyond the limits of notified cities only. RTL can at any time without assigning any reason and without prior notice change/amend/add/delete the list of cities within whose limits the Reliance GSM Service will work.
- xiii. RTL has the right to alter the tariff plans at any time without giving prior notice to the Subscriber.
- xiv. Connectivity through Reliance GSM SIM card to cellular numbers and PSTN (BSNL/MTNL/ Any other operator) number is available on local/STD rates as per announcement by RTL from time to time.
- xv. The fee plan/tariff plan will be as per the last recharge voucher used by the Subscriber. If more than one voucher is used then the tariff of the last voucher will be applicable. For new Reliance GSM Card which has never been subjected to any recharge the tariff will be as per the Card announcement.
- xvi. PIN (Personal Identification Number) a four/six digit number associated with SIM is disabled by RTL i.e whenever the mobile phone is switched on, it will automatically log on to the network. In case PIN is enabled by the Subscriber and wrong codes are used by the Subscriber the SIM will get temporarily blocked. To unblock this temporary blockade PUK (Pin Unlocking Key) is required. PUK will be provided subject to written request, verification of the request, payment of charges, if applicable, and acceptability by the technical system. It will take 7 (seven) days to provide PUK. No claim or compensation shall lie against RTL if PUK is not provided for reasons beyond its control or otherwise.
- xvii. Supplementary Services are presently not available in Reliance GSM Services. If and when they are available, the same shall be subject to supplementary terms and conditions and the same will be available on written request and the service will be separately charged for. Any service, which is not initially or at any stage not charged for by RTL may, at the sole discretion of RTL, be charged without any prior notice at any time subsequently and the same shall be adjusted in the usage value automatically.
- xviii. RTL may offer any service on a complementary basis to the Subscribers. The complementary services so offered by RTL are at any time liable to be withdrawn and/or offered on payment of charges.
- xix. RTL may restrict or disconnect the service without any prior notice if used for other than lawful purpose. The decision of RTL shall be final and be binding on the Subscriber.
- xx. RTL will not be liable for any lost/misplaced/stolen/damaged Reliance GSM SIM or Reliance GSM recharge coupon nor will entertain any claim for refund or of any other liability arising out of the said loss/misplacement/damage of Reliance GSM SIM or Reliance GSM recharge coupon or otherwise.

- xxi. The cellular number shall always belong to RTL. Reliance GSM SIM shall be returned by the Subscriber upon termination/ disconnection / deactivation / temporary suspension of the services. The Subscriber shall have no right to the same, at any point of time, for any reason what so ever. The Subscriber will fully and completely comply with it without any condition.
- xxii. The cellular number belongs to RTL and it can be changed at the sole discretion of RTL.
- xxiii. If Reliance GSM service is recharged before the expiry of the validity period or grace period, the residual value shall be carried forward to the next validity period of the service counted from the date of recharge. In case Reliance GSM service is not recharged before the expiry of the grace period Reliance GSM Services will stand cancelled and any residual value shall lapse immediately which will not be refunded under any circumstances. Once cancelled, Reliance GSM service cannot be reactivated. The Subscriber shall have no lien on the cancelled cellular number.
- xxiv. Grace period will commence from the date on **which the validity period expires**. RTL reserves the right to change the grace period at any point of time without any prior notice.
- xxv. RTL reserves the right to introduce monthly fee, for Reliance GSM service and reduce the same from the balance amount in Subscriber account.
- xxvi. Reliance GSM SIM or recharge coupons should be used before the date mentioned therein or as announced. Reliance GSM SIM Cards must be recharged by Reliance GSM recharge vouchers only. RTL will not be responsible for any value degradation if Reliance GSM SIM card is recharged by a coupon other than Reliance GSM recharge coupon.
- xxvii. Reliance GSM service is valid for a fixed duration from the time of first usage. Subsequent recharge would reset the validity period as per the denomination of recharge coupon(s). RTL reserves the right to change the period of validity at any time without prior notice.
- xxviii. Reliance GSM Services affecting the “talk time value” shall be deactivated when the calling time of the coupon reduces to zero / negative. However, all services which do not affect "talk time value" including incoming voice calls & incoming SMS shall continue to be available to the Pre-paid subscribers for the entire validity period even after the talk time value is exhausted.**
- xxix. RTL will not refund any amount on account of unused value or even otherwise on account of any reason. RTL will not transfer/ carry forward the unused balance of any subscription /services/ Reliance GSM card to any other subscription/services/ Reliance GSM card.
- xxx. STD access facility, a supplementary service is available on complimentary basis for which RTL presently is not charging any amount. It is however available subject to the condition that the recharge of the Reliance GSM service is by Coupons (s) of notified denominations and further subject to minimum notified balance. It is however made clear that for any failure of STD access service RTL will not be responsible as STD is provided by BSNL/MTNL. RTL only provides gateway facility. The STD gateway facility can be temporarily/ permanently suspended / withdrawn or cancelled without any prior notification.
- xxxi. RTL makes no express or implied warranties whatsoever regarding the services provided/rendered and/or effects thereof etc. and shall not be liable to the Subscriber or any other person claiming, by, through or under the Subscriber.

- xxxii. Any waiver, abeyance of payment, concession or extra time allowed or granted by RTL to the Subscriber is limited to the specific circumstances in which it is given and the same shall not affect RTL rights under the terms and conditions in any way. RTL however reserves the right to add back the same after scrutiny or rechecking.
- xxxiii. RTL may be required to disclose any information or particulars pertaining to the Subscriber to any authority, security agency, financial institution or bank and reserves the right to disclose at its discretion without any prior intimation to the Subscriber. The Subscriber has no objection to such disclosure being made by RTL to the said Authorities.
- xxxiv. RTL has the right to deactivate the subscriber without assigning any reason in the National/ Public Interest. Any unused balance in the event of such deactivation will be forfeited by the subscriber.
- xxxv. Mode and Manner of Communication, Intimation, demand and Notice: Any communication or intimation or notice to the Subscribers regarding services including validity, grace period, disconnections will be deemed sufficient if communicated, or intimated or noticed by telephone call outs, or mobile call outs, or by short messaging services (SMS) or by fax or by emails or by affixing it on the notice board of the RTL /its authorised service provider or by affixing it at the Subscriber. It is expressly made clear that RTL will not be bound to send written demand, intimation or notice either by ordinary letter or by registered letter. No notice will be treated as invalid if not sent either by ordinary post or by registered post.

### **3. Representation, responsibilities and liabilities of the Subscriber**

- (i) The Subscriber shall be liable to pay for the services provided to the Subscriber without recourse to the plea that the Subscriber has not used the services.
- (ii) The Subscriber alone shall use the service. He shall not use or cause or allow others to use the service for any improper, immoral, unlawful purpose or even otherwise in any manner which may jeopardise or impair the operation of the network and/or the services.
- (iii) Subscriber shall use equipment specifically approved for use with the Network by DoT.
- (iv) Subscriber shall comply with any instructions issued by the Government, the Authority or RTL concerning the Subscriber's access to and use of the services.
- (v) Reliance GSM connection is not transferable: - The subscriber understands that the services have been subscribed on his/her own name and name change in any circumstances is not allowed. The subscriber is solely responsible for any unauthorised transfer/change in ownership of the cellular connection.
- (vi) Subscriber shall inform RTL immediately and confirm the same in writing alongwith the copy of the Enrolment Form, Police Sanha / Police First Information Report if the SIM Card is lost, stolen or snatched. On receipt of the above, steps will be taken to deactivate the card. However, due to technical reasons deactivation may not be possible immediately. The Subscriber shall be liable for all charges incurred until the SIM Card is deactivated by RTL.
- (vii) The Subscriber agrees that RTL may suspend the services in whole or in part, at any time without prior notice and without assigning any reason thereto.
- (viii) Subscriber shall comply with all applicable laws, rules or regulations

- (ix) Subscriber shall indemnify and hold RTL harmless against any act of omission and commission and any consequences arising thereof and defend RTL from and against all claims, arising as a result of breach of terms and conditions.
- (x) Subscriber shall pay all the costs of collection of dues, legal expenses etc. with interest should it become necessary to refer the matter to a Collection Agency or to legal recourse to enforce payment.
- (xi) Subscriber shall not assign any right or interest or delegate any obligation arising herein to anybody without RTL's prior written consent.
- (xii) Subscriber shall be bound at all times by any modification and / or variations made to these terms and conditions.
- (xiii) Subscriber is aware of the prevailing rules and the statues relating to the services and the Subscriber agrees and undertakes to observe the rules and laws.
- (xiv) Balance updation/ value degradation in the system: The balance updation in the system is done automatically by software in an hour's time from the time a call has terminated. Sometimes due to technical and software constraints it may take much longer for the balance to get updated/ value to get degraded. In such eventuality or any unforeseen circumstances, the value degradation could be delayed and Subscriber may continue to make calls beyond the call time value or the last balance. Therefore there is a possibility of negative balance. In such situation, the negative balance will first get adjusted on re-charge. In any case, all such negative balances shall forthwith become payable to RTL by the Subscriber.
- (xv) The actual call usage value, recharge dates, recharge values, validity period, grace period as per records of RTL shall be treated as correct and final and shall be binding on the Subscriber. The service restrictions including deactivation, disconnection, cancellation, barring etc. shall be carried out on the basis of the said call usage value, **validity and grace period, as the case may be. However, all services which do not affect "talk time value" including incoming voice calls & incoming SMS shall continue to be available to the Pre-paid subscribers for the entire validity period even after the talk time value is exhausted.**
- (xvi) Negative value in Reliance GSM SIM and/or recharge coupon, if any, shall be payable forthwith.
- (xvii) The Subscriber agrees not to claim any refund of unused value or even otherwise.
- (xviii) The Subscriber understands that the billing, rating, value degradation, value recharge, Reliance GSM activation and deactivation are done at Systems located at Kolkata.
- (xix) The Subscriber must quote his PAN/GIR No. in the Reliance GSM Application Form. The GIR No. may be quoted till such time the PAN is allotted to him. If the Subscriber has not been allotted a PAN or does not have a GIR No., the Subscriber shall make a declaration in Form 60. In case the Subscriber has agriculture income and does not have any other taxable income, he will make a declaration in Form 61. Non-residents should alternatively furnish a copy of passport. If this information is not furnished, RTL reserves the right to disconnect the Subscriber without any notice whatsoever. No refunds shall be made in such an event.
- (xx) The Subscriber must ensure the safekeeping of all documents, as these might be required from time to time under different circumstances during interface with RTL or any other authority or agency.
- (xxi) The Subscriber agrees that it will be his responsibility to be aware of the service terms and conditions and the changes therein. Ignorance if any will be the total responsibility of the Subscriber.

- (xxii) The Subscriber hereby waives and agrees to continue waiving any / all claims for any loss, delays, costs expenses, damages, direct incidental or consequential arising out of any mistakes, omissions, interruption, delays, errors, defects or other failures with respect to the Reliance GSM Services. Privacy of communication is protected so far as is permitted by applicable laws.

#### **4. Validity**

- (i) The validity, construction and performances of terms herein shall be governed by and interpreted in accordance with the laws of the Republic of India.
- (ii) Should any provision of herein be or become ineffective or beheld to be invalid, this shall not affect the validity of the remaining provisions hereof.

#### **5. Termination**

a) Notwithstanding anything contained hereinabove, RTL shall be entitled to terminate/disconnect the services without any prior notice if:

- (i) Government or authority either suspend, terminate, nationalise or take over the licence or the services temporarily or otherwise.
- (ii) At any time it is detected that the Subscriber provided false/incorrect information to RTL pursuant to which services have been provided.
- (iii) The Subscriber fails to pay charges.
- (iv) If the Subscriber is in breach of any of the terms of the terms and conditions
- (v) RTL ceases to make the network available for any reason of whatsoever nature.

b) In the event of termination for any reason whatsoever RTL shall be entitled to recover all outstanding call charges and dues from the Subscriber.

#### **6. Force Majeure**

Neither party shall be liable to the other in respect of anything which apart from this provision, may constitute breach of the terms and conditions arising by reason of force majeure, namely circumstances beyond the control of that party which shall include (but not limited to) act of God, perils of the sea or air, fire, flood, drought, explosion, sabotage, accident, embargo, riot, civil commotion or unrest, including acts of local government or parliamentary authority, breakdown of Equipment, suspension of licence and labour dispute of what ever nature, inability to procure materials or equipment required to provide the services and other circumstances resulting in an inability to provide the services for whatsoever cause.

#### **7. Notices**

All notices required to be given pursuant to the terms and conditions shall be in writing and shall be sent by registered post to the following address:

To Reliance Telecom Ltd.: DN – 53, Sector V, Salt Lake City, Kolkata – 700 091.

## **8. Jurisdiction**

The party hereto unconditionally and irrevocably agree to submit to the exclusive jurisdiction of the competent Courts in Kolkata only in regard to any matter or dispute arising hereto or any other documents that may be executed by the parties hereto.

## **9. General**

RTL reserves the right to reject the enrolment submitted by the applicant/ Subscriber without assigning any reason whatsoever.

These terms & conditions are subject to change. Please visit our website [www.reliancemobile.com](http://www.reliancemobile.com) for the updated terms & conditions.

## **B. Terms and Conditions of Service for Post Paid→**

### **1. Definitions**

- ❖ “Service” shall mean telecommunication services and other value added Services to the Subscriber provided by or through RTL through its network.
- ❖ Value added services means any service including Supplementary Services provided via the running of this Cellular Telecommunication System which is additional to the conveyance and switching of messages by means of that system as identified overleaf.
- ❖ “Subscriber” shall mean any person, company, proprietorship or partnership firm or such other party duly authorised by RTL to use the services.
- ❖ “Authority” shall mean the Secretary, Department of Telecommunications, Govt. of India or such other authority as may be notified by Govt. of India and include any other officer empowered to perform all or any of the functions of the authority from time to time.
- ❖ “DoT” means Department of Telecommunications, Ministry of Communications, Govt. of India.
- ❖ BSNL would mean Bharat Sanchar Nigam Limited and include its successors.
- ❖ “Government” shall mean the Government of India and/or the State Government as the case may be.
- ❖ “Charges” shall include such payments which are due and payable by the Subscriber to RTL inclusive of the fees, charges, rates, taxes, levies, penalties, fines levied or leviable by RTL for providing the services to the Subscriber pursuant to the Subscriber enrolling for subscription to the services.
- ❖ “Equipment” shall include any GSM compatible Cellular Telephone necessary for connecting to the network in order to avail of the services
- ❖ “Network” shall mean RTL’s Telecommunication system for providing services which may include Base Stations, Switches, Microwaves and land-lines, links and specified public telecommunication equipment.
- ❖ “SIM” shall mean Subscriber Identification Module bearing a unique Cellular phone number for use with the Cellular phone to enable access to the Network in order to avail of the services. The SIM shall belong to RTL at all times
- ❖ “Due date” shall mean the due date mentioned in the Bill for payment provided /sent to the Subscribers. This is the date by which the amount should be credited to RTL’s account.

### **2. Providing of Services**

RTL and Subscriber hereby agree to provide and receive the services on the terms and conditions hereinafter recorded. It is however made clear that the terms and conditions hereinafter are not exhaustive and are subject to change at the instance of RTL without any prior notice. The same shall be binding on the Subscriber.

### **3. Representation, responsibilities and liabilities of RTL**

- (i) RTL shall provide the services to the Subscriber subject to the terms and conditions mentioned herein which are however not exhaustive and subject to variations.
- (ii) The services provided to the Subscriber shall meet the standards as prescribed by RTL from time to time.
- (iii) The services shall be available within the actual range of the base stations, which form part of the network. As to what would and should be the range of the base station the decision of RTL will be final and binding on the Subscriber.
- (iv) The availability and quality of the services to the Subscriber may be adversely affected by the factors beyond the control of RTL including but not limited to interference by other service providers, congestion, etc. RTL shall not in any manner be responsible in such an event.
- (v) RTL may suspend the services in whole or in part at any time without notice if network fails or requires modification or maintenance. RTL shall make all reasonable efforts to minimise the frequency and duration of such events. The Subscriber shall be liable for all charges during the period of suspension unless RTL in their discretion decides otherwise.
- (vi) RTL shall not be responsible or liable for any costs, charges and damages of any nature whatsoever incurred by the Subscriber or any person claiming under him out of any act of commission or omission in rendering of services and/or in connection with the rendering of services by RTL.
- (vii) The Subscriber shall without any demur or objection accept the Cellular Number allotted by RTL. The discretion with regard to the choice of Cellular Number to be allotted shall solely and absolutely vest with RTL. On disconnection or deactivation or surrender the RTL may allot the said cellular mobile number to any other Subscriber. The Cellular Number shall always belong to RTL and can be changed at the sole discretion of RTL.
- (viii) In the event of the SIM being lost, stolen or damaged, RTL may replace the SIM, as soon as it is reasonable and practicable subject to payment of applicable charges and compliance of formalities by the Subscriber.
- (ix) RTL may at its sole right and discretion restrict or vary the terms and conditions of services / schemes / category of services / charges /fees/ tariff plan at any time without any prior notice.
- (x) RTL reserves the right to apply a monthly financial exposure limit, apply credit management, and such other conditions, in respect of the services availed of by the Subscriber, and demand ad-hoc interim advance payment, suspend and disconnect access to the services wholly or partially, if the such limits exceed as RTL deems fit.
- (xi) RTL reserves the right to vary the billing cycle at its sole discretion.
- (xii) RTL reserves the right to check before and/or during the continuance of availing of services the credentials of the Subscriber including the Subscriber's financial standing.
- (xiii) RTL makes no express or implied warranties whatsoever regarding the services provided/rendered and/or effects thereof etc. and shall not be liable to the Subscriber or any other person claiming, by, through or under the Subscriber.
- (xiv) RTL may offer any service on a complementary basis to the Subscriber. The complementary Services so offered by RTL are at any time and without any prior notice liable to be withdrawn and/or offered on payment of charges.

- (xv) Any waiver, abeyance of payment, concession or extra time allowed or granted by RTL to the Subscriber is limited to the specific circumstances in which it was given and the same shall not affect RTL rights under the terms and conditions in any way. RTL, however, reserves the right to add back the same after scrutiny or rechecking.
- (xvi) RTL may be required to disclose any information or particulars pertaining to the Subscriber to any authority, security agency, financial institution or bank and reserves the right to disclose at its discretion. The Subscriber has no objection to such disclosure being made by RTL to the said Authorities.
- (xvii) RTL or its authorised Service Providers shall not be held responsible or liable for loss of the instruments of payments and/or any delay in receipt when sent by mail, courier, or by hand.
- (xviii) RTL may at its discretion, accept Credit Card payments, subject to the availability of the authorisation facilities.

RTL and its Distributors will service the Subscribers in connection with the services.

#### 4. Representation, responsibilities and liabilities of the Subscriber

- (i) Payments will be due on usage of the services or in advance, as decided by RTL.
- (ii) Due date: Subscriber agrees and undertakes to ensure that all payments against the bills issued shall be paid to/credited to the account of RTL on or before the due date mentioned therein.
- (iii) The Subscriber agrees that Services can be disconnected without any notice if (a) before the pay - by - date - the billed amount or the unbilled amount or any arrears or any short payment or a combination of any of the aforesaid exceeds 75% of the security deposit or (b) after the pay by date - there is any outstanding, arrears or short payments or (c) at any time if the usage exceeds 75% of the security deposit.
- (iv) Regular/Duplicate/Interim or Provisional bill is a statement of charges to be paid by the Subscriber. A regular Bill is generated every month. Sometimes when regular bill is not possible, an interim bill giving details of amount to be paid is raised for payment by the Subscriber. Provisional/Duplicate Bill are generated either on demand /request by the Subscriber or to meet any emergency situation. When regular bill at a later date is provided, all payments realized from the Subscriber shall be taken into account. RTL reserves the right to vary billing period and / or the billing date. As the billing systems are located at Kolkata the billing and rating in respect of the cellular services/ value added services and supplementary services are done at Kolkata. The Bills shall be sent at address mentioned in the Subscriber enrolment form subject to any change or modification. In case of address change, the same should be notified along with the proof of new address. The Subscriber shall be deemed to be aware of the billing date and pay by dates of every billing cycle. Once a bill is despatched to the Subscriber, it will be deemed to have been received by the Subscriber within 48 hours of such despatch. In the event the Subscriber does not receive the bill within 7 days of the billing date, the Subscriber shall make enquiries with and obtain a duplicate bill from RTL or any of its local offices and ensure that the payments are made by the due dates. RTL shall not be responsible for any loss or any delay in the receipt of the bill. The bills shall be sent by ordinary post, courier or by any means as deemed fit by RTL, directly at the address of the Subscriber. Payments can be made only by an account payee local clearing cheque / Demand draft or Cash. Cheque drawn on non Subscriber bank account will be deemed as not paid. On the back of the cheque /Demand draft, the Mobile No. and the account number should be written in capital and legible letters. In case of payments by cheques/drafts, till the amounts are not credited to the account of RTL, the status would be 'not paid'. The Subscriber may on payment of charge request for duplicate/provisional /itemised bill. The, written request (duly acknowledged) must be lodged with RTL Office/Service Provider. No request for a duplicate/provisional bill shall be entertained if it is received 15 days later than bill date. For itemised bill no request will be entertained if it is received 15 days later than bill date or if the request relates to a period more than 45 days old. Notwithstanding anything contained herein or anywhere it will be the duty of the Subscriber to obtain his regular /duplicate/ provisional / interim / itemised bill(s) and pay the charges. Notwithstanding the pendency of the aforesaid request, the services shall be disconnected on or before the pay by date/due date for non-payment of charges without any notice. For duplicate bill and itemised bill processing charges are applicable.

- (v) The Subscriber shall be liable to pay for the services provided to the Subscriber without recourse to the plea that the Subscriber has not used the services or was not in the network.
- (vi) In the event of any dispute with regard to the charges billed, pending resolution of such dispute, the Subscriber agrees to first pay by due date the charges as per the Bill raised by RTL.
- (vii) The Subscriber shall be liable to pay for the services provided even if he does not receive the bill, as it will be the Subscriber's responsibility to make inquiries in case of non-receipt of bill on time.
- (viii) Charges payable by the Subscriber are exclusive of taxes, duties or levies payable in respect of the services, the equipment and installation, possession, use or maintenance of the services or the equipment unless expressly stated to the contrary.
- (ix) Subscriber alone shall use the service. He shall not use or cause or allow others to use the service including for any improper, immoral or unlawful purpose in any manner which may jeopardize or impair the operation of the network and/or the services.
- (x) Subscriber shall use equipment specifically approved for use with the Network by BSNL/ DOT.
- (xi) Subscriber shall comply with any instructions issued by the Government, the Authority or RTL concerning the Subscriber's access to and use of the services.
- (xii) Subscriber agrees that RTL may suspend the services in whole or in part, at any time without prior notice.
- (xiii) Subscriber shall remain liable for the payment of charges during the period of suspension of services and thereafter.
- (xiv) Subscriber shall comply with all applicable laws, rules and regulations.
- (xv) Subscriber shall indemnify and hold RTL harmless against any act of omission and commission and any consequences arising thereof and defend RTL from and against all claims, arising as a result of breach of terms and conditions.
- (xvi) Subscriber shall pay to RTL such amounts as RTL may require which RTL shall hold as non-interest bearing Security to the due performance of the Subscriber's obligation under the terms and conditions. RTL may also use these amounts to indemnify itself against any losses, costs, damage, expenses, liabilities which RTL may suffer or incur as a result of any failure on the Subscriber's part to perform such obligations.
- (xvii) Subscriber shall inform RTL in writing of any change in the billing address. Any written communication, billing statement or notice from RTL to Subscriber will be deemed as served within 48 hours of posting by ordinary mail or earlier as the case may be.
- (xviii) Subscriber shall notify RTL immediately in writing, in case of any complaints with regard to services.
- (xix) Subscriber shall pay all the costs of collection of dues legal expenses etc. with interest should it become necessary to refer the matter to a Collection Agency or to legal recourse to enforce payment.
- (xx) Subscriber shall not assign any right or interest or delegate any obligation arising herein to anybody without RTL's prior written consent.
- (xxi) Subscriber agrees that it will be his responsibility to be aware of the service terms and conditions that the changes therein. Ignorance if any will be the total responsibility of the Subscriber.

- (xxii) Subscriber is aware of the prevailing rules and the statutes relating to the services and the subscriber agrees and undertakes to observe the rules and laws for the time in force and comply with all instructions provided by RTL concerning to the services.

## **5. Credit Management**

- (i) All charges on account of calls made or received after the bill has been printed whether for the last month, current period or any period shall be calculated under unbilled calls from past and shall be considered while calculating the payable charges and credit management.
- (ii) All commitments e.g. rent, value-added services, scheme changes, etc. are payable in advance and shall constitute the amount calculated for dues and considered for the purpose of credit management.
- (iii) RTL reserves the right to apply financial limit on all payable charges, on advance charges (rent, VAS, etc.) and call charges (billed or unbilled), and suspend the access to the services, in whole or part, if the credit norms are violated. At present, the limit is 75% of Subscriber's security deposit.
- (iv) In case the bill is unpaid beyond due date, as per the records of RTL or a cheque has bounced or address is not correct or proof of identity is wrong or bill has been returned or refused, the services may be partly or completely restricted.
- (v) RTL shall, at its own discretion, reconnect the services partly or completely after realisation of complete outstanding and bills, including penalty charges.
- (vi) Within 3 days of restriction of services, the subscription may be completely deactivated if the reason for restriction of service is not cleared by the Subscriber to the satisfaction of RTL. For reactivation after conclusively removing the reason for deactivation, the Subscriber may apply for reactivation, within 10 days of deactivation. Subject to availability of the same or any other mobile number, the services may be restored in part or completely.

## **6. Charges/fees/ penalties/taxes/levies/deposits**

All applicable charges, fees, deposits, penalties taxes and levies are payable by the Subscriber.

## **7. Bill Complaints**

Billing complaints will be entertained for inquiry/investigation provided the disputed bill is firstly paid and provided the complaint is made within 15 days of the bill date with the signature of the Subscriber duly attested either by a Gazetted Officer or by a competent bank official where the Subscriber is having his account. On failure of any or all of the conditions as laid out. RTL will not entertain any billing complaints.

The result of the inquiry/investigation will be communicated to the Subscriber which should be final and binding on the Subscriber. However, it will be the duty of the Subscriber to find out the status of his complaints.

## **8. SIM card**

SIM card shall always remain a property of RTL and shall be returned to RTL on advise of RTL or whenever the Subscriber surrenders or cancels the subscription. RTL provides only cellular service. RTL may at its sole discretion advise surrender or recall the SIM Card by sending a letter at the address of the Subscriber or by communicating in any form at its sole discretion. It shall be binding on the Subscriber. If the SIM card is lost /stolen /misplaced the same must be reported to the concerned police station / Thana or and FIR must be lodged and a certified copy of the same must be produced at the earliest for the purposes of deactivation and SIM replacement. A SIM shall be deactivated /replaced by RTL only upon the Subscriber lodging with RTL a certified copy of Sanha/FIR and complying with the formalities prescribed by RTL. The Subscriber shall be liable to pay all the charges in respect of the use/misuse of the SIM till such time the SIM is deactivated/replaced. SIM replacement shall however be subject to payment of necessary charges.

## **9. Statutory Authorities**

Details regarding subscription and usage can be given to the statutory authorities like Police, Income Tax or any other agency without any information to the Subscriber. No inquiry regarding this from the Subscriber shall be entertained by RTL. Subscribers are advised not to indulge in any disruptive, illegal, anti social, disturbing, unlawful, and mischievous activity through the use of cellular subscription.

## **10. Documents**

All documents given by the Subscriber are subject to scrutiny, verification, and examination by RTL and the Statutory Authorities. RTL will extend all compliance to statutory authorities without any information to the Subscriber.

## **11. Subscriber Care**

The Subscribers can visit Subscriber Care Cell of RTL or its Service Providers during business hours for any help or assistance in connection with the Cellular Services. They can also call Telecare for any help or assistance.

## **12. Tariff, charges, penalties, fees, deposits, taxes & levies and variations thereof**

The Subscriber will be liable to pay all tariff, charges, penalties, Fees, Deposits, taxes and Levies as applicable. Subscribers are advised to get in touch with the RTL Office/Service Provider's Office to know the current tariff, charges, penalties, fees, deposits, taxes & levies in connection with the provision of the cellular services, and other services. Such changes shall take effect immediately unless otherwise stipulated therein. Such changes in tariff and the conditions associated with the services, charges, penalties, Fees, taxes and levies shall be binding on the Subscriber. Notwithstanding anything contained herein RTL reserves the right to modify or revise the tariff, charges, penalties, fees, deposits, taxes & levies .It will be the obligation of the Subscriber to know the current tariff, charges, penalties, fees, deposits, taxes & levies in connection with the provision of the cellular services and other services.

### **13. Service conditions and variations thereof**

Notwithstanding anything contained herein the service terms and conditions may be changed, revised or modified without any prior notice and that such changed terms and conditions will be applicable on the Subscribers. It will be the obligation of the Subscribers to know the applicable service terms and conditions.

### **14. Tariff plans/schemes & variations thereof**

Notwithstanding anything contained herein RTL reserves the right to change, modify, revise, freeze fresh enrolments, or withdraw any Tariff plan/scheme without any prior notice.

### **15. Mode and manner of communication/intimation/notice to the subscribers/RTL**

Any communication or intimation or notice or information to the Subscribers regarding services including barring and disconnection of services or regarding changes in tariff, charges, penalties, Fees, Deposits, taxes and Levies would be deemed sufficient and served if communicated, or intimated or noticed by telephone calls, or mobile calls, or by short messaging services (SMS), or by Voice Mail Service (VMS) or by fax or by emails or by a letter sent either by ordinary post or registered post or by a courier or by affixing it on the notice board of the RTL/its service provider or by affixing it at the address of the Subscriber. Intimation, communication or notice will not be deemed to be invalid if not sent either by ordinary post or registered post or by a courier.

Notwithstanding the above it is the obligation of the valued Subscriber to make arrangements to receive service information, terms and conditions of service, communication, intimation, bills or notice. For lapses on the part of the Subscribers RTL will not be responsible.

### **16. Validity**

A) The validity, construction and performances of terms herein shall be governed by and interpreted in accordance with the laws of the Republic of India.

B) Should any provision of herein be or become ineffective or beheld to be invalid, this shall not affect the validity of the remaining provisions hereof.

### **17. Disconnection and Termination**

A) Notwithstanding anything contained herein above, RTL shall be entitled to disconnect or terminate or restrict the services without any notice if:

- (i) Government or authority, either suspend, terminate, nationalise or take over the licence or the services temporarily or otherwise.
- (ii) At any time the Subscriber fails to satisfy the requisite credit checks or provides false/incorrect information to RTL pursuant to which services have been provided.

- (iii) (a) Before the pay-by- date - the billed amount or the unbilled amount or any arrears or any short payment or a combination of any of the aforesaid exceeds 75% of the security deposit or (b) after the pay by date - there is any outstanding, arrears or short payments or (c) at any time if the usage exceeds 75% of the security deposit.
- (iv) If the Subscriber is in breach of any of the terms of the terms and conditions and the Subscriber does not remedy the breach within 3 (three) days of the notification by RTL.
- (v) If the Subscriber is in breach of any of the terms of the terms and conditions.
- (vi) RTL ceases to make the network available for any reason of whatsoever nature.

B) In the event of termination for any reason whatsoever RTL shall be entitled to recover all outstanding, usage charges and dues from the subscriber.

C) If the services are terminated for reasons of fraudulent information provided by the Subscriber, RTL shall be entitled to forfeit the security deposit. Upon termination, RTL shall disconnect the Cellular Phone Service from the Network. RTL may in its sole discretion reconnect the Cellular Phone Service to the Network.

## **18. STD**

- (i) It is a supplementary service. RTL only provides access to STD, which is run by BSNL / MTNL/other NLD providers. RTL will not be responsible for the failure of STD even if access to a Subscriber after fulfilling all requirement is provided.
- (ii) Request for STD facility will be entertained only if made in writing and if the signature of the Subscriber is attested by the competent bank official, where the Subscriber is having his account or by a Gazetted Officer.
- (iii) The cheque bouncing, wrong address or refusal to take bill will also invite restriction of services and subsequent actions. If the realisation of payments is delayed beyond the due date, the services will get restricted. Within 3 days of restriction of services, if the cause of restriction is not responded conclusively by the Subscriber, the subscription will get deactivated. At 75% of security deposit, the STD will get restricted. After providing access to STD, if the Subscriber's bill payment cheque bounces, payment is delayed, address is wrong, credit limit is exceeded, bill is refused, address is changed, documents or declarations are found to be wrong, the STD service shall be immediately restricted or cancelled.
- (iv) The application for STD with security deposit or without deposit and/or deposit after providing STD may be rejected or returned by RTL without assigning any reason. Since STD deposit is additional, the deposit for local services shall continue to be with RTL unless the Subscriber surrenders the services.
- (v) For technical reasons, system & software upgradation, billing failure, loss of connectivity or any other reason beyond the control of RTL, the access to STD shall be temporarily or permanently withdrawn or cancelled. In such eventuality, the Subscriber can find out from the concerned office of RTL or dealer, the status of STD access. In such eventuality, information to the Subscriber can be given by one of the means: outgoing call on the mobile or fixed phone of the Subscriber, SMS, VMS, E-mail, letter through

ordinary post, newspaper, pamphlet, notice board of RTL/its Service Provider, etc. and it will be deemed to be sufficient.

- (vi) In the eventuality of software and billing upgradation, BSNL/MTNL/other service providers link disturbance or failure, due to technical reasons or due to unacceptable credit record of the Subscriber, this facility shall be withdrawn and will not be available. RTL will have no responsibility for any implication whatsoever if the STD facility is not available or is withdrawn.
- (vii) Security deposit towards STD shall be refunded after 90 days from the date of request for withdrawal under original signature of the Subscriber after adjusting all dues. The date will be calculated from the date of receipt at RTL. The amount will be refunded through A/c. Payee cheque or DD in name of the original Subscriber, which must be encashed by the Subscriber within 30 days from the date of instrument after which RTL have no responsibility.
- (viii) Once the STD is withdrawn due to payment record, it shall be considered for restoration only after completion of two bill cycles without any further payment delay, cheque bouncing, service restriction in part or complete restriction, etc.
- (ix) It will take 30 days or more to process the application for STD, from the date complete application is submitted by the Subscriber. STD access after successful processing shall be subject to clearance of applicable Security Deposit and payment of all previous dues. On the other hand, the application for STD can be turned down without assigning any reason.

## **19. Security Deposit**

- (i) The Subscriber for availing services shall as and when advised by RTL pay to RTL the amounts by way of Security Deposit.
- (ii) Similarly Security Deposit shall also be payable by Subscriber as and when advised by RTL for availing value added and/or Supplementary Services including STD Access, Voice Mail Service, etc.
- (iii) The Security Deposit so paid by the Subscriber shall not bear any interest.
- (iv) Notwithstanding what is stated herein, RTL is authorised to deduct/adjust/utilise the Security Deposits towards any amounts, charges, taxes and/or dues of whatsoever nature payable/unpaid by the Subscriber to RTL. In the event of such adjustment / deduction/ utilisation, the Subscriber shall forthwith pay to RTL Security Deposit amount as advised by RTL.
- (v) RTL shall after deducting/adjusting/utilising the Security Deposit amount refund/return to the Subscriber the Security Deposit if any available to the account of the Subscriber within 30 days from termination/cancellation/surrender/withdrawal of subscription either by RTL or the Subscriber.

## **20. Change of Mobile Number**

- (i) By Subscriber :

It shall be entertained subject to availability of MSISDN if all the charges for the change are paid and a request in writing, under the signature of original Subscriber enrolment form is submitted. It will take minimum 7 days to process the same.

The request may be rejected at the sole discretion of RTL. In case of any previous balance or outstanding, change of MSISDN will not be processed at all.

- (ii) By Reliance :
- ❖ In case the services of the Subscriber are completely disconnected due to delay in payment, bouncing of cheque, change of address by the Subscriber without information, refusal by the Subscriber to receive the bill etc. the MSISDN or mobile number may change if the services remain disconnected for 30 days or more. In other words, due to complete disconnection, the MSISDN No. shall not be available to the same Subscriber after 30 days from the date of disconnection.
  - ❖ RTL reserves the right to change the mobile number without assigning any reason even if the payments are given on time.
  - ❖ No claim or damage by the Subscriber or anyone on account of change of mobile number shall be entertained by RTL.

## **21. Surrender of Services**

- (iii) In the eventuality the Subscriber wishes to surrender the services or subscription, the Subscriber will give a written request with his signature attested either by a Gazetted Officer or by a competent bank official where the Subscriber is having his account, mentioning the Subscriber enrolment form number, MSISDN number, account number and the original signature which is on the Subscriber enrolment form, along with working SIM, after the payment of all available dues etc.
- (iv) RTL will examine the documents, signature, SIM, receipt of security deposit, dues, if any, etc. and shall return to the Subscriber the residual of security deposit, if any. It will take minimum 90 days to process the refund. Any charge/dues unpaid or balance from the Subscriber on account of any unpaid charges shall stand realisable.
- (v) Refund, if any, is made only on account of deposit. All other charges including activation charges are non-refundable.
- (vi) Refund shall be made only in the name of the Subscriber through A/c. payee cheque or demand draft. No refund in cash shall be done. Any cheque or draft towards refund, should be presented for realisation by the Subscriber within 30 days from the date of instrument. In case the Subscriber has passed away, the refund can be given to the legal successor on receipt of request, proof and suitable indemnity from the successor. The onus will be on successor to prove his/her being the successor.

RTL advises the Subscribers to encash all refunds within 30 days from the date of instrument. All precautions should be taken by Subscribers not to lose the instrument otherwise a special request along with all necessary documents e.g. indemnity bond etc. may be required before processing the request.

## **22. Force Majeure**

RTL shall not be under any obligation and liability to the other in respect of anything which apart from this provision, may constitute breach of the terms and conditions arising by reason of force majeure, namely circumstances beyond the control of RTL which shall include (but not limited to) act of God, perils of the sea or air, fire, flood, drought, explosion, sabotage, accident, embargo, riot, civil commotion or unrest, including acts of local government or parliamentary authority, breakdown of Equipment, suspension of licence and labour dispute of what ever nature, inability to procure materials or equipment required codes or electronic/digital information to provide the services and other circumstances resulting in an inability to provide the services for whatsoever cause.

### **23. Notices**

All notices required to be given pursuant to the terms and conditions shall be in writing and shall be sent by registered post to the following address : —

To Reliance Telecom Ltd., DN - 53, Sector V, Salt Lake City - Kolkata - 700 091.

To Subscriber: At the address mentioned in this subscription enrolment form or to the modified/changed address if any.

### **24. Jurisdiction**

The parties hereto unconditionally and irrevocably agree to submit to the exclusive jurisdiction of the competent Courts in Kolkata only in regard to any matter or dispute arising hereto or any other documents that may be executed by the parties hereto.

### **25. General**

RTL reserves the right to reject the enrolment form submitted by the applicant/ Subscriber.

**These terms & conditions are subject to change. Please visit our website [www.reliancemobile.com](http://www.reliancemobile.com) for the updated terms & conditions.**

## 11. ANNEXURE B – Call Center Numbers

Area / Circle	Call Center Number
Bihar– (Bihar & Jharkhand Circle)	9835098350
Jharkhand – (Bihar & Jharkhand Circle)	9835198351
MP– (MP & Chattisgarh Circle)	9827098270
Chattisgarh – (MP & Chattisgarh Circle)	9827198271
Orissa	9861098610
Kolkata	9883098830
West Bengal	9832098320
HP	9817098170
Meghalaya – (NE Circle)	9863098630 & 200
Tripura – (NE Circle)	9863098631
Manipur – (NE Circle)	9863098632
Nagaland – (NE Circle)	9863098633
Mizoram – (NE Circle)	9863098634
Arunachal Pradesh – (NE Circle)	9863098635
Assam	9864098640 & 200

## 12. ANNEXURE C – Nodal Officers Contact Details Of Respective Circles

Area / Circle	Nodal Officer – Name & Designation	Address	Contact Number & Fax No.	Email id
<b>Bihar– (Bihar &amp; Jharkhand Circle)</b>	Sh.Sanjay Jaiswal , Customer Care Head	7th & 8th Floor, Kashi Place, New Dak Bunglow Road, Patna, 800001.	09835019558 & Fax No. 0612 - 2204990	<a href="mailto:rtlnodalofficer.bihar@relianceada.com">rtlnodalofficer.bihar@relianceada.com</a>
<b>Jharkhand– (Bihar &amp; Jharkhand Circle)</b>	Sh.Rajesh K Pandey , Commercial Head	Shivam Complex, 2nd and 3rd Floor, Hazaribagh Road, Ranchi. 834001	9835319503 & Fax No. 09835199914	<a href="mailto:rtlnodalofficer.jharkhand@relianceada.com">rtlnodalofficer.jharkhand@relianceada.com</a>
<b>MP– (MP &amp; Chattisgarh Circle)</b>	Sh.Rajesh K Verma, Customer Care Head	BCM Heights Building, Near Bombay Hospital (near Satya Sai School), Vijay Nagar, Indore. 452010.	9827029521 & Fax Number - 07313074302	rtlnodalofficer.mp@relianceada.com
<b>Chattisgarh– (MP &amp; Chattisgarh Circle)</b>	Sh.Vineet Kumar, Commercial Head	2nd Floor, Ashoka Millennium, Ring Road No – 1, New Rajendra Nagar, Raipur. 492001.	9827129503 & Fax No. 0771 - 2227483	rtlnodalofficer.cg@relianceada.com
<b>Orissa</b>	Sh.Parth Pratim, Customer Care Head	108, Surya Nagar, Near Gopabandhu Sqr., Bhubaneswar - 751012	9861019569 & Fax No. 0674-2394223	rtlnodalofficer.orissa@relianceada.com
<b>West Bengal</b>	Sh.Rajesh Khandelwal , Commercial Head	3rd Floor, Spencer Plaza, Bardhaman Road, Siliguri, District – Darjeeling.	9832022168 & Fax No. 09832098098	rtlnodalofficer.wb@relianceada.com
<b>Kolkata</b>	Sh. Mahendra K Pandey	34, Chowrangee, 3rdFloor, Kolkata. 700071	9883019699 & Fax No. 033 - 30288962	<a href="mailto:rtlnodalofficer.kol@relianceada.com">rtlnodalofficer.kol@relianceada.com</a>
<b>Assam &amp; N.E</b>	Sh. Jitendra Nath Sharmah, CSD Head	Mega Plaza, 3rd Floor, Christian Basti, GS Road, Guwahati – 781005	09864019520 & Fax No. 03612341495	Jitendra.N.Sharmah@RelianceADA.com
<b>HP</b>	Sh.Dharmendra Kumar Gupta	Bharata Sadan, Opp.SBI Zonal Office, SDA Complex, Kasumpti, Shimla – 171009	09817019502 & Fax No. 01773031327	Dharmendra.gupta@relianceada.com

\* This list is subject to change.

For latest updates, please visit our website [www.reliancemobile.com](http://www.reliancemobile.com)

### 13. ANNEXURE D – Appellate Authority Contact Details of Respective Circles

Area / Circle	Appellate Authority – Name & Designation	Address	Contact Number & Fax No.	Email id
<b>Bihar – (Bihar &amp; Jharkhand Circle)</b>	Sh.Pravin Sinha, Circle Head	2nd Floor, Maharaja Kameshwar Complex, Near Railway Station, Patna, 800001.	9835019500 & Fax No. 0612- 2204990	rtlappellateauthority.bihar@relianceada.com
<b>Jharkhand - (Bihar &amp; Jharkhand Circle)</b>	Sh.Ashok Singh, Circle Head	Shivam Complex, 2nd and 3rd Floor, Hazaribagh Road, Ranchi. 834001.	9835319500 & Fax No. 09835199914	rtlappellateauthority.jharkhand@relianceada.com
<b>MP – (MP &amp; Chattisgarh Circle)</b>	Sh. Servesh Mathur, Circle Head	BCM Heights Building, Near Bombay Hospital (near Satya Sai School), Vijay Nagar, Indore. 452010.	9827029500 & Fax No. 07313074302	<a href="mailto:rtlappellateauthority.mp@relianceada.com">rtlappellateauthority.mp@relianceada.com</a>
<b>Chattisgarh– (MP &amp; Chattisgarh Circle)</b>	Sh.B K Singh, Circle Head	2nd Floor, Ashoka Millennium, Ring Road No – 1, New Rajendra Nagar, Raipur. 492001.	9827129500 & Fax No. 0771 - 2227483	rtlappellateauthority.cg@relianceada.com
<b>Orissa</b>	Sh. Sanjib Swain, Circle Head	108, Surya Nagar, Near Gopabandhu Sqr. Bhubaneswar - 751012	9861019568 & Fax No. 0674-2394223	<a href="mailto:rtlappellateauthority.orissa@relianceada.com">rtlappellateauthority.orissa@relianceada.com</a>
<b>West Bengal</b>	Sh. Abhijit Ghosh, Circle Head	3rd Floor, Spencer Plaza, Bardhaman Road, Siliguri, District – Darjeeling.	9832022154 & Fax No. 09832098098	rtlappellateauthority.wb@relianceada.com
<b>Kolkata</b>	Sh. Sudip Bose	DN - 53, Sector V, Salt Lake, Kolkata - 700091	9883019700 & Fax Number 033 - 30288962	<a href="mailto:rtlappellateauthority@relianceada.com">rtlappellateauthority@relianceada.com</a>
<b>Assam &amp; N.E</b>	CR Deka, Circle Head	Mega Plaza, 3rd Floor, Christian Basti, GS Road, Guwahati – 781005	09864019500 & Fax No. 03612341495	Chitta.r.deka@relianceada.com
<b>HP</b>	Sh.Rahul Chaudhary, Circle Head	Bhrata Sadan, Opp.SBI Zonal Office, SDA Complex, Kasaumpti, Shimla – 171009	09817019500 & Fax No. 01773031327	Rahul.chaudhary@relianceada.com

\* This list is subject to change.

For latest updates, please visit our website [www.reliancemobile.com](http://www.reliancemobile.com)

**14. ANNEXURE E – Verification Form for Filing Appeal with Appellate Authority**

**Form for Verification**

I, ..... (Name in full and in block letters), the appellant, son/daughter of ..... do hereby declare that to the best of my knowledge and belief, the information given in this appeal and the annexure and statements accompanying the appeal are correct, complete and truly stated.

.....

Signature of Appellant)

(Specify status of the appellant, whether a company/ firm/ society/ individual/ others

.....)

Note: The appellant shall submit in duplicate the appeal in this Form.

**15. ANNEXURE F – Appeal Form for Filing Appeal with Appellate Authority**

FORM OF APPEAL

Appeal under regulation 11 of the Telecom Customer Protection and Redressal of Grievances Regulations, 2007 to the Appellate Authority appointed by .....(Name and Address of Service Provider)

S. No.		
1	Name, Address, Telephone Number, Facsimile Number and e-mail address of the appellant	
2	Telephone Number or Cellular Mobile Telephone Number or Broadband Connection Identity , as the case may be, for which appeal is filed	
3	Name of city/district of origin of complaint	
4	Name of State or licensed service area, as the case may be, of the origin of complaint	
5	Nature of complaint (specify, whether complaint relates to Provisioning/Activation/Billing/Fault-Repair/Service Disruption/Disconnection of Service/Value Added Services/Closure/Termination or specify if any other)	
6	The Docket Number allotted by the Call Centre at the time of lodging complaint under clause (a) of sub-regulation (1) of regulation 4 and date of lodging the complaint with the Call Centre	
7	The unique complaint number communicated by the Nodal Officer under clause ( c ) of regulation 8, and date of lodging the complaint with the Nodal Officer	
8	Date of decision of Nodal Officer and decision intimated by the Nodal Officer	
9	Statement of Facts relating to grievance or appeal. (attach separate sheet signed by the Appellant if required)	
10	Grounds of Appeal. A full description of the matter, which is the cause of grievance, including copies of any relevant and supporting documents, if any, and the relief claimed in Appeal. (attach Separate Sheet signed by Appellant if required)	
11	A statement to the effect that same subject matter or issue, for which an appeal has been filed under these regulations, is not covered in any proceedings before any court or tribunal or or under the Customer Protection Act, 1986 or any other law for the time being in force.	
12	Details of any other relevant material or document	
13	Whether the Appellant requests to grant him exemption from appearing in person and decide the appeal on the basis of information, document or record filed by him	

