

### **Nodal Officer**

In case the Subscriber is not satisfied with the redressal of the complaint by the Complaint Centre, the subscriber may approach the Nodal Officer appointed by KCCL for the State in which the subscriber is availing the service, with the Ticket number (the unique complaint number a subscriber receives when complaint is registered at KCCL Customer Care) at their respective offices, from Monday to Saturday, between 10:00 am and 7:00 pm, and/or anytime via email (details of which are provided in Clause C, herein above).

The Nodal Officer shall issue an acknowledgement to the subscriber within two working days of the receipt of a complaint and shall give a unique complaint number to the subscriber. The Nodal officer shall resolve or redress the complaints of subscribers within ten working days from the date of receipt of the complaint

The names, addresses and contact details of our Nodal Officers and the respective States which they represent are mentioned herein below:

**Name:- Mr. Nithin Prakash**

**Mail ID:- [magiksoftadmin@kccl.tv](mailto:magiksoftadmin@kccl.tv)**