

Mera Broadband Customer Support & Grievance Redressal Procedure

Mera Broadband, operated by Ishan Netsol Private Limited, is committed to providing timely and effective support to its customers. Customers can register complaints, raise service requests, or seek assistance through our 24×7 Customer care channels.

Procedure for Raising Service Requests and Complaints

Customers can contact Mera Broadband 24 hours a day, 365 days a year through the following channels:

24×7 Customer Care

- Call: 0281-6647426
- Email: helpdesk@ishantechnologies.com
- WhatsApp: 9909047426

Complaint Registration Procedure

When a customer registers a complaint or service request, Mera Broadband team will:

1. Receive and identify the customer's complaint or service request.
2. Register the complaint or service request in the appropriate system.

3. Allocate a unique complaint docket number for every registered complaint.
4. Record the relevant details required to investigate and resolve the complaint.
5. Communicate the docket number to the customer for future reference and tracking.
6. Inform the customer of the expected resolution timeline in accordance with the applicable regulatory requirements.
7. Communicate the resolution or action taken through a call or other appropriate electronic means.
8. Provide information about the applicable grievance redressal mechanism, wherever required.

Important: Customers should retain their complaint docket number and quote it in all future communications relating to the complaint.

Complaint Redressal Time Limit

Complaints will be addressed within the timelines prescribed under the applicable regulations from time to time.

The applicable expected resolution timeline will be communicated to the customer at the time of complaint registration.

Complaint Redressal Mechanism

In accordance with the Telecom Consumers Complaint Redressal Regulations, 2012, Mera Broadband, operated by Ishan Netsol Private Limited provides a two-level grievance redressal mechanism:

Level 1: Customer Care

Level 2: Appellate Authority

Level 1: Customer Care

Customers can register their complaints or service requests 24 hours a day, 365 days a year through:

- Call: 0281-6647426
- Email: helpdesk@ishantechnologies.com
- WhatsApp: 9909047426

Upon registration, a unique complaint docket number will be provided to the customer. This number should be retained and quoted in all future communications regarding the complaint.

The customer will also be informed of the expected resolution timeline in accordance with the applicable regulatory requirements.

Level 2: Appellate Authority

If a customer is not satisfied with the resolution provided by Customer Care, or if the complaint remains unresolved within the applicable prescribed timeline, the customer may approach the Appellate Authority of Ishan Netsol Private Limited.

Customers may file an appeal with the Appellate Authority during the designated working hours by providing the unique complaint docket number issued at the time of complaint registration.

Appellate Authority Contact Details

Name: Mr. Anand Trivedi

Email: appellategujarat@ishantechnologies.com

Working Hours: Monday to Friday, 10:30 AM to 6:30 PM

Appeal Filing Procedure

Customers filing an appeal should:

1. Provide the original complaint/docket number.
2. Clearly state the reason for filing the appeal.
3. Provide any relevant information or supporting details required for review.

There is no fee for filing an appeal with the Appellate Authority.

The Appellate Authority may review the complaint history, conduct the necessary examination or inquiry, and communicate the decision or action taken to the customer.

Appeal Disposal Timeline

The Appellate Authority shall decide every appeal within 39 working days from the date of filing the appeal, in accordance with the applicable requirements.

Complaint Registration Across Support Channels

Customers can raise complaints or service requests through the following channels:

Channel	Contact Details
Telephone	0281-6647426
Email	helpdesk@ishantechnologies.com
WhatsApp	9909047426
Website	https://www.merabroadband.com/support

For every complaint registered through the applicable channels, a unique docket number will be provided for reference and tracking.

Customers are advised to retain this docket number until the complaint or service request has been fully resolved.

Our Commitment to Customers

At Mera Broadband, we aim to make customer support accessible, transparent and responsive. From complaint registration to resolution and, where required, escalation to the Appellate Authority, customers are provided with a defined process for raising concerns and tracking their resolution.