

Mechanism for raising complaint & tracking the same

We are sorry for the dissatisfaction caused by our products or business to you.

We accept your complaints as expression of dissatisfaction and would try to resolve the same within 5 working days.

Procedure to lodge the complaint:

1. Consumer can call on customer care number 080691 92222 and register their complaint.
2. Once the complaint is registered, consumer will get an email/SMS which will contain the ticket number.
3. Customer can login or call customer care enter/provide their ticket number and receive the status on their complaint.

Escalation Process :

In case if you feel that your complaint is not resolved satisfactorily by the officials, you may contact the grievance redressal officers from your zone on the contact provided below-

West Zone:

States included: Maharashtra, Gujarat

Grievance Officer : Kevin Langaliya

Contact no.: 97377 71119

Email : kevin@netsurfdirect.com

Central + North Zone:

States included: Delhi, Agra, Chandigarh, Gorkhapur, Lucknow

Grievance Officer: Rachit Sinha

Contact no.: 99115 39066

Email : rachit@netsurfdirect.com

North East + East Zone:

States included: Bhubaneshwar, Kolkata, Patna

Grievance Officer: Dilip Dhage

Contact no : 96570 03100

Email : dilip.dhage@netsurfnetwork.com

South Zone :

States included: Karnataka, Andhra Pradesh, Kerela, Tamil Nadu

Grievance Officer : Satish Valsange

Contact no.: 98811 51533

Email: satish.valsange@netsurfdirect.com

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