



S Tel Private Limited

Manual of Practice



## Background:

S Tel is fully committed to serve its esteemed subscribers with its simplicity and transparency in offering of telecom services that will definitely liberate you in making informed decisions. This booklet is one such endeavor, and will provide you with information you need for your future interactions with us. It specifies the service standards and our processes. It also describes how you can get your complaints resolved, should you, at any point in time.

## Where to contact us:

### Address of the circle:

- **Assam:** S Tel Private Limited, 3rd Floor, Monal Towers, Opp. Assam Secretariat, G. S. Road, Dispur Guwahati-781006
- **Bihar:** S Tel Private Limited, S Tel House, Chandpura Place, Opp. Dadima Mandir, Bank Road, Patna Bihar - 800001
- **Himachal Pradesh:** S Tel Private Limited, Gaiinda mal hemraj building, near bcs, phase -3, New Shimla, Himachal Pradesh-171009
- **Jammu and Kashmir:** NA (Services yet to be launched)
- **North East:** S Tel Private Limited, 4TH Floor, B.M Towers, Jowai Road (NH-40) Shillong-793003
- **Orissa:** S Tel Private Limited, 2nd Floor, Central Plaza Building, Bapuji Nagar, Janapath, Bhubaneswar, Orissa - 751009
- **Corporate Office:** S Tel Private Limited, First Floor, Tower-B, Unitech Cyber Park, Sec.39, Gurgaon, Haryana - 122 001

## Customer contact points:

For complaints call Complaint Booking Number (toll free) 198

Call S Tel Care (General Information Number) on 1212 (toll free on IVR) from your S Tel mobile phone (within Telecom Circle). However, if you choose to interact with a customer care executive you will be charged at 30p/3 minutes.

## Product and Service Provided:

- Mobile
- ISP services

## Service Coverage:

S Tel has been licensed to provide Unified Access Services in Assam, Bihar, Himachal Pradesh, Jammu & Kashmir, North East and Orissa Service areas and ISP services in All India, A- category.

For details of service coverage please refer to our website at [www.stel.in](http://www.stel.in)



## Complaint Redressal Process:

### S Tel Care

To register your complaint with us:

Call S Tel Care on 1212 (toll free) from your S Tel mobile phone. We are available 24 x7 to support you

Or

Write to the Manager - Customer Service for your Telecom Circle

Or

Visit us personally at a S Tel Outlet near you

Please insist for the *complaint docket number* (a unique complaint number) while registering your complaint at S Tel Care for all future communications with reference to complaint.

(Customer care number for ISP services: 01244740000, Extension – 9036)

### Nodal Officer

If you're unable to get a acceptable response from S Tel Care within the specified timelines, you can contact the Nodal Officer in your Telecom Circle with the complaint docket number (unique complaint number you got post registering your complaint with the customer care). Our Nodal Officer will be available from Monday to Friday between 9.30 am to 6.00 pm

Circle Name	Nodal Officer Name	Address	Tel. No./Fax No.	Email ID
Assam	Mr. Kangkan Lal Choudhury	S Tel Private Limited 3rd Floor, Monal Towers, Opp. Assam Secretariat G. S. Road, Dispur Guwahati-781006	9127013331	<a href="mailto:nodal.assam@stel.in">nodal.assam@stel.in</a>
Bihar	Mr. Sagar Saurabh	S Tel Private Limited, S Tel House, Chandpura Place, Opp. Dadima Mandir, Bank Road, Patna – 800001	9128013331	<a href="mailto:nodal.bihar@stel.in">nodal.bihar@stel.in</a>
Himachal Pradesh	Mr. Abhay Sood	S Tel Private Limited ,Gainda mal hemraj building, near B.C.S, phase -3 ,New Shimla ,Himachal Pradesh-171009	9129013331	<a href="mailto:nodal.hp@stel.in">nodal.hp@stel.in</a>
Jammu & Kashmir	Services yet to be launched	#N/A (Services yet to be launched)	–	–
North East	Mr. Kangkan Lal Choudhury	S Tel Private Limited 4 <sup>TH</sup> Floor , B.M Towers, Jowai Road (NH-40) Shillong-793003	9131013331	<a href="mailto:nodal.ne@stel.in">nodal.ne@stel.in</a>
Orissa	Mr. Ritesh Gupta	S Tel Private Limited 2nd Floor, Central Plaza Building, Bapuji Nagar, Janapath, Bhubaneswar – 751009	9132013331	<a href="mailto:nodal.orissa@stel.in">nodal.orissa@stel.in</a>
ISP services (All India)	Mr. Selvam K	S Tel Private Limited First Floor, Tower-B, Unitech Cyber Park, Sec.39, Gurgaon, Haryana – 122 001	01244740000	<a href="mailto:nodal.isp@stel.in">nodal.isp@stel.in</a>

### Appellate Authority - Appeal process

If you're still unsatisfied with the response from the Nodal Officer, you can make a further appeal to the Appellate Authority in your Telecom Circle with your complaint docket number (unique complaint number you have got post registering your complaint with the Nodal Officer). Our Appellate Officer will be available anytime from Monday to Friday between 9.30 am to 6.00 pm.

You must file the appeal within 3 months after the expiry of the complaint resolution time limit, specified by the Nodal Officer.



- Your appeal must be submitted through the duly completed Appeal Form, in duplicate (see Annexure-I)
- You need to provide your complaint docket number (unique complaint number you got post registering your complaint with the Nodal Officer) while contacting the Appellate Authority. This will help the Appellate Authority to get your entire case history.
- The docket number of your appeal will be communicated to you. The appeal will be decided within 3 months from the date of filing your complaint.

Circle Name	Appellate authority	Address	Tel. No./Fax No.	Email ID
Assam	<b>Mr. Pranjali Phukan</b>	<b>S Tel Private Limited</b> 3rd Floor, Monal Towers, Opp. Assam Secretariat G. S. Road, Dispur Guwahati-781006	9127014441	<a href="mailto:appellate.assam@stel.in">appellate.assam@stel.in</a>
Bihar	<b>Mr. Sanjay Nandy</b>	<b>S Tel Private Limited</b> S Tel House, Chandpura Place, Opp. Dadima Mandir, Bank Road, Patna – 800001	9128014441	<a href="mailto:appellate.bihar@stel.in">appellate.bihar@stel.in</a>
Himachal Pradesh	<b>Mr. Bibek Mohanty</b>	<b>S Tel Private Limited</b> Gaiinda mal hemraj building, near B.C.S., phase -3, New Shimla,Himachal Pradesh-171009	9129014441	<a href="mailto:appellate.hp@stel.in">appellate.hp@stel.in</a>
Jammu & Kashmir	<i>Services yet to be launched</i>	#N/A ( <i>Services yet to be launched</i> )	–	–
North East	<b>Mr. Pranjali Phukan</b>	<b>S Tel Private Limited</b> 4 <sup>TH</sup> Floor , B.M Towers, Jowai Road (NH-40) Shillong-793003	9131014441	<a href="mailto:appellate.ne@stel.in">appellate.ne@stel.in</a>
Orissa	<b>Mr. Gaurav Chopra</b>	<b>S Tel Private Limited</b> 2nd Floor, Central Plaza Building, Babuji Nagar, Janapath, Bhubaneswar – 751009	9132014441	<a href="mailto:appellate.orissa@stel.in">appellate.orissa@stel.in</a>
ISP services (All India)	<b>Mr. D.K.Gupta</b>	<b>S Tel Private Limited</b> First Floor, Tower-B, Unitech Cyber Park, Sec.39, Gurgaon, Haryana – 122 001	01244740000	<a href="mailto:appellate.isp@stel.in">appellate.isp@stel.in</a>



## Duties and obligations / Responsibilities

### S Tel will:

- Identify and accept your complaint
- Register all complaints and allocate a *unique complaint docket number* to your complaint
- Ensure all details required for resolution of the complaint are understood and noted down
- Communicate the complaint docket number and the complaint resolution turnaround time to you
- Communicate the solution of the complaint to you by phone or other electronic media within the stipulated timeframe
- Provide you with the Nodal Officer's details if you're not satisfied by the resolution

### Time Limit for request or redressal of complaint at Call Center:

The time limit for service request or redressal of complaint of consumers at the Call Centers under various service parameters is as follows as per TRAI regulation on Telecom Consumer Protection and Redressal of Grievances (No. 3/2007):

#### A. Cellular Mobile Telephone Service:

S. No.	Service Parameter	Time Limit for service request or redressal of complaint
(i)	Billing Performance Resolution of Billing/Charging Complaints	100% within four weeks
(ii)	Time taken for refund after closure	All cases of refund of deposits to be made within sixty days after closure.
(iii)	Termination/closure of service	Within 7 days

#### B. Broadband Service

S. No.	Service Parameter	Time Limit for service request or redressal of complaint
(i)	Service Provisioning / Activation Time	All cases within fifteen days (subject to technical feasibility)
(ii)	Fault Repair/ Restoration Time	Within three days
(iii)	Billing Performance  a. Percentage of Billing Complaints resolved b. Time taken for refund of deposits after closure	a. 100% billing complaints to be resolved within four weeks b. All cases of refund of deposits to be made within sixty days after closure

- For complaints where no parameter has been defined and it relates to fault (applicable for broadband services) /disruption/disconnection of service - 3 days
- For complaints where no parameter has been defined - 7 days
- For account related complaints - Refund of deposits, if any -within sixty days after closure.

### The Nodal Officer will:

- Accept your complaint while capturing the docket number issued to you by S Tel Care
- Acknowledge your complaint within 3 working days
- Re-register your complaint and allocate another unique docket number
- Do Root Cause Analysis and communicate the solution to you by phone or other electronic media within the stipulated timeframe
- Provide you with the Appellate Authority's details if you're still not satisfied by the resolution

**Time taken to resolve your complaint:**

- For complaints relating to fault/disruption/disconnection of service - 3 days
- For all other complaints - 10 days

If you are not satisfied with the resolution of complaint by the Nodal Officer, you may file an appeal with the Appellate Authority in *prescribed format* (see Annexure I)

**The Appellate Authority will:**

- Accept your appeal while capturing the docket number issued to you by the Nodal Officer
- Duplicate the acceptance of complaints within 3 months after expiry of resolution time mentioned by the Nodal Officer, but only on the condition that sufficient cause is submitted within a year's time for not filing it within 3 months.
- Acknowledge your appeal within 3 working days.
- Re-register your complaint and allocate another unique docket number (with details of previous docket number included)
- Communicate this docket number and the complaint resolution time to you.
- Do Root Cause Analysis and communicate the solution to you by phone or other electronic media within the stipulated timeframe.

**Time taken to resolve your complaint:**

- 3 months from the filing of the appeal.

**Right of consumer for termination or disconnection of service:**

Please refer to the terms and conditions forming part of this Manual of Practice.

**Blackout Days**

Blackout Days are the days on which No free or discounted SMS will be available to existing / new customers who subscribe to or have subscribed to SMS promos / SMS packs etc. on above mentioned days. The normal SMS charges will be applicable between 00:00 hours to 24:00 hours. For details of Blackout Days please refer to our website at [www.stel.in](http://www.stel.in)

**The amount to be deducted, whether as an administrative expenses or otherwise, from the total pre-paid value of service:**

Please refer to the various tariff plans available on S Tel's website.

**Rights of the Consumers:**

Please refer to the TRAI's website under the column "Measure to protect consumer interest" at [www.trai.gov.in](http://www.trai.gov.in)

**Provision of services:**

S Tel agrees to provide the Services to the Customer subject to the terms and conditions of the licence agreement.

**Definitions:**

- 'Additional Services' means any services provided by S Tel, which are additional to the transmission of voice/Data messages.
- 'Authority' shall mean the DoT/TRAI and includes any officer of the Authority.
- 'Charges' means all fees, charges/tariffs, interconnection costs and rates chargeable by S Tel from time to time for providing the Customer with the Service and Additional Services and all DoT, Wireless Planning Commission, landline and other Government levies.
- 'Customer' shall mean any person, partnership firm or such other organizations authorized by S Tel to use the services.
- 'DoT' means Department of Telecommunications, Ministry of Communications, Government of India.
- 'Equipment' shall include any GSM/ISP compatible equipment, necessary for connecting to the network in order to use the Service.
- 'Government' shall mean the Government of India and/or the State Government or such other local authority, as the case may be.
- 'GSM' means Global System for Mobile Communication.
- 'ISP' means Internet Service Provider.
- 'Network' shall mean STel's telecommunication network for providing the Services.
- 'Services' shall mean all the cellular mobile telecommunications/ ISP services made available by STel through its Network, including the 'Additional Services'.
- 'SIM Card' shall mean Subscriber Identification Module Card.



### Terms and conditions:

1. S Tel has Unified Access Service License in **Assam, Bihar, Himachal Pradesh, Jammu & Kashmir, North East** and **Orissa** service area and ISP license for All India (category –A) service area.
2. The validity of licenses (Subject to further renewal) is as follows:

Sl.No.	Circle	Valid upto
1	Assam	24/01/2028
2	Bihar	24/01/2028
3	Himachal Pradesh	24/01/2028
4	J & K	24/01/2028
5	North East	24/01/2028
6	Orissa	24/01/2028
7	ISP (All India)	01/11/2022

3. The customer will be required to fill and signed the contractual agreement under “Customer Agreement Form” (CAF) along with required mandatory documents and photographs.
4. The detailed terms and conditions for availing S Tel’s services are appended on the CAF and the same is part and parcel of this MOP for references, as and when required /applicable.
5. The subscriber shall abide by all the rules/regulations/notifications/circulars/order and directions from the licensor i.e. **Department of Telecommunications** (Ministry of communications and IT), **Telecom Regulatory Authority of India** and Other Government departments/ statutory authorities.
6. The subscriber shall always be subject to any order of the court of competent jurisdictions in connection with the service being rendered under the UAS license granted to S Tel.
7. For licensing term and condition and various regulations/directions of TRAI may be seen at the DoT website [www.dot.gov.in](http://www.dot.gov.in) and TRAI website [www.trai.gov.in](http://www.trai.gov.in) .



**FORM**

(See regulation 11 of the of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007}

Appeal under regulation 11 of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 to the appellate authority appointed by----- (mention name and address of service provider)

1	The Name, Address, Telephone Number, Facsimile number and the 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	The name of the city /district of the origin of complaint	
4	The name of the 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 Service / 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 the Nodal Officer and decision intimated by the Nodal Officer	
9	Statement of Facts relating to grievance or appeal: (attach separate sheet signed by Appellant if required)	
10	Grounds of Appeal: A full description of the matter, which is the cause of the 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 under the Consumer Protection Act,1986 (68 of 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.	

**Form for verification**

I, \_\_\_\_\_ (name in full and in block letters), the appellant, son/daughter/wife 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  
(Name of appellant).....

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

**Note1.** The Form of appeal, grounds of appeal and the Form of verification appended shall be signed by the appellant.

**Note2.** The appellant shall submit in duplicate the appeal in this Form.