

**Dear NIXI Family,**

**We at NIXI are committed for 'Zero Fault' to end customers. It is understood that sometime fault persists for a period beyond expectations. Sometime your telephonic queries/e-mail queries do not get replied in time. To get prompt reply and also to ensure that your faults get attended promptly, following are decided from office of CEO:-**

- i) In case any fault do not get attended/repared within 6 working hours you may report to CEO.**
  
- ii) In case your telephonic queries/email queries do not get replied within 12 working hours, you may contact CEO.**

**To reach out to CEO kindly send required information to [reachceo@nixi.in](mailto:reachceo@nixi.in) or on WhatsApp No. 9877469584.**

**Anil Kumar Jain  
CEO, NIXI**