



MANUAL OF PRACTICE FOR HANDLING CONSUMER COMPLAINTS

Name and Address of the Service Provider: MTNL, Mumbai
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1. Services offered:

MTNL Mumbai offers the following services:

- 1.1 Basic Landline**
- 1.2 Cellular Mobile**
- 1.3 Wireless in Local Loop / Limited Mobile (CDMA)**
- 1.4 Internet**
- 1.5 Broadband**

2. The brief detail of each service is given below:

2.1 Basic Landline:

2.1.1 New Telephone Connection (NTC) is provided under various affordable tariff plans to meet the requirement of all segments of society. The details of tariff plans, terms and conditions, application form etc. are available on MTNL Mumbai website **<http://mtnlmumbai.in>**.

2.1.2 MTNL Mumbai also provides various phone plus facilities to PSTN Customers viz: Dynamic STD/ISD lock to prevent misuse of STD facility. Subscriber can lock and unlock the STD.

- Call waiting alert
- Call Transfer/ Forward
- Abbreviated dialing
- Hotline
- Absent subscriber service
- Calling Line Identification Presentation (CLIP)
- Wake up/Reminder call
- Call Hunting

2.1.3 Post Connection facilities: Customer can ask any of the facilities after getting a PSTN connection.

- Incoming calls only
- Shifting of Telephone to new address

- Third Party/Near relative Transfer
- Safe custody of telephone
- Change of plan

2.1.4 For booking a new landline connection & other facilities like shifting, transfer, phone plus, accessories etc. customer has to contact PSTN call centre no. 1500 or Customer Service Centre. The request will be processed by MTNL/franchisee for necessary action. Necessary payment will have to be made by the customer as the case may be. Details are available on <http://mtnlmumbai.in>.

2.2 Cellular Mobile (GSM):

2.2.1 MTNL Mumbai operates GSM based mobile services under the brand name Dolphin (post paid) /Trump (pre paid) in Mumbai, Thane, New-Mumbai, Mira-Bhayandar & Dombivali- Kalyan Municipal Corporation Areas.

2.2.2 Cellular mobile connection is available as Prepaid or Postpaid. There are various plans available to suit the requirement of all type of customers. The concerned plan also gives the talk time value for the Prepaid connection. The customer has to contact the call centre 1503 for booking a new GSM connection in the desired category. MTNL/Franchisee will do the needful for verifying the customer's identity, address etc once a request is made.

2.2.3 MTNL also provides various Value Added Services to its GSM mobile subscribers. Some of the services are given below:

a) National/International Roaming- MTNL is providing roaming facility for more than 193 countries worldwide covering major countries in North America (USA,

Canada etc.), Europe (UK, France, Germany, Italy etc.), Middle East, Asia, Australia etc.

b) Voice Mail Service (VMS) - The messages left by the caller is stored in the Mail Box which can be retrieved later by the called party at its convenience. It is available to all & is charged on usage.

c) GPRS (General Packet Radio System) & Enhanced Data GPRS Evaluation (EDGE)- A wireless data service in which mobile customer is provided High Data Rate service and is able to use Internet browsing & MMS based services etc. Facility has to be subscribed.

d) Call Conference- One can speak to two additional parties simultaneously thus making a 3 way conference call.

e) Host of value added services like Wallpaper, news, astrology etc. are provided based on SMS/IVRS/MMS. These are available to all and are charged on usage.

f) Short Message Service (SMS) – SMS is a very popular service. The message can be of maximum of 160 character length. This service is available to all and is charged on usage.

g) Multimedia Message service (MMS) - It allows sending messages (SMS) that include voice & images at high speed. Facility has to be subscribed.

h) Voice Short Message Service (VSMS): Customer can send voice SMS. The facility is very useful to all & especially to old persons, illiterate and women. Facility has to be subscribed.

The above Value Added Services (VAS) can be subscribed by contacting call centre 1503. Details of tariffs for VAS subscription & usage are available at website <http://mtnlmumbai.in>.

2.3 Wireless in Local Loop/Limited Mobile (CDMA):

2.3.1 MTNL also provides CDMA based Fixed and Mobile (Limited mobility) wireless Service with good voice quality. Garuda (Limited mobility) is an affordable Mobile Wireless Service working on the latest CDMA 2000 1x technology with features of superior voice clarity, data and Internet connectivity up to 144 Kbps and various phone plus facilities.

2.3.2 The Garuda Mobile Service is available as both Postpaid and Prepaid service. There are various plans available to the customers.

2.3.3 For a new CDMA connection, customer has to make request to call centre no. 1502 indicating the option for plan. MTNL/Franchisee shall complete the formality of identity and address verification before giving the CDMA connection. Subscriber has the option to provide his own CDMA Fixed or Mobile terminal. MTNL also provides Garuda handheld terminals with Camera facility.

2.3.4 Garuda (Fixed & Mobile) Customers can also avail various VAS services (cricket, news, astrology), SMS/VSMS, FAX, Voice Mail Service, Internet, Phone Plus facilities like Call Waiting, Call Forwarding, Abbreviated dialing etc.

2.4 Internet:

2.4.1 MTNL Mumbai is offering a wide spectrum of Internet based services from Dial up Internet access to Broadband services. Subscription charges and usage are

included in the landline bill except Prepaid connection. Following Internet services are offered:

2.4.1.1 Prepaid Internet access service, BOL service. Prepaid kit is given by Customer Service Centre.

2.4.1.2 Post paid Internet Express (CLI based service). Available to all. Charges are indicated in the bill.

2.4.1.3 Web to mobile SMS service. PSTN customers having internet connection can send SMS to GSM mobile customers. This is a free service.

2.4.1.4 Website hoisting service. Service has to be subscribed.

2.4.1.5 Email service.

The services can be subscribed by contacting the Customer Service Centre /Call centre 1500.

2.5 Broadband:

2.5.1 In addition to Internet, MTNL offers Broadband services under the brand name “Tri-Band” which has, of late, become quite popular. Broadband service is provided through the deployment of ADSL 2+ technology enabling high data speed.

2.5.2 The service provides high speed Internet connection from 256 Kbps to 2 Mbps at affordable tariffs.

2.5.3 It is an “Always on Internet” service where there are no call charges for internet access. It provides simultaneous availability of Phone and Internet on the existing telephone line.

2.5.4 Various tariff plans are available. The service can be subscribed by contacting the call centre no. 1504 or the Customer Service Centre.

Voice over Internet Protocol:

2.6.1 MTNL provides voice over Internet Protocol (VoIP) Service. The service provides ISD calls to overseas customers on the Internet at very cheap rates. The service can be availed only by Broadband customers. The service can be subscribed by contacting the B/B call centre no. 1504. Details of tariffs are available at the website <http://mtnlmumbai.in>.

2.7 As already indicated, all the above services including PSTN connection, GSM mobile, CDMA, Broadband, Internet etc. can be availed by contacting the call centers or approaching the Customer Service Centre. A list of Customer Service Centre is given at Annexure-III. Details of Call Centers are reiterated below:

PSTN (Landline)	--	1500
CDMA	--	1502
GSM	--	1503
Broadband / Internet	--	1504

The above call centre numbers are toll free numbers.

2.8 On line facility: Customers can also avail the various products & services online through internet by clicking Customer Self Care link on MTNL's website <http://mtnlmumbai.in/> The required forms can be downloaded and application can be submitted online.

2.9 Directory Inquiry Service (197):

2.9.1 This is a very old service. By dialing 197, a person can get PSTN subscriber number free of cost. Also customer can get the name and address of the other customers if the Tel. No. is known. The latter is a paid service.

2.9.2 Directory Enquiry is also available online through Internet which is updated on a regular basis.

2.9.3 Directory is also available on CDROM for a nominal amount. CD is regularly updated on a half yearly/yearly basis.

2.10 Customer Service Centre.

MTNL Mumbai has opened Customer Service Centre to provide total telecom needs viz. PSTN, Garuda, Dolphin, Trump, Broadband, complaints booking, excess billing complaints etc. Customer Service Centre are located at different places for easy accessibility to the customers. List of Customer Service Centre is available at Annexure 3.

As per the instructions from Dept. of Telecom (DoT), all connections (PSTN, Garuda, CDMA (FWT), Dolphin/Trump) are to be given after Verification of Customer's identity and address etc. Verification is done by checking various

documents and physically visiting the customer's premises by MTNL's staff or by the agent or franchisee. Customers are requested to cooperate with MTNL as this is a national security requirement.

2.11 Details of calls for Pre-paid customers (Cellular):

The prepaid customer can also get details of STD/ISD calls/value added services like roaming details, SMS details etc. made by him. Prepaid customer has to make a request to the GSM/CDMA call Centre 1502/1503 indicating the period for which all the call details are required. This is a paid service.

2.12 Bill Payment:

There are various options for bill payment for the convenience of the customers viz.

2.12.1 MTNL payment counters at Customer Service Centre / Cash collection counters.

2.12.2 Electronic Clearing Scheme (ECS)

2.12.3 Online Bill payment through Internet

2.12.4 "Easy bill" payment outlets- "Easy bill" is the agency having tie up with MTNL for bill payment.

2.12.5 Drop boxes provided by Citibank, Deutsche bank and Standard Chartered banks at various places.

2.12.6 Voluntary Deposit Scheme.

3. Terms & Conditions of Service:

3.1 General terms & conditions

- 3.1.1 If at any stage, information furnished by the customer is found false, telecom services provided by MTNL is liable to be disconnected immediately without any notice.
- 3.1.2 The customer is required to make the bill payments in time failing which MTNL will have the right to disconnect the services.
- 3.1.3 The customer is required to ensure that objectionable or obscene messages or communications, which are inconsistent with the established laws of the country, are not made by him or any other person using his password.
- 3.1.4 Unauthorized Sale of service to any third party by the customer is not permitted.
- 3.1.5 MTNL will not be liable to the subscriber for any loss of business, profit, revenue or goodwill anticipated savings used or contracts or for any indirect or consequential loss.

3.2 Service specific terms & conditions

The terms & conditions of various services (PSTN, Broadband & Mobile etc.) are given on MTNL Mumbai website under the heading “Download Forms” which is accessible from the home page (<http://mtnlmumbai.in/>).

4. Quality of service:

- 4.1 MTNL is making all efforts to provide proper Quality of service to all the customers, be it landline or mobile etc. MTNL shall endeavour to adhere to the QoS norms as specified by the TRAI. Quality of Service Parameters as prescribed by TRAI are enumerated below for quick reference.

4.2 BASIC SERVICE (Landline)

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
1	Provision of Telephone	All cases within seven days (subject to technical feasibility).
2	Fault Repair	Within three days.
3	Shifting of Telephone	Within three days.
4	Closures	Within twenty four hours
5	Billing Complaints resolution.	All billing complaints to be resolved within four weeks.
6	Time taken for refund of deposits after closure.	All cases of refund of deposits to be made within sixty days after closure.

4.3 BROADBAND SERVICE:

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
1	Service Provisioning/ Activation Time	All cases within fifteen days (Subject to technical feasibility).
2	Fault Repair/ Restoration Time	Within three days.
3	Billing Performance a) Billing Complaints resolution. b) Time taken for refund of deposits after closure.	a) All billing complaints to be resolved within four weeks. b) All cases of refund of deposits to be made within sixty days after closure
4.	Broadband connection speed from ISP node to user	> 80%

4.4 BASIC SERVICE (Wireless) mobile services:

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
1	Billing Performance a) Billing Complaints resolution. b) Period of all refunds/payments from the date of resolution of complaints.	a) All billing complaints to be resolved within four weeks. b) All cases of refunds or payments due to customers to be made within four weeks from the date of resolution of billing complaints.

5. Public Grievance Redressal Mechanism in MTNL, Mumbai

5.1 MTNL Mumbai has elaborate arrangement to handle the customer complaints and repair of faults etc.

5.2 For landline customers, complaint booking for non working of telephone is done on 198/ xxxx2198.

5.3 Complaints for various type of connections can also be booked at Call centers with following details:

<u>Service</u>	<u>Toll Free Number</u>
PSTN (Landline)	-- 1500
CDMA	-- 1502
GSM	-- 1503
Broadband / Internet	-- 1504

5.4 FORUM FOR REDRESSAL of Grievance:-

5.4.1 To provide efficient service to customers, MTNL Mumbai is divided into 9 areas, each headed by a General Manager for managing PSTN network. Each area GM is assisted by Dy. General Managers, a large no. of Divisional Engineers, Sub Divisional Engineers & Junior Telecom Officers etc. Area GMs are the nodal centre for the purpose of Customer services.

5.4.2 Wireless services (Dolphin/Trump, CDMA (Fixed)/Garuda) are under the control of Chief General Manager (WS). He is assisted by separate GMs for GSM & CDMA network.

5.4.3 Broadband/Internet, VoIP services are controlled by GM (B/B). He is assisted by separate DGMs for Internet, Broadband and VoIP services.

5.4.4 The complaints booked on 198/XXXX2198 or at call Centers or online through Internet are passed on to the concerned fault control set up of areas for repair of faults.

5.4.5 Public grievance cells are operating in the MTNL Mumbai HQ as well as in the areas. A complainant/ subscriber not satisfied by way of the normal channel of redressal of grievances can approach for any type of complaint to the PG Cell under the concerned Area GM & ED. Such complaints are acknowledged, redressed and complainant is also suitably replied afterwards.

5.4.6 MTNL, Mumbai has further strengthened the PG set up in accordance with latest TRAI regulations on Telecom Consumer Protection and Redressal of Grievances 2007 (3 of 2007) dated 4th May. Nodal officers & Appellate Authorities have been appointed to attend to complaints. **A list of such nodal officers / AA is given at Annexure-1 and 2.**

5.4.7 Following instructions have been given to call centres to handle the grievances:

5.4.7.1 Register each complaint by allotting a unique identification number to be called the docket number and communicate docket number to the consumer.

5.4.7.2 Intimate the action taken on the complaint to the consumer through telephone or other electronic means or any other means within the specified time limit.

The benchmark specified by TRAI for redressal of complaints at Call Centre are as follows.

Types of complaints	Benchmark specified by TRAI
1. Complaints pertaining to Fault Repair, Service Disruption and Disconnection of service.	Maximum period of 3 days
2. All other complaints	Maximum period of 7 days

5.4.7.3 Intimate contact details of the Nodal Officer (including his name telephone number and address) to the consumer in case a consumer is not satisfied with the redressal of his grievance or when requested by him.

5.4.7.4 In case the consumer is not satisfied with the redressal of his grievance at the Call Centre level or in case the Call Centre within the above time limit does not attend to the complaint, he may approach the Nodal Officer i.e. field unit for redressal of grievance.

Types of complaints	Benchmark specified by TRAI
1. Complaints pertaining to Fault Repair, Service Disruption and Disconnection of service.	Maximum period of 3 days
2. All other complaints	Maximum period of 10 days

List of Nodal Officers is available at Annexure-1 and also on website

<http://mtnlmumbai.in>

5.4.8 Following instructions have been issued to nodal officers:

5.4.8.1 Communicate within three days from date of the receipt of the complaint, the unique complaint number to the consumer.

5.4.8.2 Intimate after taking the remedial measure for redressal of or decision thereon within the time limit specified to the consumer.

5.4.8.3 Nodal officer will maintain complete details of grievance.

5.5 Action by Appellate Authority:

5.5.1 In case the consumer is not satisfied with the redressal of his grievance by the Nodal Officer at field level or in case the complaints are not redressed by the Nodal Officer within the specified time limit or no reply is received regarding resolution of the complaint from Nodal Officer, he may appeal to the Appellate Authority for redressal of grievance within 3 months.

Types of complaints	Benchmark specified by TRAI
Any type of appeal	Within 3 months

List of AA is available at Annexure-2 and also on website <http://mtnlmumbai.in>.

5.5.2 All appeals against any complaint not settled by Nodal Officer or otherwise, need to be made in duplicate to Appellate Authority in the prescribed format available at the website/ Sanchar Haat.

5.5.3 Every appeal is to be filed within 3 months after expiry of time limit specified in the TRAI regulation on Telephone Consumers protection and Redressal Grievances 2007 (3 of 2007) dated 4th May.

5.5.4 Appellate Authority (AA) will register every appeal and send, within 3 days of receipt of the appeal, an acknowledgement to the appellant indicating the serial number of the appeal registered.

5.5.5 AA will decide appeal in 3 months time from the date of filing the appeal.

5.6 Telephone Adalat: - Telephone Adalats are held regularly to settle the disputes and provide speedy justice to the customer. All endeavors are made to settle the cases on the spot. Customer can also get their grievances settled through these Adalats.

6. Visiting Hours of Officers: All officers of the ranks of SDEs, DEs, DGMs, Area GMs are available for meeting the customers on all working days from 3 PM to 5 PM without any appointment. Further all AOs(TR), CAOs (TR), Commercial Officers, AGM(Coml.) are available for meeting the public from 10 AM to 1 PM without any appointment on all working days. A list of senior officers of MTNL, Mumbai is available at **Annexure -4** and also on the website **<http://mtnlmumbai.in>**

7. Right of the Customer for termination or disconnection of service:

7.1 The customers of MTNL have a right to get the services terminated or disconnected at his/her will. The consumers also have a right to take up the matter with Nodal Officer/ Appellate Authority/telephone Adalat etc. as the case may be, in case they are not satisfied with the service.

8. Rebate to PSTN customers:

8.1 PSTN customers are entitled for a rebate in the bill in case the services are not available for a continuous period, for reasons attributable to MTNL. A rebate of seven days in rental is given in case the fault is not repaired in 3 days time. The details are available on MTNL Mumbai website **<http://mtnlmumbai.in>**

9. Duties & obligations of MTNL:

9.1 MTNL shall endeavour to provide Good Quality of Service (QoS) to its landline/Mobile/Broadband customers.

10. Clarification/Query:

10.1 For any clarification, query, suggestion, please contact:

General Manager (OP)
MTNL Mumbai
10th Floor, Telephone House,
V.S.Marg, Prabhadevi,
Dadar (W), Mumbai-400028

Telephone: 022- 24326837
Fax: 022-24211441
e-mail: gmopnmbi@mtnl.net.in
Website: http://mtnlmumbai.in.

Annexure-1

List of Nodal Officer for redressing consumer grievances with Name, Design., Tele.No., Fax No., Office address & E-mail ID in MTNL, Mumbai area.

Sl. No.	Area	Name/Desgn./Email ID	Tel.No.	Fax No.	Office Address
1	GM(OP) i)PG	Shri.R.V.Bargaje, AGM(OP-PG)HQ agmoppghq@mtnl.net.in	24372148	24329271	10 th floor, Telephone House, Prabhadevi, Mumbai-28.
2	South i) PG	Shri.Mohan Singh, AGM(OP) agmops@mtnl.net.in	22028030	22843435	2 nd floor, Telephone Bhavan Colaba, Mumbai-400005
	ii) Billing comp.	Shri.C.S.Mahajan, CAO(TR) caotrs@mtnl.net.in	22886010	22048000	1 st floor, Telephone Bhawan Colaba, Mumbai-400 005.
3	Central i) PG	Shri.V.S.Joshi, AGM (OP) agmopc@mtnl.net.in	23535300	23535311	6 th flr, Cumbala Hill Tele. Exch.Bldg, Mumbai-26.
	ii) Billing comp.	Shri T.K.Chandrasekharan, CAO(TR) caotrc@mtnl.net.in	23537100	23537111	2 nd flr, Cumbala Hill Tele. Exch.Bldg, Mumbai-26.
4	North i) PG	Shri.V.K.Bhatia, AGM (CC) agmccn@mtnl.net.in	24183535	24116900	2 nd flr,Wadala Tel.Exch.Bldg, G.D.Ambedkar marg, Dadar(E), Mumbai-14
	ii) Billing comp.	Smt.S.R.Alwa, CAO(TR) caotr@mtnl.net.in	24157711	24127463	
5	West-I i) PG	Shri.D.M.Garud, AGM(OP) agmopw1@mtnl.net.in	26457000	26453366	4 th floor, Bandra Tel.Exch. Bldg, Bandra(W), Mumbai.
	ii) Billing comp	Shri.C.Vedamanikyam, CAO(TR) caotrw1@mtnl.net.in	26441750	26559564	6 ½ floor, Bandra Tel.Exch. Bldg, Bandra(W), Mumbai.

6	West-II i) PG	Shri.H.S.Misra, AGM(OP) agmopw2@mtnl.net.in	28765600	28711771	3rd flr,Goregaon Tel.Exch. Bldg, Goregaon, Mum-62.
	ii) Billing comp.	Shri.R.M.Kamble, CAO(TR) caotr2@mtnl.net.in	28790833	28762022	4 th flr,Goregaon Tel.Exch. Bldg, Goregaon, Mum-62.
7	West-III i)PG	Shri.S.C.Misra, AGM (CC) agmccw3@mtnl.net.in	28010090 28656300	28057144	4 th flr,Kandivali,Tel.Exch.Bldg Kandivali(W), Mum-67.
	ii) Billing comp.	Shri.A.M.Shaikh, CAO(TR) caotr3@mtnl.net.in	28018000	28066155	5 th flr,Kandivali,Tel.Exch.Bldg Kandivali(W), Mum-67.
8	East-I i) PG	Shri.Ramsevak, AGM(OP) agmope1@mtnl.net.in	25002872	25002735	Nityanand nagar Tel.Exch.Bldg.,western Express Highway,Link Rd., N.Nagar, Ghatkopar(W),
	ii) Billing comp.	Shri.B.Chandrasekhar, CAO(TR) caotre1@mtnl.net.in	25786969	25776300	Mumbai-400086
9	East-II i)PG	Shri.R.S.Nimbhorkar AGM (OP) agmope2@mtnl.net.in	25349696	25412300	6th floor, Charai Tel.Exch.Bldg, Mauli Mandal Rd,Dhobi Ali,
	ii) Billing comp.	Shri H.Dutta, CAO(TR) caotre2@mtnl.net.in	25452526	25379537	Thane(W)-400601.
10	NM i) PG	Shri.J.D.Hirwale, AGM (PG) agmpgnm@mtnl.net.in	27888800	27881881	2nd floor, New Admn.Bldg, Vashi, Navi Mumbai-703.
	ii) Billing comp.	Shri.K.Murugan, CAO(TR) caotrnm@mtnl.net.in	27806017	27806016	2 nd floor, New Admn.Bldg, Vashi, Navi Mumbai-703.
11	GM(CC) i)PG	Shri.P.N.Khutafale, AGM (A) agmcc@mtnl.net.in	22075919	22072900	2nd flr, Tel.Bldg, C.R.Marg, Fort,Mumba7i-400001.
	ii) Billing comp.	Shri.D.B.Anekar, AO(T-1) aot1cc@mtnl.net.in	22075939	22093400	
12	GM(MS-O) i)PG	Shri.S.M.Kangutkar, DE(CC) deccsmso@mtnl.net.in	24368277	24216509	10 th flr.,Tele.Bldg.Prabahdevi, V.S.Marg,Mumbai-28
	ii) Billing comp.	Shri.P.D.Amarnath, CAO(TR) caotrms@mtnl.net.in	26508886	26500388	2nd floor BKC Tele.Exch. Kurla(W), Mumbai-400 098
13	GM(CDMA)i)PG	Shri.G.P.Kuber, AGM(A) agmacdma@mtnl.net.in	26528728	26528705	BKC Tele.Exch1st floor. Kurla(W), Mumbai-400 098
	ii) Billing comp.	Shri.R.N.Murali Krishnan caotrcdma@mtnl.net.in	26520826	26520829	BKC Tele.Exch1st floor. Kurla(W), Mumbai-400 098
14	GM(BB) i) PG	Shri.W.B.Kashyap, AGM(BB) agmbb@mtnl.net.in	24324426	24210386	8 th floor, Prabhadevi Tele. Bldg., Mumbai-28.
	ii) Billing comp.	Respective Area CAO(TR)s			
15	GM(LC) I)PG	Shri.S.R.Singh, DE(PR-LC) agmalc@mtnl.net.in	22073117	22070775	3 rd floor, Tele.Bldg. C.R. Marg, Mumbai-1.
	ii) Billing comp	Shri.D.B.Anekar, AO(T-1) aot1cc@mtnl.net.in	22075939	22093400	1st floor, Tele.Bldg. C.R. Marg, Mumbai-1.

Annexure-2

List of Appellate Authority for redressing consumer grievances with Name, Design., Tele.No., Fax No., Office address & E-mail ID in MTNL, Mumbai area.

Sl. No.	Area	Name/Desgn./E-mail ID	Tel.No.	Fax No.	Office Address
1	HQ	Shri.A.K.Dinkar	24326837	24211441	10 th floor, Telephone House, Prabhadevi, Mumbai-28.
		GM(OPI)			
		gmopnmbi@mtnl.net.in			
2	South	Shri.S.P.Rai	22025500	22871441	Telephone Bhavan, 2 nd floor, Colaba, Mumbai – 400 005
		GM(South)			
		gmsmbi@mtnl.net.in			
3	Central	Shri.M.K.Purohit	23535500	23531441	Cumbala Hill Tele.Exch. Peddar Road, Mumbai – 400 026
		GM(Central)			
		gmcmbi@mtnl.net.in			
4	North	Shri.Charu Krishna	24145556	24161441	Wada Tele.Exch., Bldg., 2 nd floor, G.D.Ambedkar Marg, Mumbai-400 014
		GM(North)			
		gmnmbi@mtnl.net.in			
5	East-I	Shri.K.S.Ahirwar	25146000	25001413	3 rd floor, Tele.Exch.Bldg., Off Eastern Express Highway Lind Rd., Nityanand Nagar, Ghatkoper (West), Mumbai-400 086
		GM(East-I)			
		gme1mbi@mtnl.net.in			
6	East-II	Shri.J.G.Honakamble	25344949	25431441	Thane-Charai Tele.Exch. Bldg., 4 th floor, Mavli Mandal Road, Thane(W)-400 601
		GM(East-II)			
		gme2@mtnl.net.in			
7	West-I	Shri.Chandragupta Tewarey	26554242	26511441	2 ½ floor, Bandra Tele.Exch. Bldg., S.V.Road, Bandra(W), Mumbai-400 050
		GM(West-I)			
		gmw1mbi@mtnl.net.in			
8	West-II	Shri.V.N.Shenoy	28753535	28711441	3 rd floor, Goregaon Tele. Exch.Bldg., S.V.Road, Goregaon(W), Mumbai-62
		GM(West-II)			
		gmw2mbi@mtnl.net.in			
9	West-III	Shri.P.Malhotra	28012345	28641441	Kandivali Tele.Exch.Bldg., 4 th floor, S.V.Road, Kandivali (West), Mumbai-400 067
		GM(West-III)			
		gmw3mbi@mtnl.net.in			
10	Navi Mumbai	Shri.Harcharan Singh	27808000	27881441	New Admn.Bldg., 3 rd floor, Vashi Tele.Exch.Compound, Sector No.16-A, Vashi, Navi Mumbai – 400 703
		GM(NM)			
		gmnmbi@mtnl.net.in			

11	Call Centre	Shri.Ram Shankar	22070101	22011441	3 rd floor, Tele.Bldg., C.R.
		GM(Call Centre)			Marg, Mumbai-400 001
		gmcallcentre@mtnl.net.in			
12	Broadband	Shri.A.K.Takkar	24310645	24367168	8 th floor, Prabhadevi,
		GM(BB)			Telecom Bldg., MTNL Marg,
		gmbbmbi@mtnl.net.in			Dadar(W), Mumbai-400 028
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		GM(LC)			Marg, Mumbai-400 001
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		GM(Comml&CC)MS			Wing, BKC Tele.Exch, CST
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15	CDMA	Shri.Madan Mohan	26506868	26523434	4 th floor, Admn Block, West
		GM(CDMA)			Wing, BKC Tele.Exch, CST
		gmwllmbi@mtnl.net.in			Road, Kurla(W), Mumbai-98

DETAILS OF VARIOUS CUSTOMER SERVICE CENTRES (CSC) IN MTNL, MUMBAI

AREA	EXCH./QCSC	LEVELS	ADDRESS
SOUTH	1.COOPERAGE	2202,2204,2281/2/ 3/4/5/6/206/7/8/0	AMARCHAND MANSION, 1st FLOOR, A- BLOCK, M.C.ROAD, MUMBAI – 39.
	2.CITY	2241/2 2201/3/5/6/7 2208/9/219	CITY TELE EXCHANGE BLDG., H.S.SOMANI MARG, FORT, MUMBAI –1.
	3.FOUNTAIN	2261/2/3/4/5/6/7/ 8/9,2 270	AMAR BLDG., NEAR RBI, P.M.ROAD, FOUNTAIN, MUMBAI.
	4.CUFFE PARADE	2215/6/8	CUFFE PARADE TELE EXCHANGE J.D.SOMANI MARG, MUMBAI – 5.
	5.KALBADEVI	2240/1/2 2201/3/5/6/7 2208/9/219	GOPAL BHAVAN, 4 TH FLOOR, 199, PRINCESS STREET, MUMBAI-2
	6. BHAVAN	2202	TELEPHONE BHAVAN, NEAR STAND CINEMA, ARTHUR ROAD, COLABA
	7.MINT ROAD	2269	OPP. FORT MARKET, NEAR GPO, MINT ROAD, MUMBAI-1.
CENTRAL	1.MANDVI	2340/1/2/3/4/5/6/7	MANDVI TELE EXCHANGE BLDG., MOHAMMED ALI ROAD, MUMBAI- 3.
	2.GAMDEVI	2380/1/2/3/4/5/6/7/ 8/9	GAMDEVI TELE EXCHANGE BLDG., NANA CHOWK, MUMBAI-7.
	3.MALABAR HILL	2361/2/3/4/6/7/8/9	MALABAR HILL TELE EXCHANGE BLDG., A.G.BELL MARG, MUMBAI-6.
	4.MAZGAON	2370/1/2/3/4/5/7/8/ 9	MAZGAON TELE EXCHANGE BLDG., SETH MOTISHAH LANE,MAZGAON,MUMBAI-10
	5.CUMBALLA HILL	22351/2/3/4	CUMBALLA TEL.EXCH.
NORTH	1.WADALA	2410/1/2/3/4/5/6 7/8,2470 / 1	BHARTIA KRIDA MANDIR, 57 DADABAZAR, NAIGAON CROSS ROAD, WADALA, MUMBAI-31.
	2.BYCULLA	2300/1/2/5/6/7/8/9	BYCULLA TELE.EXCH.BLDG., GELL STREET, AGRIPADA, BYCULLA, MUMBAI- 8.
	3.WORLI	2491/2/3/4/5/6/7/8, 2490	WORLI TELE. EXCHANGE BLDG., PANDURANG BHUDHKAR MARG, WORLI, MUMBAI- 18.
	4.SHIVAJI PARK	2444/5/6/7	SHIVAJI PARK TELE. EXCHANGE BLDG., ANANT PATIL MARG, DADAR (W), MUMBAI- 28.
	5.PRABHADEVI	2421/2/3 2430/1/2/3/6/7/8	TELEPHONE HOUSE GATE, V.S.MARG, DADAR (W), MUMBAI – 28.
	6.SION	2401/2/3/4/7/8/9	SION TELE. EXCHANGE BLDG.,Gr. FLOOR, NEAR CHAMPAKLAL IND. ESTATE, SION KOLIWADA, MUMBAI- 22.
	7.CURRY ROAD	2470/2471	CURRY ROAD, TELEPHONE EXCHANGE, DATTA MANDIR MARG, MUMBAI-12.
	8.MATUNGA	2401/2/3/4/7/8/9	MATUNGA TELEPHONE EXCH.BLDG, B.R.AMBEDKAR ROAD, MUMBAI-19
WEST- I	1.BANDRA	2640/1/2/3/4/5, 2651/3/5	BANDRA TELE. EXCHANGE BLDG., BANDRA RECLAMATION, BANDRA(W), MUMBAI- 50.
	2.KHAR	2600/4/5 2646/8/9	KHAR TELE. EXCHANGE BLDG., KHAR,PALI ROAD, MUMBAI- 52.
	3.VILEPARLE	2610/1/2/3/4/5/6/7/ 8/9, 2663	VILEPARLE TELE. EXCHANGE, NANDA PATKAR RD., VILEPARLE (E), MUMBAI- 57.
	4.ANDBHERI	2620/1/3/4/5/8 2670/1	ANDBHERI TELE. EXCHANGE BLDG. Gr. FLOOR, LALLUBHAI PARK, ANDBHERI (W), MUMBAI- 53.
	5.VERSOVA	2630/1/2/3/4/5/6/7/ 8/9,2681	VERSOVA TELE. EXCHANGE, S.V.P. NAGAR, MHADA, ANDBHERI (W), MUMBAI- 53.
	6. BANDRA – KURLA COMPLEX.	2650/2/4	BANDRA KURLA CABLE DEPOT, C.S.T. ROAD, KURLA (W), MUMBAI- 98.

	7.JOGESHWARI	2676/7/8/9.	JOGESHWARI TELE EXCHANGE, S.V.ROAD, MUMBAI.
	8.SANTACRUZ (JUHUDANDA)	2660,2661	JKD TELE EXCHANGE, CTO COMPOUND, JUHU TARA ROAD, MUMBAI- 54.
	9.VAKOLA	2660, 2666	VAKOLA TELEPHONE EXCH.,P&T COLONY,NEAR MILITARY CAMP,SANTACRUZ(E).
WEST – II	1.MAROL	2820/1/2/3/4/5/6 2830/1/2/4/5/6/7/8	MAROL TELE. EXCHANGE BLDG., MIDC, ANDHERI(E), MUMBAI-93
	2.PINKY	2820/1/2/3/4/5/6 2830/1/2/4/5/6/7/8	PINKI CINEMA BLDG., NEW NAGARDAS ROAD, ANDHERI (E), MUMBAI- 69.
	3.SAKINAKA	2850/1/2/6/9	SAKINAKA TELE. EXCH., NEAR ORKAY COMPOUND, ANDHERI-KURLA RD, MUMBAI-72
	4.GOKULDHAM	2840/1/2/3/9	GOKULDHAM TELE. EXCHANGE, RAJANI GANDHA SHOPPING CENTRE, A.K. VAIDYA MARG, GOREGAON (E), MUMBAI-63.
	5.SAKIVIHAR	2857, 2858	SAKIVIHAR TELE. EXCHANGE BLDG. SAKI VIHAR ROAD, MUMBAI
	6.DARPAN	2861/2	DARPAN TELE.EXCH.B.L.BAJAJ MARG, ANDHERI(E)
	7.SEEPZ	2829	SEEPZ TELE. EXCHANGE, MIDC AREA, ANDHERI(E), MUMBAI
	8.LAXMI NAGAR	2877	REHANT INDUSTRIAL ESTATE, GROUND FLOOR, MAHAKALI MANDIR, LINK ROAD, BANGUR NAGAR, GOREGAON.
	9.GOREGAON	2875	GOREGAON TELEPHONE EXCHANGE BLDG., GROUND FLOOR, S.V.ROAD, GOREGAON.
WEST – III	1. MALAD	2880/1/2/3/8/9, 2844/2860	ISFC BLDG., RAMACHANDRA LANE, KANCHPADA, MALAD (W), MUMBAI- 64.
	2.KANDIVALI	2801/2/5/6/7/8/9 2861/2/3/4/5/6	KANDIVALI TELE. EXCHANGE OLD RLU SHED, KANDIVALI (W), MUMBAI- 67.
	3.SAMTA NAGAR	2884/5/6/7 2846	SAMTA NAGAR TELE. EXCHANGE BLDG. 2 nd FLOOR, KANDIVALI (E), MUMBAI-101.
	4.BORIVALI	2890/1/2/3/4/5	BORIVALI TELE EXCHANGE BLDG., BORIVALI,MUM-92
	5.BHAYANDAR(W)	2814/8/9 2803 2804	BHAYANDAR TELE.EXCHANGE BLDG., STATION RD, NEAR RAILWAY CROSSING BHAYANDAR.(W)
	6.MIRA ROAD(RLU)	2810/1/2/3, 2855	SHEETAL NAGAR, SAROVAR BLDG. "B" WING, MIRA ROAD(E).
	7.CHARKOP	2867/8/9/0	CHARKOP TELE EXCH BLDG CHARKOP, MUM- 67
	8.NAVGHAR	2815/6/7	NAVGHAR TELE EXCHANGE BLDG., BHYANDHAR (E).
	9.SHIMPOLI	2898/9 2833	SHIMPOLI TELE EXCHANGE BLDG. BORIVALI (W).
	10.DAHISAR	2896/7	DHAHISAR TELE. EXCHANGE BLDG. DAHISAR(E)
	11.NAGOTHANE	2870/2854	NAGOTHANE TELE.EXCH.BLDG, NR.HAKOBA W.E.HIGHWAY,BORIVALI(E),MUMBAI-92
EAST - I	1.RUNWAL CENTRE	2550/1/2/3/4/5/6/7/ 8/9,2520	RUNWAL CENTRE 1 ST FLOOR, GOVANDI STN ROAD, NEAR LAKME COMPANY, MUMBAI- 88.
	2.CHEMBUR	2522/3/4/7/8/9	CHEMBUR TELE.EXCH., CHEMBUR NAKA, CHEMBUR, MUMBAI-71
	3.GHATKOPAR	2509, 2510/1/2/3/4/5 /6/7/8, 2502	MANEKLAL ESTATE TELE. EXCHANGE, GHATKOPAR (W), MUMBAI- 86.
	4. SHEETAL PLAZA(GHAT)	2510/1/2/3/4/5/6/7/ 82502/9	SHEETAL PLAZA, L.B.S.MARG, KURLA.
	5.POWAI	2576/7/8/9	POWAI TELE EXCHANGE BLDG., L.B.S. MARG, MUMBAI-83.
	6.ASHISH CINEMA	2533, 2554	ASHISH CHAMBER, 1 ST FLOOR, MAHUL RD, CHEMBUR, MUMBAI-71.
	7.I.I.T	2570, 2572	IIT TELE EXCHANGE BLDG., HIRANANDANI COMPLEX.

AREA	EXCHANGE	LEVELS	ADDRESS
	8.ASHOK SKM	2509, 2510/1/2/3/4/5 /6/7/8, 2502	ASHOK SILK MILL COMPOUND, LBS MARG, GHATKOPER.
	9.TILAK NAGAR	2522/3/4/7/8/9	MUNICIPAL MARKET BLDG.,TILAK NAGAR,MUMBAI-71
	10.KCC VIKHROLI	2509/10	KAILASH COMPLEX, LBS MARG, VIKHROLI(W)
EAST - II	1.MULUND	2560/1/2/4/5/7/8/9 2590/1/2/3	MULUND TELE EXCHANGE BLDG., NAHUR ROAD, M.M.MARG, MULUND (W), MUMBAI- 80.
	2.WAGLE ESTATE	2580/1/2/3/5/6/8/9	WAGLE ESTATE TELE. EXCHANGE BLDG., ROAD NO-16,WAGLE ESTATE, THANE-604
	3.CHARAI	2533/4/6/7/8/9/0 2540/1/2/3/4/5,	CHARAI TELE EXCHANGE BLDG., OPP TO GANESH TALKIES, CHARAI , THANE-601
	4.NAUPADA	2533/4/6/7/8/9/0 2540/1/2/3/4/5,	TELEPHONE EXCHANGE BLDG., NAUPADA, THANE,MUMBAI-602
	5.MUMBRA	2535, 2546/9	MUMBRA TELE EXCHANGE, KAUSA, MUMBRA.
	6.PANCHPAKHADI	2547	PANCHPAKHADI TELE EXCHANGE BLDG, L.B.S.MARG, THANE (W).
	7.BHANDUP BIM	2595	BTM COMPOUND, LBS MARG, NEAR SBI, BANDUP.
	8.CHARNAMRUT	2597	G.V.ROAD, WAGHAWE NAKA, OPP.KANCHAN PUSHPA, THANE(W)
	9.BHANDUP VILLAGE	2566	BHANDUP VILLAGE, CEAT TYRE, BHANDUP(E)
	10.KOPARI	2532	SHARDA CHAMBER, OPP.GURUNANAK DARBAR, 1 ST FLOOR, BEKARY VAN, KOPARI.
	11.SAHYOG	2589	SAHYOG BLDG., MANPADA, OPP.SUBARSH COMPLEX, TIKUJINI WADI, GHODBUNDER RD, THANE.
	12.LOKMANYA NAGAR	2588	LOKMANYA TELEPHONE EXCHANGE, TAMNNA CO-OP, HSG. NEAR YASHODHAN NAGAR, BUS STOP, THANE.
	13.MANISH TOWER	2563	GROUND FLOOR, TATA COLONY, OPP.HDFC, MULUND(E)
NAVI MUMBAI	1.TURBHE	2761/2/3/7/8/0	TURBHE TELE EXCHANGE BLDG.,Gr . FLOOR, NAVI MUMBAI-712.
	2.NERUL	2770,2771/2	NERUL TELE EXCHANGE BLDG., Gr. FLOOR,OPP RLY STN.,NERUL.
	3.VASHI – I	2765/6, 2780, 2789	VASHI TELE EXCH BLDG., Gr. FLOOR, OPP BUS STAND, VASHI , NAVI MUMBAI- 712.
	4.VASHI SEC-7	2782	VASHI SECTOR – 7 TELE EXCH BLDG., VASHI.
	5.PANVEL	2745/6/9	PANVEL TELE EXCHANGE BLDG., PANVEL.
	6.RABALE RLU	2760/4/9	RABALE TELE EXCH BLDG., Gr.FLR., THANE – BELAPUR RD., RABALE, NAVI MUMBAI.
	7.BELAPUR	2756/7/8	BELEPUR TELE EXCHANGE BLDG. Gr FLOOR, OPP TO RLY STATION, BELEPUR, N.MUMBAI.
	8.KALAMBOLI	2742	KALAMBOLI TELE EXCHANGE BLDG. 1st FLOOR, KALAMBOLI.
	9.URAN	2722/3	URAN TELE EXCHANGE BLDG. FIRST FLOOR, O.N.G.C ROAD, URAN.
	10.VASHI RLY STN.	2781	H-201, TOWER No 4, 2nd FLOOR, VASHI INTERNATIONAL INFOTECH PARK VASHI RLY STATION.
	11.KOPAR KHAIRNE	2754	KOPAR KHAIRNE TELE EXCHANGE BLDG.
	12.VASHI-14	2766	NEAR GAMDEVI MANDIR, SECTOR-14, VASHI-703

Annexure-4**Telephone Nos./Fax Nos./E-mail ID of Senior Officers of
MTNL, Mumbai**

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1	Shri. J.Gopal	ED	24371900	24372033	edmbi@mtnl.net.in
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Annexure-5

(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 under clause (d) of regulation 8, if any.	
9. Statement of Facts regulating 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 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
-----)

Note 1 : the Form of appeal, grounds of appeal and the Form of verification appended shall be signed by the appellant.

Note 2 : The appellant shall submit in duplicate the appeal in this Form.