



# **Telecom Consumer Charter**

**FOR**

**MAHANAGAR TELEPHONE NIGAM LIMITED  
Delhi unit**

O/o Executive Director: 2nd Floor, Khurshid Lal Bhawan Janpath New Delhi-110050  
Website: [www.mtnldelhi.in](http://www.mtnldelhi.in)

Corporate office: 5th Floor, MDS, 9, CGO Complex, Lodhi Road, New Delhi-110003  
Website: [www.mtnl.net.in](http://www.mtnl.net.in)

## 1. Vision

- Become a total Telecom Solution provider company and to provide world class telecom services at affordable prices to all classes of customers.
- Become the largest provider of private Telecom Networks and Leased Lines.

## 2. Mission

- To remain market leader in providing world class Telecom and IT related services at affordable prices.

## 3. Standards of Services Provided:

S.No.	Services/Transaction	Maximum Time Limit	Remarks
1.	<b>Provision of</b> a. New land line connection b. New BB connection	Within 7 working days Within 15 working days	As per TRAI norms As per TRAI norms
2.	<b>Shifting of</b> a. land line connection b. BB connection	95% within 3 working days Within 7 working days	As per TRAI norms
3.	<b>Fault repair of</b> a. Landline b. BB connection	Within 3 working days 99% within 3 working days	As per TRAI norms As per TRAI norms
4.	<b>Billing/Metering complaints</b>	Within 4 weeks	As per TRAI norms
5.	<b>Termination of Service</b>	Within 7 working days	As per TRAI norms
6.	<b>Refunds</b>	Within 60 days	As per TRAI norms

**Note:-The above standards/time limits are subject to constraints beyond control of MTNL, such as:-**

- Technical feasibility (i.e. availability of network/capacity).
- Stores availability (such as Modem(CPE), Instrument, Dropwire etc), which may be short due to procedural delays for procurements while following the prescribed govt. procedures.
- Damage of cables/outdoor network due to digging by civic agencies/others
- Customer availability

## 4. Grievance Redressal Mechanism:

Various options for booking of faults/ complaints which are available to MTNL customers & the same are listed below:

- **Call Centers and Web-link:**

Telecom Service	Call Center Nos.	On line (Web-link)
Landline	198, xxxx2198, 1500, 22221500	<a href="http://customercare.mtnldelhi.in">http://customercare.mtnldelhi.in</a>
Broadband	1504, 22221504	

In case the complaint is not redressed within specified time-limit or if customer is not satisfied, then to accelerate the redressal of his complaint, he can lodge appeal to appellate authority. The details of Appellate Authorities of MTNL are attached in Annexure-III and are also available on website of MTNL Delhi ([www.mtnldelhi.in](http://www.mtnldelhi.in))

In addition, the customer has an option to lodge his grievance, in case of non-resolution of his grievances, on other platforms like:

- TRAI website: <http://www.trai.gov.in>
- Public grievances to the central Government (Centralized CPGRAMS) website: <http://pgportal.gov.in>

#### **5. Stakeholders: Service Recipients/ Citizens/Clients:**

- (i) Citizen of India
- (ii) Telecom subscribers including prospective and others
- (iii) Walk-in customers in Sachar Haats/Customer Service Centers (CSC's)

#### **6. Responsibility Centres/ Subordinate Offices:**

For Providing wireline telecom services like landline, broadband, leased lines, FTTH etc. in licensed service area of Delhi.

- (i) Area GMs (List attached at Annexure III)
- (ii) Divisional Engineers (Outdoor)/ AGM(Commercial)/Chief Accounts Officer (TR)  
(Lists attached at Annexures IV, V &VI)

#### **7. Indicative Expectations from Service Recipients:**

- (i) Submit duly completed application forms in all respects.
- (ii) Timely payment of bills/dues.
- (iii) Check website of the MTNL regularly for updates on policies, programs and procedures.
- (iv) Not to hesitate in contacting the concerned officer on telephone/E-mail.
- (v) Stake holder should not hide facts in the applications, appeals, discussion, etc.
- (vi) To make available their email address and Mobile Numbers through SMS, Call centre, Bill payment slip or on website ([www.mtnldelhi.in](http://www.mtnldelhi.in))

#### **8. Charter will be reviewed on annual basis for possible revision, if any, based on the feedback received from various stakeholders.**

## Main Service/ Transactions

S. No.	Service/ Transactions	Weight %	Responsible Person (Designation) Email Ph. No.	Process	Document Required
1.	<b>Provision of</b> New land line BB/ BB combo connection		Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV)	Submission of completed CAF with required documents along with payment as per opted plan at concerned Sanchar Haat (list of Sanchar Haats attached at Annexure VIII) Scrutiny of CAF and documents Processing for approval Issue of Work Order Installation of connection with check of bonafide if found technically feasible Completion of work order and generation of billing data	Application Form alongwith requirement of documents and fee if any, is available on website <a href="http://www.mtnldelhi.in">www.mtnldelhi.in</a>
2.	<b>Shifting of</b> land line / BB Combo connection		Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV)	Submission of Shift request with required documents at concerned Sanchar Haat/Commercial section (list of Sanchar Haats attached at Annexure VIII) Scrutiny of request and documents Processing for approval Issue of Work Order Installation of connection with check of bonafide if found technically feasible	requirement of documents is available on website <a href="http://www.mtnldelhi.in">www.mtnldelhi.in</a>
3.	<b>Fault repair of</b> Landline/BB connection		Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV)	Booking complaints as mentioned in Grievance redressal mechanism and allotment of Docket No. to subs. Transfer of complaint to concerned staff Attending of complaint by concerned staff Testing of Tel and verification from Subs/intimation to Subs at registered Mobile Number. Closure of complaint in FRS system	N/A

4.	<b>Billing/Metering complaints</b>		AGM(Coml) of area Concerned (list enclosed at Annexure-V)	Submit application giving the details of complaint to PRO of Area concerned. (list of PROs enclosed at Annexure-VII) PRO Scrutinizes complaint, collects relevant data from various sources and submits the case to MRC committee MRC committee examines the case and decides accordingly PRO conveys the decision to CAO(TR) CAO(TR) implements the decision / award given by MRC committee (List of CAO(TR)s attached at Annexure-VI)	N/A
5.	<b>Termination of Service &amp; Refunds</b>		Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV)	Termination request alongwith required documents & deposit of outstanding dues, telecom equipment provided. Scrutiny of application and documents Issue of Work Order Disconnection execution Processing and approval of refund of security deposit by CAO(TR) (List of CAO(TR)s attached at Annexure-VI) Dispatch of cheque to the party	requirement of documents is available on website <a href="http://www.mtnldelhi.in">www.mtnldelhi.in</a>

### Service Standards

S. No.	Service/ Transactions	Weight	Success Indicators	Service Standards	Unit	Weight	Data source
1.	<b>Provision of</b> a) New land line connection b) New BB connection		Achievement vis-à-vis benchmark set by TRAI.	7 15	Working days		CSMS system
2.	<b>Shifting of</b> a) land line b) BB connection		Achievement vis-à-vis benchmark set by TRAI.	3 7	Working days		Coml record / CSMS system
3.	<b>Fault repair of</b> Landline/BB connection		Achievement vis-à-vis benchmark set by TRAI.	3	Working days		FRS system
4.	<b>Billing/Metering complaints</b>		Achievement vis-à-vis benchmark set by TRAI.	4	weeks		TR office records
5.	<b>Termination of Service</b>		Achievement vis-à-vis benchmark set by TRAI.	7	Working days		Coml record / CSMS system
6.	<b>Refunds</b>		Achievement vis-à-vis benchmark set by TRAI.	60	Working days		TR office records

## LIST of AREA GENERAL MANAGERS

AREA	Address	Telephone No.	FAX No.	Email ID
General Manager (B.C.P)	8, Bhikaji Cama Place, New Delhi? 110 066	26188080	26184131	gmbcp@bol.net.in
General Manager (West)	5th Floor, Room No.510, Administration Block Rajouri Garden, New Delhi 110 027	25432213	25117800	gmwest@bol.net.in
General Manager (Nehru Place)	1st Floor, Nehru Place Telephone Exch. Bldg, New Delhi 110 019	26466600	26466266	gmnp@bol.net.in
General Manager (North)	Sanchar Parisar, Sector-3, Rohini, Delhi 110 085	27918000	27923500	gmrhn@bol.net.in
General Manager (Central)	Doorsanchar Sadan, 2nd Floor, Lobby No.29, CGO Complex, N.Delhi 110 003	24328808	24327576	gmc@bol.net.in
General Manager (TY)	G-Block, DDA Shopping Centre, Preet Vihar, Delhi 110092	22433333	22047500	gnty@bol.net.in

<b>General Manager (East)</b>	<b>Sh. Jawahar Lal Nehru Marg, Minto Road, N. Delhi-110002</b>	<b>23234040</b>	<b>23239090</b>	<b>gme@bol.net.in</b>
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### List of Divisional Engineers (Outdoor)

AREA	Responsible Person (Designation)	Phone No	
GM(Central)	Divisional Engineer(Outdoor) Janpath	23747373	depodjp@bol.net.in
	Divisional Engineer(Outdoor) Kidwai Bhawan	23713520	depodkbn@bol.net.in
	Divisional Engineer(Outdoor) Jor Bagh	24697744	depodjb1@bol.net.in
	Divisional Engineer(Outdoor) CGO	24392233	deodcgo@bol.net.in
	Divisional Engineer(Outdoor) Sena Bhawan	23015599	depodsb@bol.net.in
	Divisional Engineer(Outdoor)Rajpath	23782525	depodrp@bol.net.in
CM(BCP)	Divisional Engineer(Outdoor) BCP	26172600	deodbcp@bol.net.in
	Divisional Engineer(Outdoor) CHY	26876468	deodchy@bol.net.in
	Divisional Engineer(Outdoor) VKJ	26122425	deodvkj@bol.net.in
	Divisional Engineer(Outdoor-I) HK	26867400	deodhk1@bol.net.in
	Divisional Engineer(Outdoor-II) HK	26867600	deodhk2@bol.net.in
GM(NP)	Divisional Engineer(Outdoor-I) NP	26430344	deod1np@bol.net.in
	Divisional Engineer(Outdoor-II) NP	26460066	deod2np@bol.net.in
	Divisional Engineer(Outdoor-III) NP	26476119	deod3np@bol.net.in
	Divisional Engineer(Outdoor-I) OKH	26344675	deod1@bol.net.in.
	Divisional Engineer(Outdoor) SVR	26952021	deodsvr@bol.net.in
	Divisional Engineer(Outdoor) TKB L/A	26952929	deod2tkb@bol.net.in
	Divisional Engineer(Outdoor) TKB	26055566	deodtkh@bol.net.in
GM(EAST)	Divisional Engineer(Outdoor) DG	23231100	deoddg@bol.net.in
	Divisional Engineer(Outdoor-I) IDGAH	23528100	deodid1@bol.net.in
	Divisional Engineer(Outdoor-II) IDGAH	23610775	deodid2@bol.net.in
	Divisional Engineer(Outdoor)E TH	23978777	deodeth@bol.net.in
	Divisional Engineer(Outdoor)W TH	23953343	deodwth@bol.net.in
	Divisional Engineer(Outdoor)E KB	25720102	deodkb@bol.net.in
	Divisional Engineer(Outdoor)W KB	25824749	deodkbw@bol.net.in
GM(NORTH)	Divisional Engineer(Outdoor-I) RHN	27948877	deodrhs3@bol.net.in
	Divisional Engineer(Outdoor) RHN,Sec6	27933737	deodrhs6@bol.net.in
	Divisional Engineer(Outdoor) RHN, Sec 9	27553535	deidrhs9@bol.net.in
	Divisional Engineer(Outdoor) SWR	27033535	deodswr@bol.net.in
	Divisional Engineer(Outdoor) KPM	27102324	deodkpm@bol.net.in
	Divisional Engineer(Outdoor) BDL	27851100	deodbdl@bol.net.in
	Divisional Engineer(Outdoor) NRL	27787070	deodnrl@bol.net.in

	Divisional Engineer(Outdoor) SKN	27251323	deodmkn@bol.net.in
	Divisional Engineer(Outdoor) AVR	27222525	deodav@bol.net.in
	Divisional Engineer(Outdoor) SMB	27477755	deodsmb@gmail.com
	Divisional Engineer(Outdoor) A Ngr	27468700	deodadngr@bol.net.in
GM(TY)	Divisional Engineer(Outdoor) MV-I	22714400	deodmvr1@bol.net.in
	Divisional Engineer(Outdoor) MV-II	22786868	deodmv2@bol.net.in
	Divisional Engineer(Outdoor-III) LXR	22240058	deod3lrx@bol.net.in
	Divisional Engineer(Outdoor-I) LXR	22548888	deod1ln@bol.net.in
	Divisional Engineer(Outdoor) KKD	22305454	deodkkd@bol.net.in
	Divisional Engineer(Outdoor-I) SHD	22588382	deod1shd@bol.net.in
	Divisional Engineer(Outdoor-II) SHD	22112700	deod2shd@bol.net.in
	Divisional Engineer(Outdoor-I) YVR	22185104	deod1yvr@bol.net.in
	Divisional Engineer(Outdoor-II) YVR	22193500	deod2yvr@bol.net.in
GM(WEST)	Divisional Engineer(Outdoor) RG	25928155	derg@bol.net.in
	Divisional Engineer(Outdoor) SPR	25896353	despr@bol.net.in
	Divisional Engineer(Outdoor) HNR	25129494	deodhnr@gmail.com
	Divisional Engineer(Outdoor) DWK&NJF	25366900	deodnjf@bol.net.in
	Divisional Engineer(Outdoor/ID) DWK	25032829	deoddwr2@bol.net.in

### List of Assistant General Managers (Commercial)

AREA	Responsible Person (Designation)	Phone No	Email
GM(North)	AGM(Comml.) Badli	27881919	deodbdl@bol.net.in
	AGM(Comml.) SKN	27111040	agmcn1@bol.net.in
	Agm(commml.)RHN	27925922	depqn2@bol.net.in
GM(East)	AGM(Comml.) Idgah/DE(FRS)	23610123	defrsid@bol.net.in
	AGM(Comml)/DE(ID)KB	25720102	dekbd3@bol.net.in
	AGM(Comm)/DE(FRS)TH	23913100	deidth@bol.net.in
	AGM(Comml)/DE(OD) DG	23231100	deoddg@bol.net.in
GM(NP)	AGM(Comml.) NP	26486677	agmshnp@bol.net.in
	AGM(Comml.) SVR	26952020	agmsvr@bol.net.in
GM(TY)	AGM(Comml.) LXR	22411411	agmsaleslxr@bol.net.in
	AGM(Comml.) SHD	22584545	deod1shd@bol.net.in
GM(West)	AGM(Comml.) RG	25100659	agmshrg@bol.net.in
	AGM(Comml.) SPR	25898788	despr@bol.net.in
	AGM(Comml.) PVR	25260777	deodpvr@bol.net.in
	AGM(Comml.) HN	25129494	sdeshhnr@bol.net.in
	AGM(Comml.) NGL	25963456	deodngl@bol.net.in
	AGM(Comml.) JKP	25696666	agmcsjkp@bol.net.in
	AGM(Comml.) DWK	25031200	amdworka@bol.net.in
	AGM(Comml.) Dabri	25032829	amdworka@bol.net.in
	AGM(Comml.) NJF	28021200	amdworka@bol.net.in
	GM(BCP)	AGM(Comml.) BCP	26167370
AGM(Comml.) CHY		24107630	agmcchychy@bol.net.in
AGM(Comml.) HK		26601207	agmchk@bol.net.in
GM(Central)	AGM(Comml.) JP	23321463	agmc1ce@bol.net.in

## List of Chief Accounts Officers

AREA	Responsible Person (Designation)	Phone No	Email
GM(NORTH)	Chief Accounts Officer(TR) RHN	27914783	caotr2rhn@bol.net.in
	Chief Account officer(TR)SKN		caotrskn@bol.net.in
GM (NehruPlace)	Chief Accounts Officer(TR)	26226939,26226446	caotrnp@bol.net.in
GM(TY)	Chief Accounts Officer(TR)LXR	22457380	caotrlxr@bol.net.in
	Chief Accounts Officer(TR)KKD	22376930	caotrkkd@bol.net.in
	Chief Accounts Officer(TR)SHD	22595496	caotrshd@bol.net.in
GM(Central)	Chief Accounts Officer(TR)JB	24642020	caoncrc@bol.net.in
	Chief Accounts Officer(TR)CGO	24323545	caotrcgo@bol.net.in
	Chief Accounts Officer(TR)KBN	23322452	caotrkb@bol.net.in
GM(BCP)	Chief Accounts Officer(TR)HK	26530202	caotrkh@bol.net.in
	Chief Accounts Officer(TR)BCP	26188396	caotrbcp@bol.net.in
	Chief Account Officer Chy	24106096	cotrchy@bol.net.in
GM(West)	Chief Accounts Officer(TR)	25126777	captrrg@bol.net.in
	Chief Accounts Officer(TR)HNR	25496905	caotrhn@bol.net.in
GM(East)	Chief Accounts Officer(TR)TH	23987020	aotrth@bol.net.in
	Chief Accounts Officer(TR)DG	23267178	aotrdg@bol.net.in
	Chief Accounts Officer(TR)ID	23616468	caotrid@bol.net.in
	Chief Accounts Officer(TR)KB	25788540	cotrkb@bol.net.in aotrkb@bol.net.in

## List of Pubic Relation Officers

AREA	Responsible Person (Designation)	Phone No	Email
GM(NORTH)	Pubic Relation Officer(MRC)RHN	27925511	depgn2@bol.net.in
	Pubic Relation Officer(NARELA)	27781667	deodbdl@bol.net.in
GM(TY)	Pubic Relation Officer(SKN)	27219000	agmcn1@bol.net.in
	Pubic Relation Officer(I)	22462499	Pro1ty@bol.net.in
	Pubic Relation Officer(II)	22056223	depoty@bol.net.in
GM(EAST)	Public relation officer(1)	22513090	prolty@bol.net.in
	Pubic Relation Officer(DG)	23263733	Prodg02@gmail.com
	Pubic Relation Officer(Idgah)	23628827	proid@bol.net.in
	Pubic Relation Officer(TH)	23979596	proth@bol.net.in
GM(Central)	Pubic Relation Officer(JB)	24628286	depfrsrb@bol.net.in
	Pubic Relation Officer(KBN)	23358844	agmc1ce@bol.net.in
	Pubic Relation Officer(RP)	23073090	depodrp@bol.net.in
GM(NP)	Pubic Relation Officer(NP)	26480048	sdeshnp@bol.net.in
	Pubic Relation Officer(OKH)	26917576	sde.dsaokh@gmail.com
	Pubic Relation Officer(SVR)	26972900	sdeshsvr@bol.net.in
GM(BCP)	Pubic Relation Officer(BCP)	26164466	cobcp@bol.net.in
	Pubic Relation Officer(CHY)	26118181	cochy@bol.net.in
	Pubic Relation Officer(HK)	26529233	cohk@bol.net.in
GM(West)	Pubic Relation Officer(RG)	25934222	shsderg@bol.net.in
	Pubic Relation Officer(JKP)	25530500	projkp1@bol.net.in
	Pubic Relation Officer(NJF)	25028715	shsdenjf@gmail.com
	Pubic Relation Officer(DWK)	25072323	prodwarka6@bol.net.in
	Pubic Relation Officer(PVR)	25271300	shsdepvr@bol.net.in
	Pubic Relation Officer(NGL)	25185077	sdecscngl@bol.net.in
	Pubic Relation Officer(DBRI)	25385555	prodabri@bol.net.in
	Pubic Relation Officer(DC)	25691085	sdeshdc@bol.net.in
	Pubic Relation Officer(SPR)	25701900	despr@bol.net.in

## LIST OF SANCHAR HAATS IN MTNL DELHI

S.No.	Location of Sanchar Haats
<b>GM TRANS YAMUNA</b>	
1	Laxmi Nagar, Telephone Exchange Bldg. Delhi.
2	AGCR Enclave, L-5 DDA Market, Delhi 92
3	Madhu Vihar, I.P.Extn. Delhi 92
4	Pkt. IV, Mayur Vihar, Ph-I, Delhi
5	DDA Market, Mayur Vihar, Ph-2, Delhi
6	Dilshad Garden, Pkt. H, Delhi
7	Loni Road, Exchange Bldg, DDA Market.
8	New Zafrabad, DDA Market, Delhi
9	Naveen Shahdara, Raj Block, Delhi
10	Yamuna Vihar, Tele. Exch. Bldg.
<b>GM BHIKAJI CAMA PLACE</b>	
11	BCP Tele. Exch. Bldg Bhikaji Cama place,
12	Hauz Khas Tele. Exch. Bldg.
13	Mehrauli
14	Tele. Exch. Bldg., Chanakya Puri.
15	Khasra No.337/2 F/F, Mahipalpur, Delhi.
16	B/1, Tele. Exch, Bldg., Vasant Kunj, Delhi.
17	Asola Chandan Complex Building, Fatehpur Beri, ND
18	Vasant Vihar, Munirka Marg, ND
<b>GM NORTH</b>	
19	Shakti Nagar, Exch. Bldg. Delhi.
20	AD-Block, Shalimar Bagh, Delhi.
21	Virat Bhawan, Mukherjee Nagar, Delhi
22	Rohini, Sector-9, Delhi
23	Rohini, Sector-3, Delhi
24	Saraswati Vihar, Delhi
25	Keshav Puram Lawarance Road, Tele. Exch.,
26	Tele. Exch. Bldg, Badli
27	CSC, Narela, DSIDC, Delhi
<b>GM EAST</b>	
28	Delhi Gate Tele Exch, New Delhi-110002

29	Mahanagar Door Sanchar Bhawan, J.L.N. Marg, New Delhi-110002
30	Main Tele Exch Building, Tis Hazari
31	Main Tele Exch Building, Lothian Road, near GPO Delhi
32	Idgah Tele Exch Building, Faiza Road, New Delhi-1100055
33	DDA Shopping Centre, Gulabi Bagh, Delhi-110007
34	Gate No-4, Tele Exch Main Building, Pusa Road, karol Bagh, New Delhi-110005
<b>GM CENTRAL</b>	
35	Eastern Court Janpath Road, New Delhi-110001
36	Jeevan Tara Building , P/Street, New Delhi-110001
37	Tele Exch Jor Bagh, New Delhi-110003
38	Mahanagar Door Sanchar sadan, 9, CGO Complex, lodhi road, New Delhi-110003
<b>GM WEST</b>	
39	Rajouri Garden Admn Block Grd Floor
40	3, CSC, DDA Market, Sunder Vihar (PVR)
41	Hari Nagar Tele Exch
42	AM office JKP, Janak Puri Telephone Exchange, Near Metro Station
43	Sanchar Haat Thana Road Najafgarh
44	20-D, Dabri Tele Exch. Dabri
45	A.M office Dwarka, Sec-6, Tele Exch. Dwarka
46	O/o A.M. Delhi Cantt, Gopi Nath Bazar, Delhi cantt
47	Tele Exch Pandav Nagar, Shadi Pur
48	Telephone Exchange Nangloi
<b>GM NEHRU PLACE</b>	
49	Sanchar Haat, NP Tele Exch Building,
50	S/Haat, Okhla Tele Exch Building
51	Sanchar Haat, DDA Market, Pkt-E, Sartia Vihar
52	Pocket A-8, Kalkaji Extension, Tuglakabad