

Customer Appeal Services

As per TCCPR 2012 guidelines, if the customer is not satisfied with the resolution of his complaint or his complaint *is pending with duration more than 15 days and cleared complaints with clearances date within 16 to 30 days can prefer appeal as below :

1) To appellate authority directly by email, post, etc.

Sr. No.	Zone/ Area	Name & Desig of the Appellate Authority	Address of the Appellate Authority	Contact details
1	Zone 1	Shri. V V Jambhrunkar , DGM (HQ)Z1	1st floor City Telephone Exchange, Hazarimal Somani Marg , Fort, Mumbai-40001	Tel No. : 22015000 Email : dgmcityy@mtnl.in
2	Zone 2	Shri. M P Joshi , DGM (HQ)Z2	Wadala Telephone Exchange, G. D. Ambekar Marg, Dadar (E), Mumbai 400 014,	Tel No : 24154000, Email : dgmhqz2mbi@mtnl.in
3	Zone 3	Shri. V V Karve , DGM (HQ/ANC)Z3	2nd Floor, Vile Parle Tele Exch, Nanda Patkar Road, Vile Parle (East)	Tel No. : 26105000 Email : dgmhqz3mbi@mtnl.in
4	Zone 4	Shri. V Ramesh , DGM (HQ)Z4	4th Floor, Kandivli Telephone Exchange , S V Road, Kandivali (W), Mumbai-67	Tel No. : 28086161 Email : dgmhqz4@mtnl.in .
5	Zone 5	Shri Pramod Ubarhande , DGM (HQ) Z5	4th Floor, Thane Charai Tele. Exch, Mauli Mandal Road, Dhobi Ali, Thane (West)- 400 601	Tel No. : 25369910, Email : dgmhqz5mbi@mtnl.in
6	LC	Shri. S S Motling , DGM (LC)	Ground Floor, Fountain-1 Tele. Exch. Near Flora Fountain, Mumbai - 400 001	Tel No : 22620510 Email : dgmsda.lc.mbi@mtnl.in
7	WS	Shri. R C Shinde , DGM Survey & Project Planning)	5th Floor, Admn Wing, BKC Tele Exch Bldg, Kurla (W), Mumbai-98	Tel No : 26540486 Email : dgmhqplgwsmbi@mtnl.in

2) By means of IVRS :

Customer has to dial 1130 IVRS to register appeal.

The IVRS service is available by 24 x7.

Note : * At present appeal preferred through IVRS is for Landline, Broadband, & Leased Circuit only.

For more details : <http://mtnlmumbai.in/index.php/telecom-consumer-complaint-and-redressal-regulation>