

MANUAL OF PRACTICE  
FOR HANDLING  
CONSUMER COMPLAINTS

Name and Address of the Service Provider: MTNL, Mumbai  
 O/o Executive Director,  
 15th Floor, Telephone  
 House, V.S.Marg,  
 Prabhadevi, Dadar (W),  
 Mumbai-400028  
 e-mail:  
 gmopnmbi@mtnl.net.in  
 Fax: 022-24211441  
 Website: www.mtnlmumbai.in

**1. Services offered:**

MTNL Mumbai offers the following services:

SN	Service offered	Brief Description
1	<b>Basic Landline</b>	<b>New Telephone Connection (NTC) is provided under various affordable tariff plans to meet the requirement of all segments of society.</b>
2	<b>Cellular Mobile (GSM)</b>	<b>MTNL Mumbai operates GSM based mobile services under the brand name Dolphin post paid /Trump (pre paid) in Mumbai, Thane, New-Mumbai, Mira-Bhayandar &amp; Dombivali- Kalyan Municipal Corporation Areas There are various plans available to the customers</b>
3	<b>Internet</b>	<b>MTNL Mumbai is offering a wide spectrum of Internet based services from Broadband services. Subscription charges and usage are included in the landline bill except Prepaid connection.</b>
4	<b>Broadband</b>	<b>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. The service provides high speed Internet connection from 6 Mbps to 16 Mbps at affordable tariffs</b>
5	<b>Leased Circuits</b>	<b>MTNL provides dedicated links which interconnect IMP nodal centres and sites. These are being utilized by enterprises to connect their data centres, Operational sites, call centres etc. to run the business application. These can be speech circuits, Data circuits internet leased lines.</b>
6	<b>FTTH</b>	<b>MTNL provides Land line, Broad Band, on fiber link extended upto Customer Premises. The advantage is FTTH is impossible to TAP by any antisocial element beyond doubt</b>

The services can be subscribed by contacting the Customer Service Centre /Call Centre /Customers can also avail the various products & services online through internet by clicking Customer Self Care link on MTNL's website. The required forms can be downloaded and application can be submitted online.

As per instructions from Dept. of Telecom (DoT), all connections are to be given after verification of Customer's identity i.e Proof of address (POA document), Proof of identity (POI document) and proof of date of birth>(\*Availing Sr. citizen benefit).The verification is done by checking original documents at Service centre and Physically visiting customer 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. Quality of service:

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.

## 3. Public Grievance Redressal Mechanism in MTNL, Mumbai

The customer can lodge the complaint on IVRS based customer care number by dialling

- \* 1130/198 from MTNL land line(Toll free)
- \* XXXX2198 where XXXX are the 1<sup>st</sup> four digit of Tel. No.(Accessible from Telephone number of all service provider and Toll free.)
- \* The customers can also lodge their grievances at call centre numbers for various services offered by MTNL, Mumbai (Ref ANX-II) The unique complaint number called DOCKET NUMBER is communicated to customer immediately for follow up reference.
- \* To provide efficient service to customers, MTNL Mumbai is divided into Nine areas, each headed by a General Manager for managing PSTN network of area. Area GM is assisted by Dy. General Managers, Senior Managers, Dy. Managers & Assistant Manager etc. Area GMs are the nodal centre for the purpose of Customer services.

Sl. No.	Area	Name/Desgn./ Email.ID	Tel No.	Fax. No.	Office Address
1	HQ	GM (OP) gmopmbi@mtnl.net.in	24326837	24211441	10 the Floor, Telephone House, MTNL Marg, Prabhadevi, Mumbai- 400 028
2	South	GM (South) gmsmbi@mtnl.net.in	22025500	22875757	1 <sup>st</sup> Floor, City Tele. Exch., Bldg, Old Wadvi Road, Mumbai – 400 001
3	Central	GM (Central) gmcmbi@mtnl.net.in	23535500	23531441	8 <sup>th</sup> Floor, Cumballa Hill telephone Exch. Peddar Road, Mumbai – 400 036
4	North	GM (North) gmnmmbi@mtnl.net.in	24245556	24161441	2nd Floor, Wadala Telephone Exch.bldg , G.D.Ambekar Marg, Mumbai 14
5	East-1	GM (East-1) gme1mbi@mtnl.net.in	25146000	25001413	3rd Floor, Nityanand Nagar, Express Highway, Link road, Ghatkopar (W) , Mumbai-86
6	East-2	GM (East-2) gme2@mtnl.net.in	25344949	25431441	4th floor, Thane Charai Telephone Exchange bldg Mauli Mandal Road, Thane(W)-601
7	West-1	GM (West-1) gmw1mbi@mtnl.net.in	26554242	26511441	2 1/2 Floor, Bandra Telephone Exchange Bldg S.V.Road,Bandra (W) Mumbai-400050
8	West-2	GM (West-2) gmw2mbi@mtnl.net.in	28753535	28741441	3rd Floor, Goregaon Tele. Exch.,S.V.Road, Goregaon (w),Mumbai-62
9	West-3	GM (West-3) gmw3mbi@mtnl.net.in	28012345	28641441	4th Floor, Kandivali Tele. Exchange bldg, S.V.Road, Kandivali (W),Mumbai-67
10	Navi Mumbai	GM (NM) gmnmmbi@mtnl.net.in	27808001	27881441	3rd floor Admn Bldg, Vashi Telephone Exch. Sect-16 A ,Vashi Navi Mumbai-400703
11	LC	GM (SDA/LC) gmen.mbi@mtnl.net.in	22646969	22641441	5 th floor, Fountain Telecom Building No.1 M.G. Road, Mumbai -400023
12	Broad Band	GM (BB) gmbbmbi@mtnl.net.in	24310645	24367168	16th Floor, Telephone House, MTNL Marg, Dadar(W) Mumbai -28

\*Wireless services (Dolphin/Trump) are under the control of Chief General Manager (WS). He is assisted by separate GMs for GSM network.

\*Broadband/Internet services are technically controlled by GM (BB). He is assisted by separate DGMs for Internet, Broadband

#### 4. Bill Payment:

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

- 1 MTNL payment counters at Customer Service Centre / Cash collection counters.
- 2 Electronic Clearing Scheme (ECS)
- 3 Online Bill payment through Internet
- 4 "Easy bill" payment outlets-"Easy bill" is the agency having tie up with MTNL for bill payment.
- 5 Drop boxes provided by Citibank, Deutsche bank and Standard Chartered banks at various places.
- 6 Voluntary Deposit Scheme.

#### 5. Terms & Conditions of

Service: General terms & conditions

5.1 If at any stage, information furnished by the customer is found false, telecom services provided by MTNL are liable to be disconnected immediately without any notice.

5.2 The customer is required to make the bill payments in time failing which MTNL will have the right to disconnect the services without any notice.

The bills can be paid by collecting duplicate from service centre if bill is not received in time due to any reason whatsoever it may be.

5.3 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 Telecom resources

5.4 Unauthorized Sale of service to any third party by the customer is not permitted.

Where a consumer is not satisfied with the redressal of complaint by Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within period specified in Bench mark, such consumer may prefer an appeal to the Appellate Authority of concerned Area GM for the redressal of his complaint.

#### Mumbai South Area

SM (OP-South)  
City Telephone Exchange  
Tel. 22016982  
Fax No.22017188  
[\\_agmops@mtnl.net.in](mailto:_agmops@mtnl.net.in)

#### Mumbai Central rea

SM(OP-Central)  
Cumballa Hill Tel. Exch. Tel. 23535301  
Fax No.23535311  
[\\_agmopc@mtnl.net.in](mailto:_agmopc@mtnl.net.in)

#### Mumbai North

SM(OP-North)  
Wadala Tel. Exch. Tel. 24110099  
Fax No.24116900  
[agmccn@mtnl.net.in](mailto:agmccn@mtnl.net.in)

#### Mumbai East-I

SM(OP-E I)  
Nityanand Nagar Tel. Exch. Tel. 25005795  
Fax No.25005696 [\\_agmope1@mtnl.net.in](mailto:_agmope1@mtnl.net.in)

#### Mumbai East-II

SM(OP-E II)  
Thane Charai Tel. Exch. Tel.No. 25349696  
Fax No. 25412300 [\\_agmope2@mtnl.net.in](mailto:_agmope2@mtnl.net.in)

Mumbai West-I

SM(OP-W I)  
Bandra Tel. Exch. Bldg. Tel No.26457000  
Fax No. 26453366 [agmopw1@mtnl.net.in](mailto:agmopw1@mtnl.net.in)

Mumbai West-II

SM(OP-W II)  
Goregaon Tel. Exch. Tel. 28792000  
Fax No. 28791771 [agmw2@mtnl.net.in](mailto:agmw2@mtnl.net.in)

Mumbai West-III

SM(OP-W III)  
Kandivali Tel. Exch. Tel. 28085588  
Fax No.28057744 [agmccw3@mtnl.net.in](mailto:agmccw3@mtnl.net.in)

Navi Mumbai

SM(OP-NM)  
Vashi Tel. Exch.  
Tel. 27806005 Fax No.27888004  
[agmpgnm@mtnl.net.in](mailto:agmpgnm@mtnl.net.in)

SDA / LC

SM(OP -EN)  
Central Tel. Bldg  
Tel. No. 22073900 Fax no. 22077883  
[sdelcms2@gmail.com](mailto:sdelcms2@gmail.com)

GSM Mobile Unit

SM(CC1)MS  
7<sup>th</sup> Floor, BKC Tele.  
Exch. BKC, Mumbai-  
400098  
Tel. No. 26542200  
Fax No. 26520918  
Email: [tscbkc@mtnl.net.in](mailto:tscbkc@mtnl.net.in)

One (1) Consumer Advisory Committee Member Details from MTNL, Mumbai

- Consumer Guidance Society of India  
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Tel No. 022-22621612  
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