

CITIZEN'S / CLIENT'S CHARTERS

(In RFD Format)

FOR

MTNL Mumbai

OF

MAHANAGAR TELEPHONE NIGAM LIMITED

Address :

Website : www.mtnlmumbai.in

December 2014

Citizens/ Client charter Document for MTNL Mumbai's Services (Other than Wireless Services for the year 2014-2015/ 2015-2016)

1) Vision

- a) Become a total solution provider company and to provide worlds class telecom services at affordable prices
- b) Become a global telecom company and to find a place in the Fortune 500 companies
- c) Become the largest provider of private networks and leases lines
- d) Venture into other area in India and abroad the strength of our core competency

2) Mission

- a) To remain market leader in providing world class Telecom and IT related services at affordable prices and to become a global player

3) Main services

Main services provided and the officers responsible with contact details are as per the chart

Main Services

S No.	Services	Responsible Person (Designation)	E-mail (Phone No.)			Responsibilities
			Area	E-mail	Phone Number	
1	Basic Landline & ISDN & EPABX	DMs(Extl/Internal) of field units under every Area General Manager will be directly responsible for service maintenance	South	gmsmbi@mtnl.net.in	22025500	SDE(Ext) All external work including provisioning Landline BB & its maintenance, SDE(Intl) creation of Landline , BB & maintenance due to internal fault
			Central	gmcmbi@mtnl.net.in	23535500	
			North	gmnmbi@mtnl.net.in	24145566	
			West-1	gmw1mbi@mtnl.net.in	26554242	
			West-2	gmw2mbi@mtnl.net.in	28753535	
			West-3	gmw3mbi@mtnl.net.in	28012345	
			East-1	gme1mbi@mtnl.net.in	25146000	
			East-2	gme2mbi@mtnl.net.in	25344949	
		Navi Mumbai	gmnmmbi@mtnl.net.in	27808000		
2	Triband Broadband Internet Service Wi-Fi	DMs of BB Exchanges under General Manager (Broad Band) will be directly responsible for Broadband service maintenance	gmbbmbi@mtnl.net.in		24310645	a) As above at Sr no 1 b) BB unit for technical Internal maintenance
3	Intelligence Network (IN) Trunk Services	DMs of LD unit under General Manager (Long Distance) will be directly responsible for maintaining the IN & Trunk services	gmccmbi@mtnl.net.in		24368183	a) As above at Sr No 1 b) LD unit is responsible for technical maintenance
4	Leased Circuits	DMs under General Manager (Leased Circuit) will be directly	gmlcmbi@mtnl.net.in		22616969	a) As above at Sr no 1 b) LC unit is responsible for technical maintenance

		responsible for leased circuits service maintenance			
5	MPLS/VPN	DMs under General Manager (Transmission) will be directly responsible for service maintenance	gmtmbi@mtnl.net.in	26524430	<ul style="list-style-type: none"> a) As above at Sr no 1 b) DM(LC) unit is responsible for technical maintenance
6	Digital Certificate	DMs under General Manager(IT) will be directly responsible for service maintenance	gmitmbi@mtnl.net.in	24710606	DM under GM(IT) is responsible for technical maintenance
7	Fibre To The Home(FTTH)	DMs under Dy. General Manager (FTTH) will be directly responsible for service maintenance			<ul style="list-style-type: none"> a) DM under Area GM for technical maintenance b) DM under GM(TR) for Fibre maintenance c) DM under GM(BB) for technical maintenance
8	Business Development	Every DMs under General Manager(EB1& EB2)) will be directly responsible for Business Development	gmbd@mtnl.net.in	24317171	<ul style="list-style-type: none"> a) As above at Sr no 1 b) For billing cases Account Manager under GM(EB1/EB2)

Main Services

Sr No	Services offered by service provider	Landline Phone Plus Services	Tariff
Landline Services	New Line Connection	Centrex facility(COSMOS) Electronic Dynamic Lock CLIP Call forwarding Reminder Call Abbreviated Dialing Hotline Call Hunting Call alert Three party Conference VCC Card Dial Up Internet Level-1 Short Code	Information is available on site www.mtnlmumbai.in and is updated from time to time
	Shifting of Telephone Lines		
	STD facility		Rs 1000/- deposit (subject to changes as per MTNL Mumbai's policy)
	ISD facility		Rs 3000/- deposit(subject to changes as per MTNL Mumbai's policy)
Landline provided through PCO	STD & ISD facility		Information is available on site www.mtnlmumbai.in and is updated from time to time
Landline Service using ISDN	BRI(128Kbps)	EPABX Line	Information is available on site www.mtnlmumbai.in and updated from time to time
	PRI (30Channels)		
	DID EPABX to Franchise DID/DOD		
BroadBand Services	New Broadband Line	PC Protection(VAS) Static IP/IP POOL	Information is available on site www.mtnlmumbai.in and is updated from time to time
	Shifting of Broadband Line		
	Prepaid Broadband		
	Wi-Fi Service		
Broadband Service using FTTH	Wi-Fi Service	Voice Service(VAS)	
Broadband using VDSL Modem	High Speed		
IN Services	VPN Subscriber		Information is available on site www.mtnlmumbai.in and is updated from time to time
	VCC Card		
	Tele-Voting		
	Free Phone Service (1800)		
	Universal Access Number(1901)		

	Premium Rate Service (0900)		
Leased Circuit	Leased Line below 2Mbps		Information is available on site www.mtnlmumbai.in and is updated from time to time
	Leased Line 2Mbps and above		
	MLLN(Managed Leased Line Network)		
	Internet Leased Network		
	L2-VPN		
	Level-1 Short Code for Landline		

Note : Security Deposit related respective Services is available on website : www.mtnlmumbai.in

4) a **Quality of Service parameters in respect of which compliance is monitored by the service provider**

Sr No.	Services /Transactions	Maximum Time Limit
1	Provision of landline	≤ 7days for feasible cases
2	Provision of Broadband	≤ 15 days for feasible cases
3	Fault/100 subs/month	≤ 5
4	No. of Faults registered & repaired by next working days	≥ 90%
5	Mean Time to repair the fault in hours	≤ 8 hrs
6	Meter Reading Complaint	Within 90 days

Tariff etc details :- It is available on website - www.mtnlmumbai.in

4)b **Standard of services provided**

Sr. No	Services/ Transaction	Maximum Time limit (subject to technical feasibility)	
1	Provision of a telephone after registration of demand	100% in ≤ 7	
2	Shift of Telephone Connection	≤ 3 days	
3	Provision of New Broadband connection	≤ 15 days (100% of requests is attended within 3 days)	
4	Fault Repair / Restoration Time of Broadband	By next working day: > 90% and within 3 working days: 99% Rebate: (a) Faults Pending for >3 working days and < 7 working days: rebate equivalent to 7 days of minimum monthly charge or equivalent usage allowance (b) Faults Pending for > 7 working days and < 15 working days: rebate equivalent to 15 days of minimum monthly charge or equivalent usage allowance (c) Faults Pending for > 15 working days: rebate equivalent to one month of minimum monthly charge or equivalent usage allowance	
5	Grade of Service	(a) Junctions between local exchanges – 0.002 (b) Outgoing junctions from Trunk Automatic Exchange (TAX) to local exchange – 0.005 (c) Incoming junctions from local exchange to TAX – 0.005	DMs under GM(LD) is responsible for 1 st Level

	(d) Incoming or outgoing junctions between TAX's 0.005	maintenance
	(e) Switching network should be non-blocking or should have extremely low blocking probability.	

5) Grievances Redressal Mechanism

- a) Various options for booking of faults / complaints are available with MTNL customers & the same are being listed below:-

Call centers and web-links

Telecom service	MTNL Mumbai	
	Call centre No	On line (web links)
Landline	1500	
Broadband	1504/ 1509	http://customercare.mtnlmumbai.in
CDMA(Garuda)	1502	
GSM	1503	http://mtnlmumbai.in
SMS(Through Landline)	1501	
Complaint booking	198/xxxx2198 first x stand for level 2, other 3 are exchange codes	

- b) Process of appeal for PG Cases & RTI also exists along with the above mentioned options to MTNL Mumbai,s customer which are as per Annexure-I & Annexure-II enclosed respectively.
- c) Meter Reading Complaint Billing (MRC) case to be settled with AOTR of respective Exchange within 90 days (Application to DMX) addressed to respective Area GM
AOTR Rebate sanction memo will be issued by concerned of SM/AGM(OP) Its implementation to be done by concerned AOTR of Exchange
- d) PG Officer : 1) Billing Case : - Concerned AOTR of Area GM
- e) Escalating Grievance to Consumer Forum and Further to Arbitration

The details of Nodal officers for Appeals & RTI are available on website www.mtnlmumbai.in which are also linked from website of MTNL, corporate office www.mtnl.net.in

In addition, the customer has an option to lodge his grievances on other platform links too

i.e. TRAI website : <http://www.trai.gov.in>

Public grievances to the Central Government (Centralized CPGRAMS) website: <http://pgportal.gov.in>

6) Stakeholders: service recipients/ citizen's/client's

- i) All Citizen of India
- ii) Telecom subscribers including prospective and others
- iii) Walk-in customers in Sanchar Haats/ customer services centre(CSC's) available on www.mtnlmumbai.in
- iv) Investors/ shareholders
- v) Any other not covered above

7) Responsibility centers/ subordinate officers

- i) Executive Director, MTNL, Mumbai(www.mtnlmumbai.in) assisted by PGMs & GMs

Providing wire line telecom services like Landlines, broad bands. Leased lines, FTTH as well as wireless services in license service area of Mumbai, Navi Mumbai and District Thane (partly)

Under ED, MTNL, Mumbai the responsibilities of Officers providing the services are further classified as detailed below:-

- ii) PGM(WS) Mumbai (www.mtnlmumbai.in) assisted by GMs ,CE(BW)& DGMs

Providing wireless services like GSM, CDMA, FWT, 3G, GPRS, etc, in license service area of Mumbai Navi Mumbai and District Thane (partly)

- iii) PGM(LS) Mumbai (www.mtnlmumbai.in) assisted by GMs, CE(BW) & DGMs

Providing wire line telecom services like Landlines, broad bands. Leased lines, FTTH services in the Licensed are of Mumbai ,Navi Mumbai and District Thane (partly)

- iv) PGM(Dev) Mumbai (www.mtnlmumbai.in) assisted by GMs, CE(BW) & DGMs

Responsible for Internal development of the company

8) Indicative Expectation from services recipients

- i) Submit duly completed application forms in all respects with self attested photograph pasted on it signed across
- ii) Application Form is available on www.mtnlmumbai.in website
- iii) Subscriber is to submit complete Application Form for getting Landline and Broadband connection with following document
 - a) Self attested Photograph
 - b) Self attested Proof of Identity
 - c) Self attested Proof of Address

Proof of Identity and Proof of Address

1. Aadhar (UID) Card
2. Passport
3. Voter ID Card
4. Current passbook of Post Office/PSU Bank as Proof of Address, having photo as Proof of Identity &

Address.

5. Photo Identity Card having address of Central Govt./PSU or State Govt. /PSU only.
6. Certificate of address having photo, issued by MP/MLA/Group A Gazetted Officer in letter head.
7. Certificate of address with photo from Govt. Recognized educational institutions (for students only)
8. Pensioner's Card having Photo with address.
9. CGHS/ECHS Card
10. Address card with photo issued by Dept. of Post, Govt of India.
11. Caste & Domicile Certificate with Photo & Address issued by State Govt.
12. Freedom Fighter Card having Photo & Address
13. Certificate of address having photo issued by Village Panchayat head or equivalent authority. (For rural areas)
14. Kisan Passbook having Photo with Address.
15. Arms License

Proof of Address only

In case above mentioned document does not contain your address, you must submit one of the following documents as Proof of Address

1. Water Bill (Not older than last 3 months)
2. Landline Telephone Bill (Not older than last 3 months)
3. Electricity Bill of State Company (Not older than last 3 months)
4. Income Tax assessment order(Not older than 1 year)
5. Vehicle registration certificate
6. Registered Sale/Lease agreement
7. Credit card statement (Not Older than last three Months)
8. Mobile Telephone bill of other service provider(Not Older than 3 Months)
- 9 Employer's letter on their letter head about residence proof for installation of Telephone
10. Business Documentary proof (if you are doing a business)
- 11 Leave & License Agreement without registration

Note : 1) In case of Aadhar & Passport as both document is accepted for proof of Identity and Address proof

- 1) Applicant has to approach for verification

9) Charter will be reviewed on annual basis for possible revision if any, based on the feedback received from various stakeholders

