

**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	Basic Landline	New Telephone Connection (NTC) is provided under various affordable tariff plans to meet the requirement of all segments of society.
2	Cellular Mobile (GSM)	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 There are various plans available to the customers
3	Broadband	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
4	Leased Circuits	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.
5	FTTH	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

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 (QoS) :

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 1st 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 Zones / Units, each headed by a General Manager for managing Basic / WS network of area. Each GM is assisted by Area Managers & Executives , Each GMs are the nodal centre for the purpose of Customer services.

Sl No	Area	Name / Desgn	Tel No	Fax No	Email ID	Office Address
1	HQ	GM (OP)	24326837	24211441	gmopmbi@mtnl.net.in	10 Floor, Telephone House, Prabhadevi, Dadar, Mumbai – 400 028
2	Zone-1	GM (Zone-1) (Colaba,Kalbadevi, Fountain, Cooperage, Cuffe Parade,Cumbala Hill, Malabar Hill, Gamdevi, Mazgaon, Mandvi Byculla)	22025500	22875757	gmz1mbi@gmail.com	1 st Floor, City Telephone Exch., H Somani Marg, Mumbai – 400 001.
3	Zone-2	GM (Zone-2) (Prabhadevi, Shivaji Park, Worli, Wadala , Sion,Ghatkopar, Powai Chembur, Mankhurd, Govandi)	24145556	24161441	gmz2mbi@mtnl.net.in	3 rd Floor, Administrative Bloch, Wadala Telephone Exch, G D Ambekar Road, Mumbai – 400 014
4	Zone-3	GM (Zone-3) (Vileparle, Andheri, Bandra, Jogeshwari, Khar, Marol, Sakinaka, Sakivihar, Marol Darpan)	26554242		gmz3mbi@mtnl.net.in	2 ½ Floor, Bandra Telephone Exch. S V Road, Bandra (W), Mumbai 400 050
5	Zone-4	GM (Zone-4) (Goregaon, Charkop, Gokuldam,Kandivali Malad, Borivali, Bhayander,Dahisar, Samatanagar)	28019000	28641441	gmz4mbi@mtnl.net.in	4 th Floor, Kandivali Telephone Exch, S V Road, Kandivali (W), Mumbai-400067
6	Zone-5	GM (Zone-5) (Thane Charai, Mulund, Wagale Estate Charanamrut, Kalwa,Vashi, Belapur, Nerul, Rabale, Panvel)	25366677	25431441	gmzone5mbi@gmail.com	4 th Floor, Thane Charai Telephone Exch., Mauli Mandal Road, Thane (W)- 400601
7	LC	GM (LC)	24317171		pgmeh.am.mbi@mtnl.net.in	16 th Floor, Telephone House, Prabhadevi, Dadar, Mumbai – 400 028
8	GSM	GM (WS)	26506050	26521441	gmwsmbi@mtnl.net.in	5 th Floor, Adminstrative Block, BKC Telephone Exch., Kurla (W), Mumbai - 400098

*Wireless services (Dolphin/Trump) are under the control of 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 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.

Appellate Authority to file the Appeal in MTNL, Mumbai

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 Fax No. : 22875757 Email : dgmcity@gmail.com
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, Fax No : 24161441 Email : dgmlhqz2mbi@mtnl.net.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. : 26554242 Fax No : 26511441 Email : dgmlhqz3mbi@mtnl.net.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 Fax No. : 28641441 Email : dgmlhqz4@mtnl.net.in, dgmlhqz4@gmail.com
5	Zone 5	Smt. Joy Christina K., DGM (HQ) Z5	4th Floor, Thane Charai Tele. Exch, Mauli Mandal Road, Dhobi Ali, Thane (West)- 400 601	Tel No. : 25366808, Fax No : 25434141 Email : dgmlhqz5@gmail.com
6	LC	Shri. S S Motling , DGM (LC)	Ground Floor, Fountain-1 Tele. Exch. Near Flora Fountain, Mumbai - 400 001	Tel No : 22620510 Fax No : 22650775 Email : dgmlenn@mtnl.net.in, dgmlenn@gmail.com
7	WS	Shri. M S Sawale , DGM (WS)	5th Floor, Admn Wing, BKC Tele Exch Bldg, Kurla (W), Mumbai-98	Tel No : 26540486 Fax No : 26521441 Email : dgmsurveyms@gmail.com

Advisory Committee Member for MTNL, Mumbai

1. The detail of one member from consumer organization is as below:

Sh. Dinesh S Bhandare
Joint Secretary,
Consumer Guidance Society of India
J Block, Azad Maidan, Opp. Cama Hospital, Mahapalika Marg,
Mumbai- 400001
Tel. No.: 22621612, Fax: 22659715, Email ID: cgsibom@mtnl.net.in

2. The detail of one member of Advisory committee from MTNL is as below:

Sr. No.	Unit/Zone	Advisory committee Member
1	Zone 1	Concerned Area Manager in a zone
2	Zone 2	Concerned Area Manager in a zone
3	Zone 3	Concerned Area Manager in a zone
4	Zone 4	Concerned Area Manager in a zone
5	Zone 5	Concerned Area Manager in a zone
6	LC	DGM
7	WS	DGM