

1.1 CHAPTER-VII: PARTICULARS OF ARRANGEMENT FOR CONSULTATION WITH THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF POLICY OR IMPLEMENTATION THEREOF

Mahanagar Telephone Nigam Limited is a Commercial organization and policies formulated by it relate to its internal management and therefore, there is no requirement for consultation with the members of the Public prior to formulation of its internal policies. However, internal policies of the Company are formulated in compliance with the applicable provisions of the statutes, rules and regulations etc.

The members of the public, who are dealing with the Company in its business transaction have any complaints/ grievances, they can approach through e-mail or through the concerned officers for redressal as hosted in the web-site www.mtnldelhi.in.

The profile of MTNL Board of directors can be had from its corporate Website www.mtnl.in