



**CITIZEN'S / CLIENT'S CHARTER**

**FOR**

**CORPORATE OFFICE**

**MAHANAGAR TELEPHONE NIGAM LIMITED**

Address: 5<sup>th</sup> Floor, MDS, 9, CGO Complex, Lodhi Road, New Delhi-110003  
Website: [www.mtnl.net.in](http://www.mtnl.net.in)  
**April 2017**

## 1. Vision

- Become a total solution provider company and to provide world class telecom services at affordable prices.
- Become a global telecom company and to find a place in the Fortune 500 companies.
- Become the largest provider of private networks and leased lines.
- Venture into other areas in India and abroad on the strength of our core competency.

## 2. Mission

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

## 3. Standards of Services Provided

S.No.	Services/Transaction	Maximum Time Limit
1.	Approval/Release of MoU document for the next year	By 31 <sup>st</sup> March of the current financial year
2.	Approval/Release of Annual Plan of MTNL for the next year	By 31 <sup>st</sup> March of the current financial year
3.	Grievance Redressal / Facilitation of Grievance Redressal Process	60 days*
4.	Redressal of Grievance in respect of pensioner's/ Family pensioner's	*Subject to receipt of complete details and receipt of responses from various units/sub units.
5.	Retirement benefits/revision of pension cases in respect of retiring employee/pensioners	* If longer period is involved, the complainant will be informed through an interim reply within 60 days.
6.	Settlement of PF claims etc.	60 days* *Subject to receipt of complete details and receipt of responses from various units/sub units. * If longer period is involved. The complainant will be informed through an interim reply within 60 days.
7.	Providing information or reject the request for any of the reasons specified in the RTI Act, 2005	Within the time frame limits prescribed in the RTI Act, 2005
8.	Disposal of appeals preferred under RTI Act, 2005	Within the time frame limits prescribed in the RTI Act, 2005
9.	Redressal of Grievances in respect of investors/ Shareholders of MTNL	60 days* *Subject to receipt of complete details and receipt of responses from various units/sub units. * If longer period is involved. The complainant will be informed through an interim reply within 60 days.
10.	Submission of various reports to TRAI & submission of Tariffs of MTNL	Within TRAI prescribed time limit

**Note: The details of responsible persons, processes, documents, fee if applicable and benchmarks for evaluation of service are given in Annexure-I and II.**

#### 4. Grievance Redressal Mechanism

Various options for booking of faults/ complaints which are available to MTNL customers & the same are listed below:

- MTNL pan-India Customer Care helpline no. 1130 (assessable from any network in India).
- Call Centers and Web-links:

Telecom Service	MTNL Delhi		MTNL Mumbai	
	Call Center No.	On line (Web-links)	Call Center No.	On line (Web-links)
Landline	1500	<a href="http://customercare.mtnldelhi.in">http://customercare.mtnldelhi.in</a>	1500	<a href="http://mtnlmumbai.in/index.php/customer-care/complaints">http://mtnlmumbai.in/index.php/customer-care/complaints</a>
Broadband	1504		1504	
GSM	1503	<a href="http://mtnlmumbai.in/dolp/hin/index.php/customer-care/customer-support">http://mtnlmumbai.in/dolp/hin/index.php/customer-care/customer-support</a>	1503	

The details of Appellate Authorities of MTNL are available on websites of MTNL Delhi ([www.mtnldelhi.in](http://www.mtnldelhi.in)) and MTNL Mumbai ([www.mtnlmumbai.in](http://www.mtnlmumbai.in)) respectively which are also linked from website of MTNL Corporate Office ([www.mtnl.net.in](http://www.mtnl.net.in)).

In addition, the customer has an option to lodge his grievance, in case of non-resolution of his grievances, on other platforms like:

- TRAI website: <http://www.traigov.in>
- Public grievances to the central Government (Centralized CPGRAMS) website: <http://pgportal.gov.in>

#### 5. Stakeholders: Service Recipients/ Citizen's/Client's

- Citizen of India
- Telecom subscribers including prospective and others
- Walk-in customers in Sachar Haats/Customer Service Centers (CSC's)
- Investors/ shareholders

#### 6. Responsibility Centres/ Subordinate Offices:

##### (i) Executive Director, Delhi ([www.mtnldelhi.in](http://www.mtnldelhi.in))

Providing wireline telecom services like landline, broadband, leased lines, FTTH etc. services in licenced service area of Delhi.

##### (ii) Executive Director, Mumbai ([www.mtnlmumbai.in](http://www.mtnlmumbai.in))

Providing wireline telecom services like landline, broadband, leased lines, FTTH etc. services in licenced service area of Mumbai.

**(iii) Chief General Manager (WS) Delhi ([www.mtnldelhi.in/dolphin](http://www.mtnldelhi.in/dolphin))**

Providing wireless telecom services like GSM, CDMA, FWT, 3G, GPRS, etc. services in licenced service area of Delhi.

**(iv) Chief General Manager (WS) Mumbai ([www.mtnlmumbai.in/index.php/mobile](http://www.mtnlmumbai.in/index.php/mobile))**

Providing wireless telecom services like GSM, CDMA, FWT, 3G, GPRS, etc. services in licenced service area of Mumbai.

## **7. Indicative Expectations from Service Recipients**

- (i) Submit duly completed application forms in all respects.
- (ii) Always keep proper records of their letters and communications with MTNL.
- (iii) Send reports/UC/Audited Accounts in prescribed formats in time.
- (iv) Check website of the MTNL regularly for updates on policies, programme and procedures.
- (v) Not to hesitate in contacting the concerned officer on telephone/E-mail.
- (vi) Stake holder should not hide facts in the applications, appeals, discussion, etc.

## **8. Charter will be reviewed on annual basis for possible revision, if any, based on the feedback received from various stakeholders.**

## Annexure-I

## Main Service/ Transactions

S. No.	Service/ Transactions	Weight %	Responsible Person (Designation)	Email	Ph. No.	Process Indicative Expectations from Service	Document Required	Fees		
								Category	Mode	Amount
1.	Approval/Release of MoU document for the next year	10%	Sh. Sanjay Singhal GM (Plg) CO	<a href="mailto:gmtechco@bol.net.in">gmtechco@bol.net.in</a>	011-24324438	Achievement vis-à-vis target set in the document	Performance & review statements	N/A	N/A	N/A
2.	Approval/Release of Annual Plan of MTNL for the next year	10%	Sh. Sanjay Singhal GM (Plg) CO	<a href="mailto:gmtechco@bol.net.in">gmtechco@bol.net.in</a>	011-24324438	Achievement vis-à-vis target set in the document	Performance & review statements	N/A	N/A	N/A
3.	Grievance Redressal / Facilitation of Grievance Redressal Process	10%	GM (O) CO	mtnlpq@yahoo.com	011-24323618	For Grievances pertaining to telecom services the redressal be sought in the first instances by lodging complaints at Call Centers of MTNL (refer para 4 above) as per Institutionalized Grievances Redressal Mechanism” of TRAI. In addition, in case of any difficulty in resolution of grievance in normal course, it may be brought to this office.	The details along with procedure thereof are available at <a href="http://traigo.viiv.in">http://traigo.viiv.in</a> under the section of customer care.	N/A	N/A	N/A
4.	Redressal of Grievance in respect of pensioner's/ Family pensioner's	10%	Smt. Meena Chauhan, GM (HR) CO	<a href="mailto:gmrco@bol.net.in">gmrco@bol.net.in</a>	011-24322522	Only with respect to policy order on pension/family pension.	NA	N/A	N/A	N/A
5.	Retirement benefits/revision of pension cases in respect of retiring employee/pensioners	10%	Smt. Meena Chauhan, GM (HR) CO	<a href="mailto:gmrco@bol.net.in">gmrco@bol.net.in</a>	011-24322522	Grievances related to policy order only	N/A	N/A	N/A	N/A

6.	Settlement of PF claims etc.	10%	Sh. S.R. Sayal, CS, MTNL	<a href="mailto:cscobol.net">cscobol.net</a>	011-24317225	(a) Receipt of grievance letters	A formal application	N/A	N/A	N/A
						(b) After sorting out the grievances, the grievances are redressed as per information available in the in accordance with the relevant rule.	N/A	N/A	N/A	N/A
7.	Providing information or reject the request for any of the reasons specified in the RTI Act, 2005	10%	Sh. V. P. Singh DGM (NB) & CPIO, CO	<a href="mailto:jtgmpcrobol.net">jtgmpcrobol.net</a>	011-24327751	(a) Receipt of Application	Application for Information	N/A	DD/ Cash/ IPO	Applicable fee of Rs. 10/- No fee i.r.o. BPL
						(b) Supply of information to the applicant by the CPIO concerned	NA	N/A	N/A	Requisite fee, if any, like per page basis etc.
8.	Disposal of appeals preferred under RTI Act, 2005	10%	Sh. A.K.Singh, GM (O) CO	<a href="mailto:gmmmcobol.net">gmmmcobol.net</a>	011-24311887	(a) Receipt of Appeal	Appeal preferred	N/A	N/A	N/A
						(b) Decision on the appeal by the First Appellate Authority concerned.	NA	N/A	N/A	N/A
9.	Redressal of Grievances in respect of investors/ Shareholders of MTNL.	10%	Sh. S.R. Sayal, CS, MTNL	<a href="mailto:cscobol.net">cscobol.net</a>	011-24317225	(a) Receipt of grievance letters from investors/ Shareholders	Application	N/A	N/A	N/A
						(b) After sorting out the grievances, the grievances are redressed as per information available in the in accordance with the relevant rule.	NA	N/A	N/A	N/A
10.	Submission of various reports to TRAI & submission of Tariffs of MTNL	10%	Sh. Ashok Kumar, GM (RA&Coml.) CO	<a href="mailto:svpracobol.net">svpracobol.net</a>	011-24322177	Supply of information /reports to TRAI in prescribed Performa.	NA	N/A	N/A	N/A

## Service Standards

S. No.	Service/ Transactions	Weight	Success Indicators	Service Standards	Unit	Data source
1.	Approval/Release of MoU document for the next year	10%	Date by which MoU document is to be approve/release.	31 <sup>st</sup> March of the ending F.Y.	By Date	Corporate records
2.	Approval/Release of Annual Plan of MTNL for the next year	10%	Date by which MoU document is to be approve/release.	31 <sup>st</sup> March of the ending F.Y.	By Date	Corporate records
3.	Grievance Redressal / Facilitation of Grievance Redressal Process	10%	Average time taken to forward a grievance to the concerned units/subordinate organizations.	3	Working days	Corporate records & CPGRAMS
			Interim/Final response to complainant within 60days of registration/receipt of grievance in PG cell.	95	%	Corporate records & CPGRAMS
4.	Redressal of Grievance in respect of pensioner's/ Family pensioner's	10%	Interim/Final response to complainant related to policy order w.r.t. pension/family pension within 60days of registration/receipt.	95	%	Corporate records
5.	Retirement benefits/revision of pension cases in respect of retiring employee/pensioners	10%	Interim/Final response to complainant related to policy order w.r.t. retirement benefits/revision of pension within 60days of registration/receipt.	95	%	Corporate records
6.	Settlement of PF claims etc.	10%	Interim/Final response to complainant within 60days of registration/receipt of grievance.	100	%	Corporate records
7.	Providing information or reject the request for any of the reasons specified in the RTI Act, 2005	10%	Time taken for Providing information or reject the request	30	Working Days	Corporate records

8.	Disposal of appeals preferred under RTI Act, 2005	10%	Time taken for disposal of appeals	45	Working Days	Corporate records
9.	Redressal of Grievances in respect of investors/ Shareholders of MTNL.	10%	Interim/Final response to complainant within 60days of registration/receipt of grievance.	95	%	Corporate records
10.	Submission of various reports to TRAI & submission of Tariffs of MTNL	10%	Time taken for disposal of report with in TRAI prescribed time limit	100	%	Corporate records

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