

Escalation Matrix-GM(SDA)-MTNL New Delhi-May-2023

S.No	Designation	Name	Contact Details	Remarks
1	GM(SDA)	Sh Akmal Hasan	011-23321122 gmsda@bol.net.in	
2	SA to GM(SDA)	Sh. Gurpuneet Singh	011-23326633;9868139199 ammtcesda@bol.net.in	
3	DGM(Admin & Maint.)	Sh. Shashi Kumar	01123738200;9868134502 dgmanmsda@bol.net.in	
4	DGM(Finance)SDA	Sh. Vikash Gupta	9013132423 dgmfinsda@bol.net.in	
5	DGM(P&P)SDA)	Sh. S.P. Singh	9868132023 dgmhssda@bol.net.in	
6	Dy.Manager(LC- Prov/HS)	Sh.Ghanshyam Singh Dharmstu	9013130052 dmsda3@bol.net.in	
7	Dy.Manager(LC- Prov/HS)	Smt. Roli Tiwari	9868139300 dmsda5@bol.net.in	
8	Sr.Manager-DPP	Sh.Birendra Kumar	9013135979 dedpp1@ bol.net.in	
9	Sr.Mgr (DPP-NW)	Sh. R.P.Satyarthi	9868134377 dedpp2@bol.net.in	
10	Sr.Mgr.- LC-Mtce/FRS	Sh. A.K.Roy	9868137363 smlcmtce@ bol.net.in	
11	Sr.Mgr (LC-Mtce/ LS)	Sh. Amar Nath Jha	9013135657 dmsda2@bol.net.in	
12	Dy.Manager (LC- Mtce/HS)	Sh. Rajiv Kumar Yadav	9013131777 Sa2gmlc@bol.net.in	
13	Dy. Manager (LC- Mtce/HS)	Sh. Vinay Kumar	9868139833 dmlcmtce2@bol.net.in	
14	Sr.Mgr(Admin&IVRS)	Sh.Shailender Singh	9013136000 mgrivrs@ bol.net.in	
15	Sr. Manager(ISDN)	Sh Sunil Kumar	9868139329 deisdn@bol.net.in	
16	Sr.Manager(LC- Prov/LS)	Sh. Jyoti Swaroop Gupta	9868137394 delc2@bol.net.in	
17	Dy. Manager (LC- Prov/LS)	Sh. Vivek Malakar	9013130120 sdels1@bol.net.in	

Leased line complaint No:-1918(from MTNL Landline Nos. only); 011-23325888

(Mention the IVRS code to book the docket)

MLDN NOC-1506(For testing of MLDN Leased lines)

MPLS NOC :-011-24321111(mplsnd@gmail.com);

MPLS New Circuit Commissioning-23325108; mplsprov@gmail.com

For new provisioning cases:- DGM(P&P)SDA:-Sh.S.P.Singh-9868132023;

Dy.Mgr(LC-PROV/HS)-Sh.Ghanshyam Singh Dharmstu 9013130052;

Dy. Mgr(LC-PROV/HS) - Smt. Roli Tiwari 9868139300

Sr.Manager(LC-P/LS)-Sh. Jyoti Swaroop Gupta- 9868137394

Dy. Manager(LC-P/LS)-Sh Vivek Malakar-9013130120