

Information of GM(SDA) unit to be published on MTNL website under section 4(1)b of RTI act-2005, having approval of GM(SDA)& CPIO.

1. **Organisational chart of Executives in GM(SDA) Unit.(attached herewith).**
2. **List of Executives & Non Executives.**
3. **Functions & duties of the unit.**
 - (i) **DGM(A&M)SDA unit is responsible for:-**
 - a). Mtce. of local & long distance leased lines.
 - b). Provisioning & Mtce. of PRI & BRI lines.
 - c). Mtce. of NKN, NMEICT & DOP links and also mtce. of GGSIP LAN/WAN Project and IVRS.
 - d). Administrative work of whole GM(SDA) Unit.
 - (ii) **DGM(P&P)SDA unit is responsible for:-**
 - a). Provisioning of local & long distance leased lines
 - b). Mtce. of Delhi Pollice Cyber Highway Project.
 - (iii) **DGM(F)SDA is responsible for:-**
 - a). Billing & recovery of leased circuits.
 - b). Reconciliation work of leased lines.
4. **Procedure being followed in decision making :-**

Initially case is submitted by the concerned section officer i.e. SDE / Dy. Manager, then Sr. Manager /DGM / GM.

In financial matters, case is marked by DGM / GM to IFA, after getting financial concurrence , the case is approved by the competent authority and then sent back to the originating office.
5. **Routing of work to other GM units:-**

GM(EB)/GM(BB)/GM(F)/GM(Trans) etc.
6. **Details of new task as CDR/RF:-**

CDR billing related & data migration work is being done in coordination with DGM(F)/ DGM(LC)/DGM(Comml.).
7. **Various types of circuits being dealt by GM(SDA) unit:-**
 - (i) P2P (II) MPLS (III) Speech Circuits (iv) NE Lines (v) R&G Circuits (vi) Incoming circuits(BCA BSNL).
8. **Details of billing of line being done by DGM(F) unit.**

Total nos. of ILL Circuits being billed is 317 including all projects per annum.
9. **Information regarding major procurement / Tenders:-**

No Tender is floated in GM(SDA) unit.
10. **Procedure for fault booking:-**

- a). Faulty leased circuits complaints are booked by dialing 1918 and using 6 digit IVRS code and subscriber gets docket number.
- b). For booking of faulty PRI:-
PRI fault is booked by dialing 178. Thus complaint goes on line to all concerned area and attended by the concerned area.
- c) For MPLS circuits customer books the fault with MPLS noc by dailling 24321111 or by E –Mail to dgmlc@bol.net.in.
- d) Fault escalation matrix (attached herewith).
- e) Important e-mail ids. Of SDA unit (attached herewith).

12. **Managers / Dy. Managers responsible for Mtce. of leased lines:-**

- a). Shri A.K.Roy, mob. No. 9868137363 is responsible for mtce.of local leased lines of the following areas:-
GM(Central), GM(North),GM(TY),GM(East).
- b). Shri B.P.Gupta, mob. No.9868133472 is responsible for mtce. of local leased lines of the following areas:-
GM(BCP),GM(West),GM(Nehru Place).
In addition to above Sh. B.P.Gupta is also responsible for replacement of faulty modems, testing circuits in NMS(MLDN) and also to get repaired the faulty modems fromvenders.
- c). Shri B.P.Verma, mob. No.9013131317 for mtce.of long distance leased lines.
- d)Shri R.K.Gupta Mob.9013134500 for mtce of long distance leased lines and TAVRIT.