

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) upto 23 May 2023

1. **Organizational chart of Executives in GM (SDA) Unit.(attached herewith).**
2. **List of Executives & Non Executives.(attached herewith)**
3. **Functions & duties of the unit.**

(i) DGM(A&M)SDA unit is responsible for:-

- a). Maintenance of local & long distance leased lines.
- b). Provisioning & maintenance of PRI & BRI lines.
- c). Maintenance. of NKN, NMEICT & DOP links and also maintenance of GGSIP LAN/WAN Project and IVRS.
- d). Administrative work of whole GM (SDA) Unit.

(ii) DGM(Prov. & Project)SDA unit is responsible for:-

- a). Provisioning of leased lines
- b). Maintenance of Delhi Police Cyber Highway Project.
- c). CPIO of GM (SDA) unit

(iv) DGM(Fin)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. 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. 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).

7. Information regarding major procurement / Tenders:-

No Tender is floated in GM (SDA) unit.

8. 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 dialing 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).

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

a). Shri A.K.Roy, Sr. Manager(LC-Mtc/FRS) mob. No. 9868137363 is responsible for handling of leased line fault dockets in LCFRS.

In addition to above Sh. A.K.Roy is also responsible for replacement of faulty modems, testing circuits in NMS (MLDN) and also to get repaired the faulty modems from vendors

b). Shri Vinay Kumar, Dy. Manager mob. No.9868139833 for maintenance of High speed line(< 2MB <=50 MB) .

c). Shri. Rajiv Kumar Yadav, mob. No.9013131777. for mtce. of HS Leased line circuits (>50MB) of all areas, Supreme court of India project and NKN project circuits.

c) Sh. A.N. Jha, mob.no 903135657, is assigned the duty of persuasion of low speed leased circuit (up to 2 MBPS) complaints with area GMs .

d) Sh. Sunil Kumar, Sr. Manager (ISDN) SDA is responsible for. Provisioning & maintenance of PRI & BRI lines.