



# **Telecom Consumer Charter**

**FOR**

**MAHANAGAR TELEPHONE NIGAM LIMITED  
Delhi unit**

O/o Executive Director: 2nd Floor, Khurshid Lal Bhawan Janpath New Delhi-110050

Website: [www.mtnldelhi.in](http://www.mtnldelhi.in)

Corporate office: 5th Floor, MDS, 9, CGO Complex, Lodhi Road, New Delhi-110003

Website: [www.mtnl.net.in](http://www.mtnl.net.in)

## 1. Vision

Become a total Telecom Solution provider company and to provide world class telecom services at affordable prices to all classes of customers.

Become the largest provider of private Telecom Networks and Leased Lines and mobile networks and maximum, Broad Band speed.

## 2. Mission

To remain market leader in providing world class Telecom and IT related services, Broad band services, leased ccts at affordable prices.

## 3. Standards of Services Provided:

S.No.	Services/Transaction	Maximum Time Limit	Remarks
1.	<b>Provision of</b> a. New land line connection b. New BB connection	Within 7 working days Within 15 working days	As per TRAI norms As per TRAI norms
2.	<b>Shifting of</b> a. land line connection b. BB connection	95% within 3 working days Within 7 working days	As per TRAI norms
3.	<b>Fault repair of</b> a. Landline b. BB connection	Within 3 working days 99% within 3 working days	As per TRAI norms As per TRAI norms
4.	<b>Billing/Metering complaints</b>	Within 4 weeks	As per TRAI norms
5.	<b>Termination of Service</b>	Within 7 working days	As per TRAI norms
6.	<b>Refunds</b>	Within 60 days	As per TRAI norms

**Note:-The above standards/time limits are subject to constraints beyond control of MTNL, such as:-**

Technical feasibility (i.e. availability of network/capacity).

Stores availability (such as Modem(CPE), Instrument, Dropwire etc), which may be short due to procedural delays for procurements while following the prescribed govt. procedures.

Damage of cables/outdoor network due to digging by civic agencies/others

Customer availability

## 4. Grievance Redressal Mechanism:

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

### Call Centers and Web-link:

Telecom Service	Call Center Nos.	On line (Web-link)
Landline	198, xxxx2198, 1500, 22221500	<a href="http://customercare.mtnldelhi.in">http://customercare.mtnldelhi.in</a>
Broadband	1504, 22221504	
Unified Access No	1130	"My MTNL DELHI APP"
		DOT Twitterseva.com,MTNLTwitterseva.com

In case the complaint is not redressed within specified time-limit or if customer is not satisfied, then to accelerate the redressal of his complaint, he can lodge appeal to appellate authority. The details of Appellate Authorities of MTNL are attached in Annexure-III and are also available on website of MTNL Delhi ([www.mtnldelhi.in](http://www.mtnldelhi.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>

E-mail ID, Customer can also book complaint through mail.

DOT/MTNL.Twitterseva; (Website) [dot.twitterseva.com](http://dot.twitterseva.com) and [mtnl.twitterseva.com](http://mtnl.twitterseva.com).

#### **5. Stakeholders: Service Recipients/ Citizens/Clients:**

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

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

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

- (i) Area GMs (List attached at Annexure III)
- (ii) Divisional Engineers (Outdoor)/ AGM(Commercial)/Chief Accounts Officer (TR)  
(Lists attached at Annexures IV, V & VI)

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

- (i) Submit duly completed application forms in all respects.
- (ii) Timely payment of bills/dues.
- (iii) Check website of the MTNL regularly for updates on policies, programs and procedures.
- (iv) Not to hesitate in contacting the concerned officer on telephone/E-mail.
- (v) Stake holder should not hide facts in the applications, appeals, discussion, etc.
- (vi) To make available their email address and Mobile Numbers through SMS, Call centre, Bill payment slip or on website ([www.mtnldelhi.in](http://www.mtnldelhi.in))

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

## Main Service/ Transactions

S. No.	Service/ Transactions	Weight %	Responsible Person (Designation) Email Ph. No.	Process	Document Required
1.	<b>Provision of</b> New land line BB BB combo/FTTH connection		Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV)	Submission of completed CAF with required documents along with payment as per opted plan at concerned Sanchar Haat (list of Sanchar Haats attached at Annexure VIII)	Application Form alongwith requirement of documents and fee if any, is available on website <a href="http://www.mtnldelhi.in">www.mtnldelhi.in</a>
				Scrutiny of CAF and documents	
				Processing for approval	
				Issue of Work Order	
				Installation of connection with check of bonafide if found technically feasible	
Completion of work order and generation of billing data					
2.	<b>Shifting of</b> land line / BB Combo/FTTH connection		Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV)	Submission of Shift request with required documents at concerned Sanchar Haat/Commercial section (list of Sanchar Haats attached at Annexure VIII)	requirement of documents is available on website <a href="http://www.mtnldelhi.in">www.mtnldelhi.in</a>
				Scrutiny of request and documents	
				Processing for approval	
				Issue of Work Order	
3.	<b>Fault repair</b> Landline/BB/ /FTTH connection		Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV)	Booking complaints as mentioned in Grievance redressal mechanism and allotment of Docket No. to subs.	N/A
				Transfer of complaint to concerned staff	
				Attending of complaint by concerned staff	
				Testing of Tel and verification from Subs/intimation to Subs at registered Mobile Number.	
				Closure of complaint in FRS system	

4.	<b>Billing/Metering complaints</b>		AGM(Coml) of area Concerned (list enclosed at Annexure-V)	Submit application giving the details of complaint to PRO of Area concerned. (list of PROs enclosed at Annexure-VII) PRO Scrutinizes complaint, collects relevant data from various sources and submits the case to MRC committee MRC committee examines the case and decides accordingly PRO conveys the decision to CAO(TR) CAO(TR) implements the decision / award given by MRC committee (List of CAO(TR)s attached at Annexure-VI)	N/A
5.	<b>Termination of Service &amp; Refunds</b>		Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV)	Termination request alongwith required documents & deposit of outstanding dues, telecom equipment provided. Scrutiny of application and documents Issue of Work Order Disconnection execution Processing and approval of refund of security deposit by CAO(TR) (List of CAO(TR)s attached at Annexure-VI) Dispatch of cheque to the party	requirement of documents is available on website <a href="http://www.mtnldelhi.in">www.mtnldelhi.in</a>

### Service Standards

S. No.	Service/ Transactions	Weight	Success Indicators	Service Standards	Unit	Weight	Data source
1.	<b>Provision of</b> a) New land line connection b) New BB connection		Achievement vis-à-vis benchmark set by TRAI.	7 15	Working days		CSMS system
2.	<b>Shifting of</b> a) land line b) BB connection		Achievement vis-à-vis benchmark set by TRAI.	3 7	Working days		Coml record / CSMS system
3.	<b>Fault repair of</b> Landline/BB connection		Achievement vis-à-vis benchmark set by TRAI.	3	Working days		FRS system
4.	<b>Billing/Metering complaints</b>		Achievement vis-à-vis benchmark set by TRAI.	4	weeks		TR office records
5.	<b>Termination of Service</b>		Achievement vis-à-vis benchmark set by TRAI.	7	Working days		Coml record / CSMS system
6.	<b>Refunds</b>		Achievement vis-à-vis benchmark set by TRAI.	60	Working days		TR office records

## LIST of AREA GENERAL MANAGERS

AREA	Address	Telephone No.	FAX No.	Email ID
General Manager (B.C.P)	8, Bhikaji Cama Place, New Delhi? 110 066	26188080	26184131	gmbcp@bol.net.in
General Manager (West)	5th Floor, Room No.510, Administration Block Rajouri Garden, New Delhi 110 027	25432213	25117800	gmwest@bol.net.in
General Manager (Nehru Place)	1st Floor, Nehru Place Telephone Exch. Bldg, New Delhi 110 019	26466600	26466266	gmnp@bol.net.in
General Manager (North)	Sanchar Parisar, Sector-3, Rohini, Delhi 110 085	27918000	27923500	gmrhn@bol.net.in
General Manager (Central)	Doorsanchar Sadan, 2nd Floor, Lobby No.29, CGO Complex, N.Delhi 110 003	24328808	24327576	gmc@bol.net.in
General Manager (TY)	G-Block, DDA Shopping Centre, Preet Vihar, Delhi 110092	22433333	22047500	gnty@bol.net.in

General Manager (East)	Sh. Jawahar Lal Nehru Marg, Minto Road, N. Delhi-110002	23234040	23239090	gme@bol.net.in
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## List of Divisional Engineers (Outdoor)

Annexure-IV

AREA	Responsible Person (Designation)	Phone No	
GM(Central)	Divisional Engineer(Outdoor) Janpath	23747373	depodjp@bol.net.in
	Divisional Engineer(Outdoor) Kidwai Bhawan	23713520	depodkbn@bol.net.in
	Divisional Engineer(Outdoor) Jor Bagh	24627911	depodjb1@bol.net.in
	Divisional Engineer(Outdoor) CGO	24392233	deodcgo@bol.net.in
	Divisional Engineer(Outdoor) Sena Bhawan	23015599	depodsb@bol.net.in
	Divisional Engineer(Outdoor)Rajpath	23782525	depodrp@bol.net.in
GM(BCP)	Divisional Engineer(Outdoor) Bikaji Cama Place	26180733	deodbcp@bol.net.in
	Divisional Engineer(Outdoor) Chanakyapuri	26876468	deodchy@bol.net.in
	Divisional Engineer(Outdoor) Vasantkunj	26138855	deodvkj@bol.net.in
	Divisional Engineer(Outdoor-I) Hauz khas	26857900	deod1hk@bol.net.in
	Divisional Engineer(Outdoor-II) Hauz khas	26867600	<a href="mailto:deod2hk@bol.net.in">deod2hk@bol.net.in</a>
GM(NP)	Divisional Engineer(Outdoor-I) Nehruplace	26430344	deod1np@bol.net.in
	Divisional Engineer(Outdoor-II) Nehruplace	26295929	deod2np@bol.net.in
	Divisional Engineer(Outdoor-I) Okhla	26344675	deod1@bol.net.in.
	Divisional Engineer(Outdoor) Sarita Vihar	26953839	deodsvr@bol.net.in
	Divisional Engineer(Outdoor) TehKhand	26055566	deodtkh@bol.net.in
	Divisional Engineer(Outdoor)Okhla-II	26924848	deokhod2@bol.net.in
GM(EAST)	Divisional Engineer(Outdoor) Delhi Gate	23284400	deoddg@bol.net.in
	Divisional Engineer(Outdoor) IDGAH	23677766	<a href="mailto:deod2id@bol.net.in">deod2id@bol.net.in</a>
	Divisional Engineer(Outdoor) Tis Hazari	23920527	deodeth@bol.net.in
	Divisional Engineer(Outdoor)East Karol Bagh	25720102	deodkb@bol.net.in
	Divisional Engineer(Outdoor)West Karol Bagh	25824749	deodkbw@bol.net.in
GM(NORTH)	Divisional Engineer(Outdoor-I) Rohini	27948877	<a href="mailto:deod4n@bol.net.in">deod4n@bol.net.in</a>
	Divisional Engineer(Outdoor) Rohini - Sec 9	27553535	<a href="mailto:deod5n@bol.net.in">deod5n@bol.net.in</a>
	Divisional Engineer(Outdoor) Keshav Puram	27102324	<a href="mailto:deod6n@bol.net.in">deod6n@bol.net.in</a>
	Divisional Engineer(Outdoor) Badli	27851100	<a href="mailto:deod7n@bol.net.in">deod7n@bol.net.in</a>
	Divisional Engineer(Outdoor) Narela	27787070	<a href="mailto:deod8n@bol.net.in">deod8n@bol.net.in</a>

	Divisional Engineer(Outdoor) Mukherjee Nagar	27251323	deod1n@bol.net.in
	Divisional Engineer(Outdoor) Ashok Vihar	27222525	<a href="mailto:deod2n@bol.net.in">deod2n@bol.net.in</a>
	Divisional Engineer(Outdoor) Samaypur Badli	27477755	<a href="mailto:deod3n@gmail.com">deod3n@gmail.com</a>
GM(TY)	Divisional Engineer(Outdoor) Mayur Vihar-I	22714400	deodmvr1@bol.net.in
	Divisional Engineer(Outdoor) Mayur Vihar--II	22786868	deodmv2@bol.net.in
	Divisional Engineer(Outdoor-III) Laxmi Nagar	22240058	deod3lxr@bol.net.in
	Divisional Engineer(Outdoor-I) Laxmi Nagar	22012001	deod1ln@bol.net.in
	Divisional Engineer(Outdoor) Karkar Dooma	22305454	deodkkd@bol.net.in
	Divisional Engineer(Outdoor-I) Shahdra	22588382	deod1shd@bol.net.in
	Divisional Engineer(Outdoor-II) Shahdra	22112700	deod2shd@bol.net.in
	Divisional Engineer(Outdoor-I) Yamuna Vihar	22917800	deod1yvr@bol.net.in
GM(WEST)	Divisional Engineer(Outdoor) Rajouri Garden	25928155	derg@bol.net.in
	Divisional Engineer(Outdoor) Shadipur	25702027	despr@bol.net.in
	Divisional Engineer(Outdoor) Hari Nagar	25129494	deodhnr@bol.net.in
	Divisional Engineer(Outdoor) Najafgarh	25366900	<a href="mailto:denjf@bol.net.in">denjf@bol.net.in</a>
	Divisional Engineer(Outdoor/ID) Dwarka	25032829	deoddwr2@bol.net.in
	Divisional Engineer(Outdoor) Dabri	25395454	deoddabri@bol.net
	Divisional Engineer(Outdoor)Paschim Vihar	25260777	deodpvr@bol.net.i
	Divisional Engineer(Outdoor) Nangloi	25481155	deodngl@bol.net.in
	Divisional Engineer(Outdoor)Janakpuri	25520088	deodjpk1@bol.net.i
	Divisional Engineer(Outdoor)Uttam Nagar	25530456	depkr@bol.net.in
	Divisional Engineer(Outdoor) Delhi Cantt	25691449	dedc@bol.net.in

### List of Assistant General Managers (Commercial)

AREA	Responsible Person (Designation)	Phone No	E
GM(NORTH)	AGM(Comml.) Shakti Nagar	27111030	agmcn1@bol.net.in
	AGM(comml.)Rohini	27944866	agmsalesrhn@gm
GM(East)	AGM(Comml.) Idgah/DE(I/D)	236101233	defrsid@bol.net.in
	AGM(Comml)/DE(ID)Karol Bagh	25810123	dekbd3@bol.net.in
	AGM(Comm)/DE(I/D)Tis Hazari	23911200	<a href="mailto:defrsth@bol.net.in">defrsth@bol.net.in</a>
	AGM(Comml)/DE(I/D) Delhi Gate	23263733	<a href="mailto:deiddg@bol.net.in">deiddg@bol.net.in</a>
GM(NP)	AGM(Comml.) Nehru Place	26486677	agmshnp@bol.net.in
	AGM(Comml.) Sarita Vihar	26951919	sdeshsvr@bol.net.
	AGM(Coml) Okhla	26311041	deokid@bol.net.in
	AGM(Coml) Tughlakabad	26055566	
GM(TY)	AGM(Comml.) Laxmi Nagar	22411411	agmsaleslxr@bol.net
GM(West)	AGM(Comml.) Rajouri Garden	25100659	<a href="mailto:defrsrg@bol.net.in">defrsrg@bol.net.in</a>
	AGM(Comml.) ShadiPur	25898788	despr@bol.net.in
	AGM(Comml.) Paschim Vihar	25260777	deodpvr@bol.net.in
	AGM(Comml.) Hari Nagar	25129494	<a href="mailto:deodhnr@bol.net.in">deodhnr@bol.net.in</a>
	AGM(Comml.) Nangloi	25963456	deodngl@bol.net.in
	AGM(Comml.)Janakpuri,Uttamnagar,Delhicantt	25696666	agmcsjkp@bol.net.in
	AGM(Comml.) Dwarka	25031200	amdworka@bol.net.i
	AGM(Comml.) Dabri	25032829	<a href="mailto:deoddabri@bol.net.i">deoddabri@bol.net.i</a>
	AGM(Comml.) Najafgarh	28021200	<a href="mailto:denjf@bol.net.in">denjf@bol.net.in</a>
	GM(BCP)	AGM(Comml.) Bikaji Cama Place	26163010
AGM(Comml.) Chanakyapuri		24102060	agmcchy@gmail.c
AGM(Comml.) Hauz Khas		26601207	agmchk@bol.net.in
GM(Central)	AGM(Comml.) Janpath-I	23321463	<a href="mailto:agmc1c@bol.net.in">agmc1c@bol.net.in</a>
	AGM(Comml) –II CGO Complex	24310303	agmc2c@bol.net.in

## List of Chief Accounts Officers

AREA	Responsible Person (Designation)	Phone No	Email
GM(North)	ChiefAccountOfficer(TR-I/cord)Rohini	27925934	caotr2rhn@bol.net.in
	Chief Account Officer(TR-II)Rohini	27924455	Caotr2rhn@bol.net.in
	Chief Account Officer(TR-I/III)Shakti Nagar	27125000	caotrskn@bol.net.in
	Chief Account Officer(TR-II)Shakti Nagar	27116000	caotrskn@bol.net.in
GM(NehruPlace)	Chief Accounts Officer(TR)Nehru Place,Okhla	26226939,26226446	caotrnnp@bol.net.in
	Chief Accounts Officer(TR)Okhla	26311550	caotrokh@bol.net.in
	Chief Accounts Officer(Fin & Admn) Nehru Place	26436363	caofinnp05@gmail.com
GM(TY)	Chief Accounts Officer(TR)Laxmi Nagar	22457380	caotrlxr@bol.net.in
	Chief Accounts Officer(TR)Karkar Dooma	22376930	caotrkkd@bol.net.in
	Chief Accounts Officer(TR)Shadara	22595496	caotrshd@bol.net.in
	Chief Accounts Officer(TR)Mayur Vihar	22713370	caotrmvr@bol.net.in
	Chief Accounts Officer(TR)Yamuna Vihar	22911306	caotryvr@bol.net.in
	Chief Accounts Officer(TR)Trans Yamuna	22502233	caoacty@bol.net.in
	GM(Central)	Chief Accounts Officer(TR) Jor Bag/CGO	24642020
Chief Accounts Officer(TR)Sena Bhawan, Rajpath		23350420	caotrsbnmtnl@gmail.com
Chief Accounts Officer(TR)Kidwai Bhawan		23322452	caotrkbntnl@gmail.com
GM(BCP)	Chief Accounts Officer(TR)Hauzkhas	26199910	caotrkh@gmail.com
	Chief Accounts Officer(TR)Bikaji Cama Place	26199910	caotrbcp@bol.net.in
	Chief Account Officer Chanakyapuri	24106096	caotrchy16@gmail.com
GM(West)	Chief Accounts Officer(TR)Janakpuri	25620999	caocsmsjpk@bol.net.in
	Chief Accounts Officer(TR)Dwarka	25390955	caotrdabri@bol.net.in
	Chief Accounts Officer(TR)Rajouri Garden	25464061	rgcaotr@gmail.com
	Chief Accounts Officer(TR)Hari Nagar	25125777	caotr123@bol.net.in
	Chief Accounts Officer(cord)West	25410921	caocordwest@gmail.com
	Chief Accounts Officer(B&A)West	25431003	caobawest@gmail.com
	GM(East)	Chief Accounts Officer(TR)Tis Hazari	23987022
Chief Accounts Officer(TR)Delhi Gate		23267178	caotrdg@bol.net.in
Chief Accounts Officer(TR)Idgah		23616468	caotrid@bol.net.in
Chief Accounts Officer(TR)Karol Bagh		25788540	cotrkb@bol.net.in aotrkb@bol.net.in
Chief Accounts Officer(CSMS)		23267600	dbadg@bol.net.in
Chief Accounts Officer(NCR)		23235818	aoncr.east@gmail.
Chief Accounts Officer(East)		23217219	caoce@bol.net.in

## List of Pubic Relation Officers

Annexure-VII

AREA	Responsible Person (Designation)	Phone No	Email
GM(NORTH)	Pubic Relation Officer(MRC)Rohini	27925511	depn2@bol.net.in
	Pubic Relation Officer(NARELA)	27781919	sdeshnrl@gmail.com
	Pubic Relation Officer(Sec-3) Rohini	27925420	sdeshrs3@gmail.com
	Pubic Relation Officer(Sec-9)Rohini	27553530	sdeshsec9@gmail.com
	Pubic Relation Officer(Badli)	27851166	sdeshbdl@bol.net.in
	Pubic Relation Officer(Shakti Nagar	27240067	sdeshskn@gmail.com
	Pubic Relation Officer(Shalimar Bagh)	27489147	sdeshad@gmail.com
	Pubic Relation Officer(Mukherjee Nagar)	27658500	sdeshmkn@gmail.com
	Pubic Relation Officer(Saraswati Vihar)	27017222	sdeshswr@bol.net.in
	GM(TY)	Public relation officer(1) Trans Yamuna	22513090/22427669
GM(EAST)	Pubic Relation Officer(Delhi Gate	23263733	deiddg@bol.net.in
	Pubic Relation Officer(Idgah)	23628827	proid@bol.net.in
	Pubic Relation Officer(Karol Bagh	25767813	saamkb@bol.net.in
	Pubic Relation Officer(Tis Hazari	23979596	proth@bol.net.in
GM(Central)	Pubic Relation Officer Jor Bagh	24646664	coshjb@gmail.com
	Pubic Relation Officer(Eastern court)	23320206	sa2amjp@bol.net.in
	Pubic Relation Officer(Jeevan Tara)	23744141	coshjtb@bol.net.in
	Pubic Relation Officer(CGO)	24324043	shaatcgo@gmail.com
GM(NP)	Pubic Relation Officer(Nehru Place)	26453945	sdemrcnp@bol.net.in
	Pubic Relation Officer(Okhla)	26840030	sdeshokh@bol.net.in
	Pubic Relation officer(Saraswati Vihar	29940246/26972900	sdeshsvr@bol.net.in
	Pubic Relation officer(Sales)Nehru Place	26480048	sdesalesnp@gmail.com
	Pubic Relation officer(MRC) Sarita Vihar	26974555	sdemrcsvr@bol.net.in
	PubicRelationofficer(Tehkhand,Sancher Haat,Comml	29981020	promilarora@gmail.com
GM(BCP)	Public Relation Officer(Bikaji Cama Place	26164466	cobcp@bol.net.in
	Public Relation Officer(Chanakyapuri)	26887272	cochy@bol.net.in
	Public Relation Officer(Hauj Khas)	26529233	cohk@bol.net.in
GM(West)	Public Relation Officer(Rajouri Garden)	25163601	agmshrg@bol.net.in
	Public Relation Officer(Janak Puri)	25623111	projkp1@bol.net.in
	Public Relation Officer(Najaf Garh)	28018819	shsdenjf@gmail.com
	Public Relation Officer(Dwarka)	25089252	prodwarka6@bol.net.in
	Public Relation Officer(Paschim Vihar)	25265977	shsdepvr@gmail.com
	Public Relation Officer(Nangloi)	25185055	sdecscngl@bol.net.in
	Public Relation Officer(DABRI)	25395500	<a href="mailto:prodabri@gmail.com">prodabri@gmail.com</a>
	Public Relation Officer(Delhi Cantt)	25696666	codc@bol.net.in
	Public Relation Officer(Shadipur)	25894600	despr@bol.net.in
	Public Relation Officer (Hari Nagar)	25147572	shsdehnr@gmail.com

**LIST OF SANCHAR HAATS IN MTNL DELHI**

<b>S.No.</b>	<b>Location of Sanchar Haats</b>
<b>GM TRANS YAMUNA</b>	
1.	Laxmi Nagar, Telephone Exchange Bldg. Delhi.
2.	AGCR Enclave, L-5 DDA Market, Delhi 92
3.	Madhu Vihar, I.P.Extn. Delhi 92
4.	Pkt. IV, Mayur Vihar, Ph-I, Delhi
5.	DDA Market, Mayur Vihar, Ph-2, Delhi
6.	Dilshad Garden, Pkt. H, Delhi
7.	Loni Road, Exchange Bldg, DDA Market.
8.	New Zafrabad, DDA Market, Delhi
9.	Yamuna Vihar, Tele. Exch. Bldg.
<b>GM BHIKAJI CAMA PLACE</b>	
10.	BCP Tele. Exch. Bldg Bhikaji Cama place,
11.	Hauz Khas Tele. Exch. Bldg.
12.	Tele. Exch. Bldg., Chanakya Puri.
13.	B/1, Tele. Exch, Bldg., Vasant Kunj, Delhi.
<b>GM NORTH</b>	
14.	Shakti Nagar, Exch. Bldg. Delhi.
15.	AD-Block, Shalimar Bagh, Delhi.
16.	Virat Bhawan, Mukherjee Nagar, Delhi
17.	Rohini, Sector-9, Delhi
18.	Rohini, Sector-3, Delhi
19.	Saraswati Vihar, Delhi
20.	Tele. Exch. Bldg, Badli
21.	CSC, Narela, DSIDC, Delhi
<b>GM EAST</b>	
22.	Delhi GateTele Exch, New Delhi-110002

23	Mahanagar Door Sanchar Bhawan, J.L.N. Marg, New Delhi-110002
24	Main Tele Exch Building, Tis Hazari
25	Main Tele Exch Building, Lothian Road, near GPO Delhi
26	Idgah Tele Exch Building, Faiza Road, New Delhi-1100055
27	DDA Shopping Centre, Gulabi Bagh, Delhi-110007
28	Gate No-4, Tele Exch Main Building, Pusa Road, karol Bagh, New Delhi-110005
<b>GM CENTRAL</b>	
29	Eastern Court Janpath Road, New Delhi-110001
30	Jeevan Tara Building , P/Street, New Delhi-110001
31	Tele Exch Jor Bagh, New Delhi-110003
32	Mahanagar Door Sanchar sadan, 9, CGO Complex, lodhi road, New Delhi-110003
<b>GM WEST</b>	
33	Rajouri Garden Admn Block Grd Floor
34	CSC, DDA Market, Sunder Vihar (PVR)
35	Hari Nagar Tele Exch
36	AM office JKP, Janak Puri Telephone Exchange, Near Metro Station
37	Sanchar Haat Thana Road Najafgarh
38	20-D, Dabri Tele Exch. Dabri
39	A.M office Dwarka, Sec-6, Tele Exch. Dwarka
40	O/o A.M. Delhi Cantt, Gopi Nath Bazar, Delhi cantt
41	Tele Exch Pandav Nagar, Shadi Pur
42	Telephone Exchange Nangloi
<b>GM NEHRU PLACE</b>	
43	Sanchar Haat, NP Tele Exch Building,
44	S/Haat, Okhla Tele Exch Building
45	Sanchar Haat, DDA Market, Pkt-E, Sartia Vihar
46	Pocket A-8, Kalkaji Extension, Tuglakabad