

**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/)

## 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, Leased Lines and Mobile networks.

## Mission

* + To remain market leader in providing world class Telecom and IT related services, Broad Band services, leased circuits at affordable prices.

## Standards of Services Provided:

|  |  |  |  |
| --- | --- | --- | --- |
| **S.No.** | **Services/Transaction** | **Maximum Time Limit** | **Remarks** |
| 1. | **Provision of**   1. New Land line connection. 2. New Broad Band connection. | Within 7 working days Within 15 working days | As per TRAI norms  As per TRAI norms |
| 2. | **Shifting of**   1. Land line connection 2. Broad Band connection. | 95% within 3 working days Within 7 working days | As per TRAI norms |
| 3. | **Fault repair of**   1. Landline 2. Broad Band connection. | Within 3 working days 99% within 3 working days | As per TRAI norms  As per TRAI norms |
| 4. | **Billing/Metering complaints** | Within 4 weeks | As per TRAI norms |
| 5. | **Termination of Service** | Within 7 working days | As per TRAI norms |
| 6. | **Refunds** | 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

## 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 | [http://customercare.mtnldelhi.in](http://customercare.mtnldelhi.in/) |
| Broadband | 1504, 22221504 |
| Unified Access No | 1130 | “My MTNL DELHI” app |
|  |  | dot. twitterseva.com, mtnl.twitterseva.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)

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.trai.gov.in](http://www.trai.gov.in/)
  + Public grievances to the central Government (Centralized CPGRAMS) website: [http://pgportal.gov.in](http://pgportal.gov.in/)
  + Customer can also booked complaint through e-mail id,
  + Twitterseva; dot.twitterseva.com and mtnl.twitterseva.com.

## Stakeholders: Service Recipients/ Citizens/Clients:

1. Citizen of India
2. Telecom subscribers including prospective and others
3. Walk-in customers in Sachaar Haats/Customer Service Centers (CSC’s)

## Responsibility Centres/ Subordinate Offices:

For Providing wireline telecom services like Landline, Broadband, Leased lines, FTTH etc. in licensed service area of Delhi.

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

## Indicative Expectations from Service Recipients:

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

## 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** | **Document Required** |
| 1. | **Provision of**  New Landline/  Broadband/ Broadband 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 [www.mtnldelhi.in](http://www.mtnldelhi.in/) |
| 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. | **Shifting of**  Land line / Broad Band 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 [www.mtnldelhi.in](http://www.mtnldelhi.in/) |
| Scrutiny of request and documents |
| Processing for approval |
| Issue of Work Order |
| Installation of connection with check of bonafide if found technically feasible |
| 3. | **Fault repair**  Landline/BroadBand/ 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. | **Billing/Metering complaints** |  | 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) | N/A |
| 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 coveys the decision to CAO(TR) |
| CAO(TR) implements the decision / award given by MRC committee (List of CAO(TR)s attached at Annexure-VI) |
| 5. | **Termination of Service & Refunds** |  | Divisional Engineer (Outdoor) Concerned division (list enclosed at Annexure-IV) | Termination request alongwith required documents & deposit of outstanding dues, telecom equipment provided. | requirement of documents is available on website [www.mtnldelhi.in](http://www.mtnldelhi.in/) |
| 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 |

**Annexure-II**

# Service Standards

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

## Annexure-III

**LIST of AREA GENERAL MANAGERS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AREA** | **Address** | **Telephone No.** | **FAX No.** | **Email ID** |
| **General Manager (B.C.P)** | **8, Bhikaji Cama Place, New Delhi- 110066** | **26188080** | **26184131** | [**gmbcp@bol.net.in**](mailto:gmbcp@bol.net.in) |
| **General Manager (West)** | **5th Floor, Room No.510, Administration**  **Block Rajouri Garden, New Delhi - 110027** | **25432213** | **25117800** | [**gmwest@bol.net.in**](mailto:gmwest@bol.net.in) |
| **General Manager (Nehru Place)** | **Ist Floor, Nehru Place Telephone Exch. Bldg, New Delhi - 110019** | **26466600** | **26466266** | [**gmnp@bol.net.in**](mailto:gmnp@bol.net.in) |
| **General Manager (North)** | **Sanchar Parisar,**  **Sector‐3, Rohini, Delhi- 110085** | **27918000** | **27923500** | [**gmrhn@bol.net.in**](mailto:gmrhn@bol.net.in) |
| **General Manager (Central)** | **Room No. 109, First Floor,Eastern Court New Delhi -110001.** | **23358808** | **23737576** | [**gmc@bol.net.in**](mailto:gmc@bol.net.in) |
| **General Manager (TY)** | **Plot No-5, Institutional Area Karkardooma, MTNL Tele Exch Bldg, Delhi -110092.** | **22143333** | **22147500** | [**gmty@bol.net.in**](mailto:gmty@bol.net.in) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **General Manager (East)** | **Tis Hazari Telephone Exchange,**  **N. Delhi‐110054** | **23954141** | **23912423** | [**gme@bol.net.in**](mailto:gme@bol.net.in) |

**List of Divisional Engineers (Outdoor)**

**Annexure-IV**

|  |  |  |  |
| --- | --- | --- | --- |
| AREA | **Responsible Person (Designation)** | Phone No |  |
| GM(Central) | Divisional Engineer(Outdoor) Janpath | 23747373 | [depodjp@bol.net.in](mailto:depodjp@bol.net.in) |
|  | Divisional Engineer(Outdoor) Kidwai Bhawan | 23713520 | [deopdkbn@bol.net.in](mailto:deopdkbn@bol.net.in) |
|  | Divisional Engineer(Outdoor) Jor Bagh | 24627911 | [depodjb1@bol.net.in](mailto:depodjb1@bol.net.in) |
|  | Divisional Engineer(Outdoor) CGO | 24327272 | [deodcgo@bol.net.in](mailto:deodcgo@bol.net.in) |
|  | Divisional Engineer(Outdoor) Sena Bhawan | 23015599 | [depodsb@bol.net.in](mailto:depodsb@bol.net.in) |
|  | Divisional Engineer(Outdoor)Rajpath | 23782525 | [depodrp@bol.net.in](mailto:depodrp@bol.net.in) |
| GM(BCP) | Divisional Engineer(Outdoor) Bikaji Cama Place | 26172600 | [deodbcp@bol.net.in](mailto:deodbcp@bol.net.in) |
|  | Divisional Engineer(Outdoor) Chanakyapuri | 26882818 | [deodchy@bol.net.in](mailto:deodchy@bol.net.in) |
|  | Divisional Engineer(Outdoor )Vasantkunj | 26138855 | [deodvkj@bol.net.in](mailto:deodvkj@bol.net.in) |
|  | Divisional Engineer(Outdoor-I) Hauzkhas | 26857900 | deod1hk@bol.net.in |
|  | Divisional Engineer(Outdoor-II) Hauzkhas | 26867600 | [deod2hk@bol.net.in](mailto:deod2hk@bol.net.in) |
| GM(NP) | Divisional Engineer(Outdoor-I) Nehruplace | 26430377 | [deod1np@bol.net.in](mailto:deod1np@bol.net.in) |
|  | Divisional Engineer(Outdoor-II) Nehruplace | 26424400 | [deod2np@bol.net.in](mailto:deod2np@bol.net.in) |
|  | Divisional Engineer(Outdoor-I) Okhla | 26344675 | [deod1@bol.net.in.](mailto:deod1@bol.net.in) |
|  | Divisional Engineer(Outdoor) Sarita Vihar | 26952020 | [deodsvr@bol.net.in](mailto:deodsvr@bol.net.in) |
|  | Divisional Engineer(Outdoor) Tughlakabad TTTughlakabad))))0000))))DivEngineer(OutdoEEEngineer(Outdoor)``````````````````````````````````````````````````````` | 26055566 | [deodtkb@bol.net.in](mailto:deodtkb@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](mailto:deoddg@bol.net.in) |
|  | Divisional Engineer(Outdoor) IDGAH | 23611230 | [deod2id@bol.net.in](mailto:deod2id@bol.net.in) |
|  | Divisional Engineer(Outdoor) Tis Hazari East | 23978777 | [deodeth@bol.net.in](mailto:deodeth@bol.net.in) |
|  | Divisional Engineer(Outdoor) Tis Hazari west | 23953343 | [deodwth@bol.net.in](mailto:deodwth@bol.net.in) |
|  | Divisional Engineer(Outdoor)East Karol Bagh | 25720102 | [deodkb@bol.net.in](mailto:deodkb@bol.net.in) |
|  | Divisional Engineer(Outdoor)West Karol Bagh | 25824749 | [deodkbw@bol.net.in](mailto:deodkbw@bol.net.in) |
| GM(NORTH) | Divisional Engineer(Outdoor-I) Rohini | 27948877 | [deod4n@bol.net.in](mailto:deod4n@bol.net.in) |
|  | Divisional Engineer(Outdoor) Rohini - Sec 9 | 27553535 | [deod5n@bol.net.in](mailto:deod5n@bol.net.in) |
|  | Divisional Engineer(Outdoor) Keshav Puram | 27102324 | [deod6n@bol.net.in](mailto:deod6n@bol.net.in) |
|  | Divisional Engineer(Outdoor) Badli | 27851100 | [deod7n@bol.net.in](mailto:deod7n@bol.net.in) |
|  | Divisional Engineer(Outdoor) Narela | 27787070 | [deod8n@bol.net.in](mailto:deod8n@bol.net.in) |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Divisional Engineer(Outdoor) Mukherjee Nagar | 27251323 | deod1n@bol.net.in |
|  | Divisional Engineer(Outdoor) Ashok Vihar | 27222525 | [deod2n@bol.net.in](mailto:deod2n@bol.net.in) |
|  | Divisional Engineer(Outdoor) Shalimar Bagh | 27477755 | [deodsmb@gmail.com](mailto:deodsmb@gmail.com) |
| GM(TY) | Divisional Engineer(Outdoor) Mayur Vihar-I | 22714400 | [deodmvr1@bol.net.in](mailto:deodmvr1@bol.net.in) |
|  | Divisional Engineer(Outdoor) Mayur Vihar--II | 22786868 | [deodmvr2@bol.net.in](mailto:deodmvr2@bol.net.in) |
|  | Divisional Engineer(Outdoor-III) Laxmi Nagar | 22240058 | [deod3lxr@bol.net.in](mailto:deod3lxr@bol.net.in) |
|  | Divisional Engineer(Outdoor-I) Laxmi Nagar | 22012001 | [deod1ln@bol.net.in](mailto:deod1ln@bol.net.in) |
|  | Divisional Engineer(Outdoor) Karkar Dooma | 22309797 | [deodkkd@bol.net.in](mailto:deodkkd@bol.net.in) |
|  | Divisional Engineer(Outdoor-I) Shahdra | 22588382 | [deod1shd@bol.net.in](mailto:deod1shd@bol.net.in) |
|  | Divisional Engineer(Outdoor-II) Shahdra | 22112700 | [deod2shd@bol.net.in](mailto:deod2shd@bol.net.in) |
|  | Divisional Engineer(Outdoor-I) Yamuna Vihar | 22917800 | [deod1yvr@bol.net.in](mailto:deod1yvr@bol.net.in) |
| GM(WEST) | Divisional Engineer(Outdoor) Rajouri Garden | 25437131 | [derg@bol.net.in](mailto:derg@bol.net.in) |
|  | Divisional Engineer(Outdoor) Shadipur | 25701515 | [despr@bol.net.in](mailto:despr@bol.net.in) |
|  | Divisional Engineer(Outdoor) Hari Nagar | 25134567 | deodhnr@bol.net.in |
|  | Divisional Engineer(Outdoor) Najafgarh | 28021200 | [denjf@bol.net.in](mailto:denjf@bol.net.in) |
|  | Divisional Engineer(Outdoor/ID) Dwarka | 25366666 | [deoddwr2@bol.net.in](mailto:deoddwr2@bol.net.in) |
|  | Divisional Engineer(Outdoor) Dabri | 25395454 | deoddabri@bol.net.in |
|  | Divisional Engineer(Outdoor)Paschim Vihar | 25260777 | deodpvr@bol.net.in |
|  | Divisional Engineer(Outdoor) Nangloi | 25481155 | deodngl@bol.net.in |
|  | Divisional Engineer(Outdoor)Janakpuri | 25594500 | deodjkp1@bol.net.in |
|  | Divisional Engineer(Outdoor) Delhi Cantt | 25691449 | dedc@bol.net.in |

## List of Assistant General Managers (Commercial)

**Annexure-V**

|  |  |  |  |
| --- | --- | --- | --- |
| **AREA** | **Responsible Person (Designation)** | **Phone No** | **Email** |
| GM(NORTH) GM(NORTH) | AGM(Comml.) North | 27944866 | agmsalesrhn@gmail.com |
| GM(East) | AGM(Comml)/DE(ID)Karol Bagh | 25720102 | [dekbd3@bol.net.in](mailto:dekbd3@bol.net.in) |
|  | AGM(Comm)/DE(I/D)Tis Hazari | 23911200 | [deodwth@bol.net.in](mailto:deodwth@bol.net.in) |
|  | AGM(Comml)/DE(I/D) Delhi Gate | 23284400 | [deoddg@bol.net.in](mailto:deoddg@bol.net.in) |
| GM(NP) | AGM(Comml.) Nehru Place | 26486677 | [agmshnp@bol.net.in](mailto:agmshnp@bol.net.in) |
|  | AGM(Comml.) Sarita Vihar | 26952021 | sdeshsvr@bol.net.in |
|  | AGM(Coml) Okhla | 26311041 | agmcokhla@bol.net.in |
| GM(TY) | AGM(Comml.) Laxmi Nagar | 22540675 | [agmclxr@g](mailto:agmclxr@g)mail.com |
| GM(West) | AGM(Comml.) Rajouri Garden | 25152121 | agmshrg@bol.net.in |
|  | AGM(Comml.) ShadiPur | 25701515 | [despr@bol.net.in](mailto:despr@bol.net.in) |
|  | AGM(Comml.) Paschim Vihar | 25260777 | [deodpvr@bol.net.in](mailto:deodpvr@bol.net.in) |
|  | AGM(Comml.) Hari Nagar | 25134567 | [deodhnr@bol.net.in](mailto:deodhnr@bol.net.in) |
|  | AGM(Comml.) Nagloi | 25481155 | [deodngl@bol.net.in](mailto:deodngl@bol.net.in) |
|  | AGM(Comml.)Janakpuri,Uttamnagar,Delhicantt AAGM(Comml.)JanakAGM(Comml.)JanaPuri/UttaPuriNagarNagar/D.cantt | 25534050 | [agmcsjkp@bol.net.in](mailto:agmcsjkp@bol.net.in) |
|  | AGM(Comml.) Dwarka | 25366666 | [deoddwr2@bol.net.in](mailto:deoddwr2@bol.net.in) |
|  | AGM(Comml.) Dabri | 25395454 | [deoddabri@bol.net.in](mailto:deoddabri@bol.net.in) |
|  | AGM(Comml.) Najafgarh | 28021200 | [denjf@bol.net.in](mailto:denjf@bol.net.in) |
| GM(BCP) | AGM(Comml.) Bikaji Cama Place | 26164466 | c[obcp@bol.net.in](mailto:obcp@bol.net.in) |
|  | AGM(Comml.) Chanakyapuri | 24106747 | agmcchy@bol.net.in |
|  | AGM(Comml.) Hauz Khas | 26861010 | [agmchk@bol.net.in](mailto:agmchk@bol.net.in) |
| GM(Central) | AGM(Comml.) Janpath-I | 23321463 | [agmc1c@bol.net.in](mailto:agmc1c@bol.net.in) |
|  | AGM(Comml) –II CGO Complex | 24310303 | agmc2c@bol.net.in |

## List of Chief Accounts Officers

**Annexure- VI**

|  |  |  |  |
| --- | --- | --- | --- |
| 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)Shakti Nagar | 27125000 | caotrskn@bol.net.in |
| GM(NP) )ggGGGGGGGGGGgGGGM(NehruPlace) | Chief Accounts Officer(TR)Nehru Place, | 26226939, | aotrnp1@bol.net.in |
|  | Chief Accounts Officer(TR)Okhla | 26311550 | caotrokh@bol.net.in |
| GM(TY) | Chief Accounts Officer(TR)Laxmi Nagar | 22457380 | [caotrlxr@bol.net.in](mailto:caotrlxr@bol.net.in) |
|  | Chief Accounts Officer(TR)Karkar Dooma | 22375152 | [caotrkkd@bol.net.in](mailto:caotrkkd@bol.net.in) |
|  | Chief Accounts Officer(TR)Shadara | 22595496 | [caotrshd@bol.net.in](mailto: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 |
| GM(Central) | Chief Accounts Officer(TR) Eastern Court. OofficerOfficer(TR)JB/CGO | 23312273 | saten[drapal.1962@](mailto:drapal.1962@)gmail.comm |
|  | Chief Accounts Officer(TR)Sena Bhawan,Rajpath,KBN Rajpath,KBN | 23350433 | caotrsbnmtnl@gmail.com |
| GM(BCP) | Chief Accounts Officer(TR)Hauzkhas/B. Cama Place | 26199910 | caotrhk@gmail.com |
|  | Chief Account Officer Chanakyapuri | 24106096 | caotrchy16@gmail.com |
| GM(West) | Chief Accounts Officer(TR)Janakpuri | 25620999 | caocsmsjkp@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 oOOfficer(Corrd)West | 25410921 | caocordwest@gmail.com |
|  | Chief Accounts Officer(B&A)West | 25431003 | caobawest@gmail.com |
| GM(East) | Chief Accounts Officer(TR)Delhi Gate/Tis Hazari | 23267178 | c[aotrdg@bol.net.in](mailto:aotrdg@bol.net.in) |
|  | Chief Accounts Officer(TR)Idgah | 23616468 | [caotrid@bol.net.in](mailto:caotrid@bol.net.in) |
|  | Chief Accounts Officer(TR)Karol Bagh/NCR | 25788540 | [cotrkb@bol.net.in](mailto:cotrkb@bol.net.in) [aotrkb@bol.net.in](mailto:aotrkb@bol.net.in) |

## List of Public Relation Officers

**Annexure-VII**

|  |  |  |  |
| --- | --- | --- | --- |
| **AREA** | **Responsible Person (Designation)** | **Phone No** | **Email** |
| GM(NORTH) | Public Relation Officer(NARELA)/Badli | 27851166 | sdeshnrl@gmail.com |
|  | Public Relation Officer(Sec-3) Rohini/saraswati vihar | 27925421 | sdeshrs3@gmail.com |
|  | Public Relation Officer(Sec-9)Rohini | 27553530 | sdeshsec9@gmail.com |
|  | Public Relation Officer(Shakti Nagar/Mukherjee Nagar | 27240067 | sdeshskn@gmail.com |
| GM(TY) | Public relation officer(1) Trans Yamuna | 22019190 | depgty[@bol.net.in](mailto:prolty@bol.net.in) |
| GM(EAST) | Public Relation Officer(Delhi Gate | 23235475 | prodg@bol.net.in |
|  | Public Relation Officer(Idgah) | 23621122 | [proid@bol.net.in](mailto:proid@bol.net.in) |
|  | Public Relation Officer(Karol Bagh | 25767813 | prokb@bol.net.in |
|  | Public Relation Officer(Tis Hazari | 23917200 | proth@bol.net.in |
| GM(Central) | Public Relation Officer(Eastern court) | 23731166 | sdeshec@gmail.com |
|  | Public Relation Officer(CGO) | 24324043 | shaatcgo@gmail.com |
| GM(NP) | Public Relation Officer(Nehru Place) | 26453945 | sdemrcnp@bol.net.in |
|  | Public Relation Officer(Okhla) | 26841600 | [agmcokh@bol.net.in](mailto:agmcokh@bol.net.in) |
|  | Public Relation officer(Sarita Vihar | 26974555 | [sdeshsvr@bol.net.in](mailto:sdeshsvr@bol.net.in) |
| GM(BCP | Public Relation Officer(Bikaji Cama Place | 26164466 | [cobcp@bol.net.in](mailto:cobcp@bol.net.in) |
|  | Public Relation Officer(Chanakyapuri) | 26887272 | [cochy@bol.net.in](mailto:cochy@bol.net.in) |
|  | Public Relation Officer(Hauj Khas) | 26513532 | [cohk@bol.net.in](mailto: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](mailto:projkp1@bol.net.in) |
|  | Public Relation Officer(Najaf Garh) | 28018819 | [shsdenjf@gmail.com](mailto:shsdenjf@gmail.com) |
|  | Public Relation Officer(Dwarka) | 25089252 | [prodwarka6@bol.net.in](mailto:prodwarka6@bol.net.in) |
|  | Public Relation Officer(Paschim Vihar) | 25271400 | copvr@gmail.com |
|  | Public Relation Officer(DABRI) | 25395500 | [prod20dabri@](mailto:prod20dabri@)gmail.com |
|  | Public Relation Officer(Delhi Cantt) | 25696666 | codc@bol.net.in |
|  | Public Relation Officer(Shadipur) | 25894500 | [shsdespr@](mailto:shsdespr@)gmail.com |
|  | Public Relation Officer (Hari Nagar) | 25147572 | shsdehnr@gmail.com |

## LIST OF SANCHAR HAATS IN MTNL DELHI

**Annexure-VIII**

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| **S.No.** | **Location of Sanchar Haats** |
| **GM TRANS YAMUNA** | |
| 1. 1 | Laxmi Nagar, Telephone Exchange Bldg. Delhi. |
| 1. 2 | AGCR Enclave, L-5 DDA Market, Delhi 92 |
| 1. 4 | Pkt. IV, Mayur Vihar, Ph-I, Delhi |
| 1. 6 | Dilshad Garden, Pkt. H, Delhi |
| 1. 10 | Yamuna Vihar, Tele. Exch. Bldg. |
| **GM BHIKAJI CAMA PLACE** | |
|  | BCP Tele. Exch. Bldg Bhikaji Cama place, |
|  | Hauz Khas Tele. Exch. Bldg. |
| 1. 11 | Tele. Exch. Bldg., Chanakya Puri. |
| **GM NORTH** | |
| 1. 15 | Shakti Nagar, Exch. Bldg. Delhi. |
| 1. 22 | Rohni, Sector-9, Delhi |
| 1. 23 | Rohini, Sector-3, Delhi |
| 1. 24 | Saraswati Vihar,Delhi |
| 1. 26 | Tele. Exch. Bldg, Badli |
| 1. 27 | CSC, Narela, DSIDC, Delhi |
| **GM EAST** | |
| 1. 28 | Delhi GateTele Exch, New Delhi-110002   |  | | --- | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  | | --- | |  | |  | |  | |
|  | Tis Hazari Tele Exch New Delhi |
|  | Karol Bagh Pusa Road New Delhi |
| 1. Id | Idgah Tele Exch Rani Jhansi Road New Delhi |
|  | **GM Central** |
|  | Eastern Court Janpath New Delhi |
|  | Mahanagar Door Sanchar Sadan 9, CGO Complex Lodhi Road New Delhi |
|  | **GM Nehru Place** |
|  | Sanchar Haat Nehru Place Tele Exch Building |
|  | Sanchar Haat Okhla Tele Exch Building |
|  | Sanchar Haat DDA Market, Pkt- E, Sarita Vihar |
|  | Sanchar Haat Pkt-A8, Kakaji Extension, Tuglakabad |

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| **GM WEST** | |
| 25 | Rajouri Garden Admn Block Grd Floor |
| 26 | CSC, DDA Market, Sunder Vihar (PVR) |
| 27 | Hari Nagar Tele Exch |
| 28 | AM office JKP, Janak Puri Telephone Exchange, Near Metro Station |
| 29 | Sanchar Haat Thana Road Najafgarh |
| 30 | 20-D, Dabri Tele Exch. Dabri |
| 31 | 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 |