

Citizen's Charter of Wireless Services MTNL

Sl No.	Particulars	MAHANAGAR TELEPHONE NIGAM LIMITED
(a)	Name and address of the service provider;	MAHANAGAR TELEPHONE NIGAM LIMITED. WIRELESS SERVICES 3 FLOOR 9 CGO COMPLEX DOORSANCHAAR SADAN NEW DELHI-110003
(b)	OUR VISION	<ul style="list-style-type: none"> • Become a total solution provider company and to provide world class telecom services at affordable prices. • Become a global telecom company and to find a place in the 'Fortune 500' companies. • Become the largest provider of private networks and leased lines. • Venture into other areas in India and abroad on the strength of our core competency.
(c)	1. OUR CORPORATE OBJECTIVES :	<ul style="list-style-type: none"> • To expand customer base and services. • To provide latest technology and services to the customers, at affordable prices. • To achieve the highest level of customer satisfaction and delight. • To diversify in other areas for providing telecom services at national and international levels. • To provide convergence of Telecom, Information Technology and related services. • To improve productivity by training and redeployment of man-power, To work for social benefits.
(d)	2. MTNL CUSTOMERS :	<p>MTNL offers its services to all entities* of two metro cities of Delhi and Mumbai telecom In MTNL, the services are provided without any discrimination to every citizen as per his eligibility defined below and who undertakes to pay all charges and deposits.</p> <p>*entities means "an individual or an institution / NGOs, or business / services organizations engaged in any activity which is permissible under laws of land. It includes population visiting in MTNL telecom service area.</p>
(e)	Suggestions and Continuous Improvement in the system	<ul style="list-style-type: none"> • Consumers can give their feedback and suggestions for further improvement in the services to 1503@bol.net.in. MTNL always strives to evaluate feedback received from the consumers either in form of grievances or suggestions and makes necessary improvement in the system to maintain the standards of the services. TRAI also issues guidelines to improve the system. Based on monitoring and evaluation, wherever required, feedback is given to subordinate organization for improvement in service delivery to its consumers. Valuable suggestions given by the consumers are duly considered while reviewing Citizen's Charter of the MTNL.
(f)	Services offered by the service provider, including the details of geographic areas where such services are available;	<ul style="list-style-type: none"> • <u>Wireless services</u> <ul style="list-style-type: none"> • GSM 3 G mobile Services <ol style="list-style-type: none"> 1. Dolphin as postpaid 2. Trump as prepaid 3. 3 G data service • CDMA mobile Services <ol style="list-style-type: none"> 1. <u>Garuda</u> prepaid 2. <u>Garuda</u> postpaid

(g)	Terms and conditions of service offered by the service provider;	<p>Services are available in geographic area of Delhi/NCR, as per license given licensor.</p> <p>Our Wireless telecom services are offered subject to the following <i>general</i> terms and conditions:</p> <ul style="list-style-type: none"> i) The services are for bonafide use of the customer/his family/organisation. ii) Any person, including foreign national with valid passport, who is major (In case of minor, through guardian) can apply for a telecom service. iii) The subscriber shall not allow use of the telecom service offered to him for any unlawful activity. iv) The provision of service is subject to the directions issued by government from time to time. v) The fixed services are meant for specified location and the subscriber is not authorized to shift the same without permission of MTNL. vi) The services are offered subject to regular payment of bills by the subscriber failing which MTNL may suspend temporarily or disconnect or withdraw the service at its sole discretion. vii) While MTNL shall endeavor to ensure un-interrupted service of reasonable quality, it cannot be held responsible for any deficiency or interruption in service due to reasons beyond its control. viii) MTNL at its sole discretion may revise the tariff rate subject to TRAI regulations. ix) The services can be suspended without prior notice by MTNL in the interest of public safety or maintenance of law and order or other such exigencies. <p><i>Note: In addition to above, terms and conditions specific to any service or service area including Tariff are available along with the Application Forms or can be had from local MTNL offices or downloaded from our website www.mtnldelhi.in</i></p>																		
(h)	Quality of Service parameters specified by the Authority in respect of each of the services;	<p>Quality of service benchmarks as admissible to consumers for Basic(wireless) and cellular mobile telephone service as prescribed by authority:</p> <table border="1"> <thead> <tr> <th>Serial Number</th><th>Service Parameter</th><th>Time Limit for service request or redressal of complaint</th></tr> </thead> <tbody> <tr> <td>i.</td><td>Provision of Telephone</td><td>All cases within seven days (subject to technical feasibility)</td></tr> <tr> <td>ii.</td><td>Fault Repair</td><td>Within three days</td></tr> <tr> <td>iii.</td><td>Shift of telephone connection</td><td>Within three days</td></tr> <tr> <td>iv.</td><td>Termination / Closures</td><td>Within 07 days</td></tr> <tr> <td>v.</td><td>Resolution of billing / charging complaints</td><td>All billing / charging complaints to be resolved within four weeks</td></tr> </tbody> </table>	Serial Number	Service Parameter	Time Limit for service request or redressal of complaint	i.	Provision of Telephone	All cases within seven days (subject to technical feasibility)	ii.	Fault Repair	Within three days	iii.	Shift of telephone connection	Within three days	iv.	Termination / Closures	Within 07 days	v.	Resolution of billing / charging complaints	All billing / charging complaints to be resolved within four weeks
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		vi.	Period of applying credit/waiver / adjustment to customers account from date of resolution of complaints	Within one week of resolution
		vii.	Time taken for refund of deposits after closure	All cases of refund of deposits to be made within 60 days after closure
(i)	Quality of Service promised by the service provider in respect of each service and geographic area;	Quality of service benchmarks as admissible to consumers for basic service (wireless) and cellular mobile telephone service as promised by MTNL :		
		Serial Number	Service Parameter	Time Limit for service request or redressal of complaint (under normal conditions)
		i.	Provision of Telephone	All cases within seven days (subject to technical feasibility)
		ii.	Fault Repair	Within three days
		iii.	Shift of telephone connection	Not applicable for wireless
		iv.	Termination / Closures	Within 07 days
		v.	Resolution of billing / charging complaints	All billing / charging complaints to be resolved within four weeks
		vi.	Period of applying credit/waiver / adjustment to customers account from date of resolution of complaints	Within one week of resolution
		vii.	Time taken for refund of deposits after closure	All cases of refund of deposits to be made within 60 days after closure
(j)	Details about equipment offered to the consumer by the service provider in respect of any of the services;	The updated details about equipment offered to consumer is available on our website www.mtnl.co.in		
(k)	Right of consumers under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, Telecom Commercial Communications Customer Preference Regulations, 2010 (TCCCPR) and Value Added Services (VAS);	Right of consumers <ul style="list-style-type: none"> • Right to select operator of their choice. • Right to get information regarding tariff before provision of service and every time the tariff is changed, specially adversely affecting the consumer. • Right to be informed before activation of any value added service, which is chargeable. • Right to get the rebate of rental in case of continuous disruption of service for more than 3 days. 		

		<ul style="list-style-type: none"> To seek legal remedy in case the grievances of the consumer is not settled. To get refund of security deposit within 60 days of request of termination of service subject to adjustment of pending dues, if any. Right of consumers for termination or disconnection of service : The consumer can get the service offered by MTNL terminated or disconnected any point of time by applying to the local MTNL office. The consumer is, however obliged to make payment of all the bills in respect of services availed by him. Any consumer may, at any time, <ol style="list-style-type: none"> during pendency of redressal of his grievance, whether by filing of complaint or appeal, under these regulations; or before or after filing of complaint or appeal, under these regulations, <p>Exercise his right conferred upon him under the Consumer Protection Act, 1986(68 of 1986) or any other law for the time being in force and seek redressal of his grievance under that Act or law.</p>
(l)	The duties and obligations of the service provider under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, TCCPR, and VAS;	The provision of service is subject to the directions issued by government from time to time.
(m)	General Information Number;	For GSM mobile services - Toll Free numbers 1503/1800111503 and for CDMA services - Toll Free numbers 1502/1800111502.
(n)	Consumer Care Number;	For GSM mobile services - Toll Free numbers 1503/1800111503 and for CDMA services - Toll Free numbers 1502/1800111502.
(o)	complaint redressal mechanism, including complaint redressal procedure and the time limits for redressal of complaints;	MTNL ensures prompt rectification of any fault or complaint booked through its consumer care number. However, in case you still have your problem unsolved timely, MTNL has implemented a two tier consumer grievance redressal mechanism comprising of call centers/consumer care number/ nodal officer for wireless services, and an appellate authority for deciding cases that the consumers may wish to appeal against. This system is in conformance with and compliant to TELECOM CONSUMERS COMPLAINT REDRESSAL REGULATIONS, 2012.
(P)	e-mail, contact address, telephone number and facsimile number of the Appellate Authority and time limits for disposal of appeals;	<p>AGM (CC)2 WS Address: 2nd Floor, Tax Building, Eastern Court, Delhi-110001 Phone no: 011-23318440 Fax: 011-23318431 Email Id: appauthmtnlws@bol.net.in</p> <p>The time limits for disposals of appeals are as per TRAI.</p>
(q)	procedure for termination or disconnection of each service offered by the service provider; and	<ul style="list-style-type: none"> Right of consumers for termination or disconnection of service: The consumer can get the service offered by MTNL terminated or disconnected any point of time by applying to the local MTNL office. The consumer is, however obliged to make payment of all the bills in respect of services availed by him.

(r)	Information about RTI Matters	In terms of Section 5 (1) of the Right to Information Act, 2005, the Company has designated various officials as Information Officers (APIOs & PIOs) and Appellate authorities. The list of such officers is available at the Company's Website www.mtnl.co.in . The concern designated APIOs, PIO,s can be approached for getting the information as pursuant to the RTI Act 2005 at various places. Registered and corporate office: Mahanagar Telephone Nigam Ltd. Jeevan Bharti Building New Delhi-110001
(s)	Contact Details of Nodal and appellate Authority	Names and designations of nodal officers of the SSA/circle along with their e-mail, contact telephone numbers, facsimile numbers and address of the nodal officers and the appellate authority can be seen on our website www.mtnl.co.in
(t)	any other information that may be specified by the Authority from time to time.	For regular updates kindly visit our website www.mtnl.co.in