



Citizen's Charter of Wireless Services MTNL Mumbai.

Sr. no	Particulars	MAHANAGAR TELEPHONE NIGAM LIMITED
(a)	Name and address of the service provider	MAHANAGAR TELEPHONE NIGAM LIMITED, WIRELESS SERVICES 4 TH FLOOR, ADMN. BLDG., BKC, MUMBAI.
(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)	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)	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	* Customers can give their feedback and suggestions for further improvement in the services to the respective Nodal Officers, and always strives to evaluate feedback received from the consumers either in form of grievances or suggestions and makes excess improvement in the system to maintain the standards of services. TRAI also issues guidelines to improve the system. Based on monitoring and evaluation, wherever required, feed back is given to subordinate organization for

		improvement in service delivery to its customers. Valuable suggestions given by 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,	<p>* Wireless services</p> <p style="padding-left: 40px;">* GSM 3 G Mobile Services</p> <p style="padding-left: 80px;">1. Dolphin as postpaid</p> <p style="padding-left: 80px;">2. Trump as prepaid</p> <p style="padding-left: 80px;">3. 3 G data service</p> <p style="padding-left: 40px;">* CDMA Mobile Services.</p> <p style="padding-left: 80px;">1. <u>Garuda</u> prepaid</p> <p style="padding-left: 80px;">2. <u>Garuda</u> postpaid</p> <p>Services are available in geographic area of Mumbai, as per license given by licensor.</p>
(g)	Terms and conditions of service offered by the service provider,	<p>Our Wireless telecom services are offered subject to the following general terms and conditions::</p> <p>1) The services are for bonafide use of the customer/ family/ organization.</p> <p>II) Any person including foreign national with valid passport who is major (In case of minor, through guardian) can apply for telecom service</p> <p>III) The subscriber shall not allow use of the telecom service offered to him for any unlawful activity.</p> <p>IV) The provision of service is subject to the directions issued by government from time to time.</p> <p>V) The fixed services are meant to specified location and the subscriber is not authorized to shift the same without permission of MTNL.</p> <p>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 to its discretion.</p> <p>VII) While MTNL shall endeavor to ensure un-interrupted service of reasonable quality, it can not be held responsible for any deficiency or interruption in service due to reason beyond its control.</p> <p>VIII) MTNL at its sole discretion may revise the tariff rate and subject to TRAI regulations.</p> <p>IX) The services can be Suspended without prior notice by MTNL in the interest of public safety or maintenance of and order or other such exigencies.</p> <p>Note: In addition to above terms and conditions specify to give service or service area including Tariff are available along with Application Forms or can be had from local MTNL offices downloaded from our website www.mtnlmumbai.in</p>
(h)	Quality of Service parameters specified by the Authority in respect of each of the services.	Quality of service benchmark as admissible to consumers for better service (Wireless) and cellular mobile telephone service as prescribed by authority.

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(i)	Quality of service promised by the service provider in respect of each service and geographic area.	<p>Quality of service benchmarks as admissible to consumers for better service (wireless) and cellular mobile telephone service as permissible by MTNL:</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Service parameter</th> <th>Time Limit for service request or redressal of complaint under normal condition</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>Change in Billing address of Mobile 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> <tr> <td>VI</td> <td>Period of applying credit waiver/ adjustment to customers account</td> <td>Within one week of resolution</td> </tr> </tbody> </table>	S.No	Service parameter	Time Limit for service request or redressal of complaint under normal condition	I	Provision of Telephone	All cases within seven days (subject to technical feasibility)	II	Fault Repair	Within three days	III	Change in Billing address of Mobile 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.	VI	Period of applying credit waiver/ adjustment to customers account	Within one week of resolution			
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(j)	Details about equipment offered to the customer by the service provider in respect of any of the services	The updated details about equipment offered to consumer available on our website www.mtnlmumbai.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)	<p style="text-align: center;"><u>Right of Consumers</u></p> <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 adverse 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. * To seek arbitration under telegraph act for remedy in case of grievances of the consumer is not settled, * To get refund of security deposit within 60 days of request termination of service subject to adjustment of pending cases 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 for all the bills in respect of services availed by him. * Any consumer may, at any time, <ol style="list-style-type: none"> 1. during pendency of redressal of his grievance whether by filing of complaint or appeal under the regulations or; 2. before or after filing of complaint or appeals under these regulations, 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. 		
(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, TCCCPR, 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 1503/9869012345 For CDMA Services –Toll Free nos. 1502/22221502		

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(o)	Complaint redressal mechanism, including complaint redressal procedure and the time limit 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 numbers 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 complaint to TELECOM CONSUMERS COMPLAINT REDRESSAL REGULATIONS, 2012.																								
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(p)	e-mail, contact address, telephone number and mobile number of the Appellate Authority and time limits for disposal of appeals,	<p>Senior Manager (CCI) WS Address: 7th Floor, BKC Telephone Exch.Bldg., Bandra-Kurla Complex, Kurla (West), Mumbai – 400 098. Phone no. 022-26542200 Fax: 022-26520918 Email Id : tscbkc@mtnl.net.in</p> <p>The time limits for disposals of appeals are as per TRAI regulations</p>																								

(q)	Procedure for termination or disconnection of each service offered by the service provider, and	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 in the Company's Website www.mtnlmumbai.in . The concern designated APIOs & PIOs 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 Bldg, 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 and address of the nodal officers and the appellate authority can be seen on website www.mtnlmumbai.in .
(t)	Any other information that may be specified by the Authority from time to time.	For regular updates kindly visit our website www.mtnlmumbai.in