

Appellate Authority to file the Appeal in MTNL, Mumbai

Where a consumer is not satisfied with the redressal of complaint by Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within period specified in Bench mark, such consumer may prefer an appeal to the Appellate Authority of concerned GM for the redressal of his complaint by post / email / in person.

Sr. No.	Zone/ Area	Name & Desig of the Appellate Authority	Address of the Appellate Authority	Contact details
1	Zone 1	Shri. Sanjay Singh , DGM (HQ)Z1	1st floor City Telephone Exchange, Hazarimal Somani Marg , Fort, Mumbai-40001	Tel No. : 22015000 Email : dgmcity@mtnl.in
2	Zone 2	Shri.Vinit Karve , DGM (HQ)Z2	Wadala Telephone Exchange, G. D. Ambekar Marg, Dadar (E), Mumbai 400 014,	Tel No : 24154000, Email : dgmhqz2mbi@mtnl.in
3	Zone 3	Shri. Sanjay Pathare , DGM (HQ/ANC)Z3	2nd Floor, Vile Parle Tele Exch, Nanda Patkar Road, Vile Parle (East)	Tel No. : 26554242 Email : dgmhqz3mbi@mtnl.in
4	Zone 4	Shri. R R Gupta , DGM (HQ)Z4	4th Floor, Kandivli Telephone Exchange , S V Road, Kandivali (W), Mumbai-67	Tel No. : 28086161 Email : dgmhqz4@mtnl.in
5	Zone 5	Smt. Sanjna Kumar DGM (HQ) Z5	4th Floor, Thane Charai Tele. Exch, Mauli Mandal Road, Dhobi Ali, Thane (West)- 400 601	Tel No. : 25349899, Email : dgmhqz5mbi@mtnl.in
6	LC	Shri. M R Martanwar, DGM (LC-FC)	Ground Floor, Telecom Bldg , MTNL Marg, Prabhadevi Dadar,Mumbai -28	Tel.No. 24381410 Email dgmle.opn.mbi@gmail.com
7	WS	Shri. Rajendra Rawal, DGM (WS)	5th Floor, Admn Wing, BKC Tele Exch Bldg, Kurla (W), Mumbai-98	Tel No : 26540486 Email : dgmshqplgwsmbi@mtnl.in

Advisory Committee Member for MTNL, Mumbai

1. The detail of one member from consumer organization is as below:

Sh. Dinesh S Bhandare
Joint Secretary,
Consumer Guidance Society of India
J Block, Azad Maidan, Opp. Cama Hospital, Mahapalika Marg,
Mumbai- 400001
Tel. No.: 22621612, Fax: 22659715, Email ID: cgsibom@mtnl.net.in

2. The detail of one member of Advisory committee from MTNL is as below:

Sr. No.	Unit/Zone	Advisory committee Member
1	Zone 1	Concerned Area Manager in a zone
2	Zone 2	Concerned Area Manager in a zone
3	Zone 3	Concerned Area Manager in a zone
4	Zone 4	Concerned Area Manager in a zone
5	Zone 5	Concerned Area Manager in a zone
6	LC	DGM
7	WS	DGM