

Section 4 1 (b) link iv  
Norms for discharge of functions

1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	MTNL is offering complete bouquet of Telecom services to meet the needs of Government bodies, Corporates, Companies, individuals etc. MTNL Offers the following mains Telecom Service: 1. BASIC TELEPHONE SERVICES 2. CELLULAR MOBILE TELEPHONE SERVICES 3. INTERNET SERVICES 4. Intelligent Network Based Telecom Services 5. BROADBAND SERVICES 6. VOIP 7 WI-FI Hot- Spot 8 ISDN 9. Leased Circuits 10. MPLS / VPN 11. PCO 12. FTTH 13. Value Added Services.(VAS)
		(ii) Norms/ standards for functions/ service delivery	As per parameters of Benchmark governed by TRAI
		(iii) Process by which these services can be accessed	There are Customer Service Centre (CSC), Self Care Service/ Android App for booking of new landline/ Broadband/ Lease circuit connection. Customers can easily access for the telecom services through it.
		(iv) Time-limit for achieving the targets	Installation of New telephone connection after registration 100% in <=7 day (subjected to technical feasibility. Shifting of Telephone in < =3 day
		(v) Process of redress of grievances	Centralised Public Grievance Redress Monitoring System (CPGRAM) Portal <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> Common service number for landline/ Broadband & Mobile services is 1130. "MTNL Selfcare "Android App for customers for complaint bookingof Landline/ Broadband & Lease Circuit. Customers can book complaint online on MTNL Mumbai website. MTNL Mumbai has sufficient customers service centre different place for easy accessibility to the customers.