



MANUAL OF PRACTICE FOR HANDLING CONSUMER COMPLAINTS

(a) Name and Address of the Service Provider :

Delhi Office :

Executive Director,
MTNL Delhi,
2nd Floor, Khurshid Lal Bhawan
Janpath,
New Delhi-110050.

Registered Office :

MTNL Delhi
12th Floor, Tower-1,
Jeevan Bharti Building
Connaught Circus
New Delhi. 110 001

(b) Terms and conditions of services offered by the service provider:

MTNL Delhi offers following bouquet of landline, cellular and value added services to its esteemed customers:

1. *Basic Landline*
2. *Dolphin/Trump*
3. *Garuda/CDMA*
4. *Triband Broadband*
5. *Internet Services*
6. *IPTV*
7. *Intelligent Network*
8. *ISDN*
9. *Leased Circuit*
10. *Trunk Service*
11. *MPLS/VPN*
12. *Digital Certificates*
13. *WiFine*

The brief details of each service is detailed below :

1. Basic Landline:

(i) New telephone connection (NTC) is provided under various affordable tariff plans which suit the requirement of all segments of society. The details of tariff plans ,terms and conditions with application form are available on website at <http://mtnldelhi.in>.

(ii) Casual/Temporary Connections for short period are provided for requirement of purely temporary nature , for six months at a time extendable by the competent authority.



(iii) Post Connection Activities:

- I/C telephone only.
- Shifting of Telephone.
- Third Party/near relative Transfer
- Use of Landlord's Telephone by the tenant living in the same Building.
- Safe custody of telephone

2. Dolphin/Trump:

It is MTNL's GSM based Cellular Service operating in Delhi & NCR both in post paid (Dolphin) and pre paid (Trump) segments. The service is available in all parts of Delhi & NCR and the network is being augmented to meet the growing demands of customers by adding more capacity both in switching network and radio network.

The value added features of this GSM based cellular service offered by MTNL are :

- a) *International / National Roaming*
- b) *Voice Mail Service (VMS)*
- c) *Calling Line Identification Presentation (CLIP)*
- d) *GPRS*
- e) *Call Hold /Call Waiting*
- f) *Call Conference*
- g) *Short Message Service (SMS)*
- h) *Multimedia Message service (MMS)*
- i) *Call forwarding /Divert Facility*

3. Garuda Services:

MTNL brings to its esteemed customers New Garuda 1x WLL Mobile/Fixed Wireless Service, with excellent coverage and voice quality. Garuda is the most affordable Mobile/Fixed Wireless Service in Delhi, working on the latest CDMA 1x technology with features of superior voice clarity, data connectivity upto 144 Kbps and various phone plus facilities. You can choose a tariff package that fits your usage and budget and access a range of value added services.

The Garuda Mobile Service is available in postpaid and prepaid both with choice of CDMA handsets.

4. Triband Broadband :

MTNL has launch broadband services under Brand name Tri-Band. The services shall be provided on the existing copper infrastructure. Broadband service is provided through the deployment of ADSL 2+ technology, a type of digital subscriber line(DSL).All Payments / Billing for the service are included in the regular MTNL Telephone Bill.



An **'always-on'** data connection that is able to support interactive services including Internet access and has the capability of the download speed upto 2Mbps to an individual subscriber.

Main Feature of the ADSL and Broadband Service

- **High speed data download** for Broadband Internet data speed upto 2 Mbps
- **Simultaneous availability of Phone and Internet** on the existing Telephone line "Always on Internet".
- No call charges for Internet access.
- **'High on Value Low on Cost'** Service
- 24 Hours **Help line and Technical support** on phone.
- **Easy registration** on phone and web.
- Telephone will continue to work even in case of power failure at subscribers end.
- **'Use now and pay later'** in telephone bill. It provides a means to bill based on Volume of data downloaded.
- Can share Broadband connection to **create own LAN network** i.e. more than one PC can be connected.

5. Internet :

MTNL is presently offering a wide spectrum of Internet related services from Dial up Internet access to broadband Internet access services in Delhi .Following Internet related services are offered by MTNL in Delhi:

- a) *Prepaid Internet access service.*
- b) *Post paid Internet Express CLI service*
- c) *Free web to mobile for MTNL GSM Mobile subscribers_*
- d) *Internet Telephony Service*
- e) *Bill payment services*
- f) *Website hosting service*
- g) *Web server hosting service*
- h) *Internet service via leased Lines*

6. IPTV(Internet Protocol Television) delivers television programmes to households via a broadband connection using Internet protocols. It requires a IPTV set-top box, and offers key advantages over existing TV cable and satellite technologies. IPTV is typically bundled with other services like Video on Demand (VOD), voice over IP (VOIP) or digital phone, and Web access, collectively referred to as *Triple Play*.

One can receive Web service notifications while watching IPTV for things such as incoming email and instant messages. If you IPTV is packaged with digital phone, Caller ID might pop up on screen as your telephone rings.

Note: Since IPTV is provided on A / V input, Cable connection and MTNL IPTV Can coexist and may be swapped through remote.

IPTV is available in all areas of Delhi. **However, the subscriber should be within 3 Kms. from the exchange.**



7. Intelligent Network :

MTNL, Delhi is offering following Value Added Services on landline:-

1. *Free phone service*
2. *Premium rate Service (PRM)*
3. *Virtual Private Network (VPN)*
4. *Televoting Service*
5. *UAN Service*
6. *Virtual Card Calling Service (VCC) /*
7. *NEW feature MTNL VCC card*
8. *Account Card Calling Service (ACC)*

8. ISDN :

Integrated Services Digital Network (ISDN) is a state-of-the-art Public Switched Digital Network for provisioning of different services—voice, data & image transmission over the telephone line through the telephone network.

The following types of ISDN services are offered :

- I) *BRI or BRA having TWO chl. With total speed @ 128 kbps*
- II) *PRI or PRA having 30 chls with total speed @ 2mbps.*

The following services are offered on a dial-up basis between two ISDN subscribers:

- (i) *Desktop Video Conferencing on using three ISDN lines at 64/128 kbps.*
- (ii) *High quality video conferencing by using three ISDN lines at 384 kbps*
- (iii) *Video Telephony.*
- (iv) *Teleconferencing which facilitates the transmission of pictures, documents and drawings etc. apart from voice and images of the participants.*
- (v) *High speed data transmission at 64/128 kbps.*
- (vi) *High speed facsimile at 64/128 kbps with G4 Fax terminal.*
- (vii) *Access to Internet with a higher bandwidth of 64/128 kbps giving significantly improved response time and quality of service.*

9. Leased Circuits:

- A leased circuit is a dedicated link provided between two fixed locations for exclusive use by the customer. A leased circuit may be a speech circuit, a data circuit or a telegraph circuit.
- Leased line charges are uniform for all cases and are same as applicable for point to point leased circuits.
- In addition to above, installation charges are also levied.
- Minimum hiring period for all regular leased circuits in one year.
- Leased line charges depend on
 1. Distance
 2. Type of Circuit
 3. Bandwidth



10. Trunk Services:

The following Trunk Services are provided:

- *Trunk call (IVRS)*
- *Trunk Call (Manual)*
- *Reserve Time Calls*
- *Trunk Demand Service*
- *Tariff for National Trunk Call*
- *National Directory Enquiry*
- *Monitor Desk for National Directory Enquiry*
- *STD/ISD code Enquiry*

11.MPLS / VPN:

Keeping its trend of introducing modern & latest technologies at affordable rates to its customers, MTNL ushers IP based MPLS Technology to offer world class IP VPN (Virtual Private Network) services. **MPLS** stands for **Multi-Protocol Label Switching**, developed to provide faster data packet movement than traditional IP routing.

12.Digital Certificates :

MTNLTRUSTLINE is a Public Key Infrastructure (PKI) established by Mahanagar Telephone Nigam Limited (MTNL) that provides Digital Certificates to entities including but not limited to Individuals, Organizations, Servers and Network Devices within the framework of IT-Act 2000. in its bag.

DIGITAL SIGNATURE :Authentication of any electronic record by a subscriber by means of an electronic method or procedure in accordance with the provisions of section 3 of the Indian IT-Act 2000.

DIGITAL CERTIFICATE:A digital certificate is like a passport, with quite a bit of information between the covers. The certificate actually contains different parts, most importantly a private key and a public key. It identifies the CA ,identifies the subscriber, contain subscribers public key, identifies the certificates operational period, contain certificate serial number and is digitally signed by the CA.

13.Wi Fine :

MTNL WiFine HotSpot provides high-speed Wi-Fi wireless Internet access in convenient public locations. It offers a wide range of service plans to meet your internet browsing needs.



MTNL Delhi also ensures that :

- *No migration fee for migrating to any tariff plan;*
- *No increase in tariff permitted for a period of 6 months from the date of launch of tariff plan;*
- *No charge will be levied for any service without explicit consent of the customers;*
- *Refund of Security Deposit to be made within sixty days for wireline and within 4 weeks for cellular services.*
- *The rebate in rent due to delay in rectifying the fault beyond minimum specified period, subject to regulations, directions and orders of the Telecom Regulatory Authority of India;*

MTNL Delhi, the lifeline of Delhi now makes it easier for its clients to subscribe to any of its services from the comfort of their homes. MTNL Customer care is aimed at providing MTNL clientele with an online facility using which he/she can register for various services offered by MTNL Delhi. One can apply for any MTNL service from the comfort of his/her home, no queues, no long waits, all at the click of a button. For details, please visit our website at <http://customercare.mtndelhi.in/>

C) Call Centre or Helpline number or Customer Care number or Toll Free number :

Call Centres	Toll Free Nos.
1) For Landline information	- 1500
2) For CDMA information	- 1502
3) For GSM information	- 1503
4) For Broadband information	- 1504

198 / XXXX2198 for IVRS based landline complaint number.



D) Procedure of shifting and transfer of telephone, provision of accessories and customer premises equipment:-

No shifting charge within the same premises but it will be charged for Inter-Exchange/same exchange shifting. For Transfer of telephone to Third party/near relative, transfer will be permitted without any restriction on a prescribed transfer fee . Customers can avail this facility by applying on the prescribed form available at website. The same are also available at all Customer Service Centres./Sanchar Haats. Consumers have to apply in nearest Customer Service Centres/Sanchar Haats. Alternatively, subscribers can avail any of MTNL services from the comfort of their homes. MTNL Customer care is aimed at providing MTNL clientele with an online facility using which he/she can register for various services offered by MTNL Delhi. Now he/she can apply for any MTNL service from the comfort of your home, no queues, no long waits, all at the click of a button. **For details, please visit our website at <http://customercare.mtnldelhi.in/>**

For Directory Enquiry, dial 197 and avail information instantly. One can also avail this facility from our website at <http://phonebook.bol.net.in>





E) Public Grievance Redressal Mechanism in MTNL, Delhi

MTNL, Delhi is very effectively dealing with the redressal of public grievance by way of a comprehensive customer grievances redressal machinery operating in HQ and in the field areas. Besides the effective working of the public grievance machinery, MTNL Delhi is also emphasizing that public is made fully aware of the systems to pursue his day to day service requirements and liberty to approach the higher authorities for the purpose without any hurdle.

(i) FORUM FOR REDRESSAL:-

Public grievance cell are operating in the HQ as well as in the areas. A complainant/ subscriber not satisfied by way of the normal channel of redressal of grievances can approach with any type of complaint to the P.G. Cell in the areas and HQ. The complaints in the P.G. cell are processed to entire satisfaction of the subscriber keeping minutely in view the points raised by the complainant in his representations. The complaint is acknowledged, redressed and complainant is also suitably replied afterwards. The subscriber can approach to any higher authority like E.D. MTNL, Delhi, CMD. MTNL, Delhi, DOT and TRAI pertaining to redressal of his grievance.

MTNL, Delhi has further strengthened the PG set up in accordance with latest TRAI regulations on Telecon Consumer Protection and Redressal of Grievances Regulation 2007 (3 of 2007). Apart from Nodal Officers to deal with PG Cases, MTNL, Delhi has also established Appellate Authority for effective disposal of appeal cases, where customer, not satisfied with Nodal Officer, can appeal Appellate Authority for redressal of grievances. The list of such Appellate Authority is already placed at **Page-** . MTNL, Delhi has made 3 tier arrangement for disposal of customer complaints, the details of which are given below:

I. Action at Call Centre :

- a. Consumers will contact the Call Centre of MTNL, Delhi on toll free number at the first instance for redressal of their grievances on various services viz. wireline, wireless & BB.
- b. The benchmark specified by TRAI for redressal of complaints at Call Centre are as given below:

Types of complaints	Benchmark specified by TRAI
1.Complaints pertaining to Fault Repair, Service Disruption and Disconnection of service	Maximum period of 3 days
2.All other complaints	Maximum period of 7 days

- c. To implement the above two modes, following are ensured at Call Centres in MTNL, Delhi:



- i. Register each complaint by allotting a unique identification number to be called the docket number and communicate docket number to the consumer.
- ii. Intimate the action taken on the complaint to the consumer through telephone or other electronic means or any other means within the time limit specified.
- iii. Intimate contact details of the Nodal Officer(including his name telephone number and address) to the consumer in case a consumer is not satisfied with the redressal of his grievance or when requested by him.

II. Action by Nodal Officer at field level :

- a. In case the consumer is not satisfied with the redressal of his grievance at the Call Centre level or in case the Call Centre within the above time limit does not attend to the complaint, he may approach the Nodal Officer i.e. field unit for redressal of grievance.

Types of complaints	Benchmark specified by TRAI
1.Complaints pertaining to Fault Repair, Service Disruption and Disconnection of service	Maximum period of 3 days
2.All other complaints	Maximum period of 10 days

- b. To implement the above two modes, following are ensured at field level:
 - i. Communicate within three days from date of the receipt of the complaint, the unique complaint number to the consumer.
 - ii. Intimate after taking the remedial measure for redressal of the grievance or decision thereon within the time limit specified to the consumer.
 - iii. **List of Nodal Officers is available on website and also at page no.10**

III. Action by Appellate Authority :

- i. In case the consumer is not satisfied with the redressal of his grievance by the Nodal Officer at field level or in case the complaints are not redressed by the Nodal Officer within the specified time limit or no reply is received regarding resolution of the complaint from Nodal Officer, he may appeal to the Appellate Authority for redressal of grievance.
- ii. All appeals against any complaint not settled by Nodal Officer or otherwise , need to be made in duplicate to Appellate Authority in the prescribed format available at the website.**List of AA is available on website and also at page no.11.**
- iii. Every appeal to be filed within 3 months after expiry of time limit specified in regulation.

Types of complaints	Benchmark specified by TRAI
Any type of appeal	Within 3 months



List of Nodal Officer for redressing consumer grievances with Name, Design., Tele.No., Fax No., Office address in MTNL, Delhi area.

Sl.No.	Area	Name/Design.	Tel.No.	FAX No.	Office Address	E-Mail @bol.net.in
1.	Central	Sh. Satvinder Singh, AGM(OP)	24369999	24321149	Core No.2, 9, CGO Complex, New Delhi-3.	agmoppgc
2.	East	Sh. M.R. Premi,AGM(Sales/PG)	23232695	23234157	R.No.204, IInd Floor, MTNL Office, JLN Marg, N.D.2	agms
3.	Laxmi Nagar	Sh.O.P. Verma, DE(PG)	22019190	22427668	G-Block, DDA Shopping Complex, Preet Vihar, Delhi-92.	depqty
4.	North	Sh. Jawaharlal, AGM(PG)	27923900	27922266	Sanchar Parisar, Sector-3, Rohini, Delhi-85.	depgn2
5.	Bhikaji Cama Place	Sh. Rampal, AGM(OP&PG)	26167474	26195455	R.No.100, 1 st Floor, BCP Xge. Builing, New Delhi-19.	agmopbcp
6.	Nehru Place	Sh. H.C. Chhabra, AGM(PG)	26467070	26452322	Telep. Exch. Bldg., Nehru Place, New Delhi-19.	sdepgnp
7.	Janakpuri	Sh. Inder Raj, AGM(OP&PG)	28115909	28117646	6, LSC, Phase-1, Mayapuri, Delhi-64.	agmopit
8.	Rajouri Garden	Mrs.Indra Khanna, AGM(OP&PG)	25412243	25193719	R.No.413, 4 th floor, Administrative Bldg., Rajouri Garden Tele. Exchange, New Delhi.	agmoprg
9.	GM(BB)	Sh. A.P. Singh, DE(Internet CC) & AGM(PG)BB	23322622	23359499	Internet Helpdesk, 6 th Floor, Kidwai Bhawan, Janpath, New Delhi-1.	deinternet
10.	Dolphin Mobile	Sh. R.D. Sharma, AGM(PG)GSM	24329507	24329508	IInd Floor, MTNL Building, Residential Block, CGO Complex, New Delhi-3.	denodws
11.	CDMA (Garuda)	Sh. R.S. Sharma, DE(CS-I) & AGM(PG) CDMA	25125578	25143795	CDMA Wing, 5 th Floor, Hari Nagar Tele.Exch. Bldg., N.D.-64.	decs1
12.	GM(LC)	Sh.N.R. Nimesh, DE(L/C)/LD) & AGM(PG)LD	23315787	23315788	R.No.651,Kidwai Bhawan,New Delhi.	delc2
13.	AGM(PG)HQ	Sh. Chhidda Singh, AGM(PG)HQ	23328426	23320941	R.No.116, Eastern Court, New Delhi-50.	agmpghq



**List of Appellate Authority for redressing consumer grievances with
Name, Design., Tele.No., Fax No., Office address in MTNL, Delhi area.**

Sl. No.	Area	Name & Designation	Tel.No.	FAX No.	Address	E-MAIL @bol.net.in
1.	Central	Sh.S.K. Oberoi, GM(C)	24328808	24327576	Doorsanchar Sadan, IInd Floor, Lobby No.29, CGO Complex, New Delhi.	gmc
2.	East	Sh.A.K. Srivastava, GM(E)	23234141	23239090	J.L.N. Marg, Minto Road, New Delhi.	gme
3.	Trans- Yamuna	Sh.A.K. Aggarwal, GM(TY)	22433333	22047500	G.Block, DDA Shopping Centre, Preet Vihar, Delhi- 92.	gnty
4.	Bhikaji Cama Place	Sh.D.P. Singh, GM(BCP)	26188080	26184131	8, Bhikaji Cama Place, New Delhi-66.	gmbcp
5.	Nehru Place	Sh.S.K. Arora, GM(NP)	26466600	26466266	1 st Floor, Nehru Place tele.exch. Bldg.N.D.19.	gmnp
6.	North	Sh.B.K. Mittal, GM(N)	27918000	27923500	Sanchar Parishad, Sec.3, Rohini, Delhi- 85.	gmrhn
7.	Janakpuri	Sh.Harwesh Bhatiya, GM(JKP)	28114040	28116311	6, Local Shopping Centre, Mayapuri, New Delhi.	gmjpk
8.	Rajouri Garden	Sh.G.C. Jha, GM(R/G)	25410505	25157755	Administration Block, R.No.510, Rajouri Garden,N.D.	gmrg
9.	GSM(Opera tion, Coml.& Billing)	Sh.S.C. Leekha, GM(HQ-WS)	24328282	24320222	IIIrd floor, Doorsanchar Sadan 9, CGO Complex, Lodi Road, New Delhi.	gmhqws
10.	CDMA	Sh.G.K. Mishra, GM(CDMA- O&Proj.)	24321122	24329683	4 th Floor, Lobby No.1, Doorsanchar Sadan 9, CGO Complex, New Delhi.	gmcdma2, gmcdmao
11.	Leased Circuit	Sh.Rajveer Singh, GM(LC)	23321122	23326633	451, Kidwai Bhawan, Janpath, New Delhi.	gmlc
12.	Broadband	Sh.R.A. Gupta, GM(BB)	23328823	23737514	6 th Floor, Kidwai Bhawn, New Delhi.	gmdb



(ii) Quality of Service : The Quality of Service Benchmarks specified by TRAI for Basic, Cellular and Broadband Services are complied by MTNL, Delhi to provide efficient hassle-free and prompt service to esteemed customers with emphasis on quality for complete customer satisfaction. Some of the Quality of Service Parameters pertaining to these services are enumerated below for quick reference. Further, complete details on Quality of Service Parameters laid down by TRAI for all types of services are available on website at <http://traai.gov.in>

I. BASIC SERVICE(Wire Line)

Serial Number (1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
i)	Provision of Telephone	All cases within seven days (subject to technical feasibility).
ii)	Fault Repair	Within three days.
iii)	Shifting of Telephone	Within three days.
iv)	Closures	Within twenty four hours
v)	Percentage of Billing Complaints resolved within four weeks	All billing complaints to be resolved within four weeks.
vi)	Time taken for refund of deposits after closure.	All cases of refund of deposits to be made within sixty days after closure.

II. BASIC SERVICE(Wireless) and Cellular Mobile Telephone Service

Serial Number (1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
i)	Billing Performance a) Percentage of Billing Complaints resolved within four weeks. b) Period of all refunds/payments due to customers from the date of resolution of complaints.	a) All billing complaints to be resolved within four weeks. b) All cases of refunds or payments due to customers to be made within four weeks from the date of resolution of billing complaints.

III BROADBAND SERVICE :

Serial Number (1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
i)	Service Provisioning/ Activation Time	All cases within fifteen days (Subject to technical feasibility).
ii)	Fault Repair/ Restoration Time	Within three days.
iii)	Billing Performance a) Percentage of Billing Complaints resolved. b) Time taken for refund of deposits after closure.	a) All billing complaints to be resolved within four weeks. b) All cases of refund of deposits to be made within sixty days after closure



(iii) PERMANENT TELEPHONE LOK ADALAT:- Earlier the telephone adalat were held regularly to provide on the spot redressal of the long pending customer grievances. As per direction of Delhi High Court telephone Lok adalat was constituted and the same started functioning since July 1999. In case a subscriber/complainant is not satisfied by the exhausting the normal channels of redressal of grievances in MTNL he can represent to Member (secy) DLSA (Delhi Legal Service Authority) to get his case registered for hearing in the ensuing PTLA (Permanent Telephone Lok Adalat). He may enclose the supporting documents in respect of earlier decisions with his representation.

The Telephone Adalat in MTNL is held under the aegis of Delhi Legal Service Authority and for every adalat they nominate a sitting/retired District and Session Judge. The said Presiding Officer is assisted by a SAG level officer of MTNL and they endeavor to dispose of the cases on the spot.

(iv) OPEN HOUSE SESSION :- MTNL, Delhi is also holding open house sessions frequently to obtain first hand information about customer problems/suggestions regarding the telephone services and allied matters. Prompt action is taken to attend to the suggestions and problems highlighted by the subscribers.

(v) SANCHAR HAAT:- To provide a total solution to telecom needs viz. PSTN, Garuda, Dolphin, Trump, FWT, Broadband etc., MTNL Delhi has adopted the concept of Sanchar Haat at different locations conveniently accessible to the customers. Customers at Sanchar Haat are at their liberty to opt the services/Gadgets of his choice and requirement.

These Sanchar Haats are very effective in educating the subscribers about existence of different types of services, information etc. The subscribers visiting these Sanchar Haats can avail the following service.

- *Registration for the New Telephone Connection (PSTN, FWT, Garuda, Dolphin, Trump)*
- *Local shifting, inter exchange shifting and all India shifting*
- *Post – connection activities like Change of name, Change of plan, Provision of value added services etc.*
- *Disconnection/reconnection of services*
- *Restoration of telephone closed under non payment*
- *Adjustment of bills and refund cases*
- *Issue of duplicate bills/split bills*
- *Payment of bills by cheque, excess metering and other bill related complaints*
- *Supply of brochures and customer guide booklets elaborating various services and their tariff plan*
- *Fault booking*
- *STD/ISD provision*
- *Phone plus services*

(vi) CUSTOMER SERVICE CENTRE:- In addition of the Sanchar Haat the area customer service center and Divisional Customer Service Centre are also existing at the HQ. of the area GM/Area Managers & Divisional Engineer of the areas respectively.



(vii) ANY POINT CUSTOMER COMPLAINTS SYSTEM:- In MTNL, Delhi a subscriber may make a complaint at any point/staff/officer of MTNL, Delhi. This enjoins the duty of the said staff and officers to communicate the problem to the right person in the system for ensuring the redressal thereof.

(viii) DISPOSAL OF FAULTS:- Faults repair service is fully computerized. A fault booked on 198 or 2XXX2198 is automatically tested and transmitted to the area fault control for rectification and feedback. It is our sincere endeavor to rectify the fault/carrying out repairs within 24 hours from the time of booking. Even the cable break down is also attended to very promptly. The department however ensures that rebate as per norms is given in case a telephone remains out of order for 7 days or more.

(ix) VISITING HOURS OF OFFICERS:- All officers of the ranks of SDEs, DEs, AMs, DGMs, Area GMs are available for meeting with the subscribers on all working days from 3 PM to 5 PM without any appointment. All AOs(TR), CAOs (TR), Commercial Officers, AGM(Coml.) are meeting the public from 10 AM to 1 PM without appointment on all working days. However all the field officers right up to area GM are easily accessible for redressal of customers grievances even during hours other than prescribed above. The list of senior officers of MTNL, Delhi is available on website for ready reference.

(x) CUSTOMER CARE PORTAL : For Landline, Broadband and Leased Line Complaints, customers can also get in touch with us, with any kind of problems that are being faced with at our website on <http://customercare.mtnldelhi.in/>.

(xi) Excess Billing complaint: In case a consumer finds that the billing for a particular service is in excess of his estimates as per usage, he can contact and apply to the call center, or PG cell or the Nodal Officer in writing, indicating the details of the bill last bill paid etc. The complaint will be examined with reference to the records available in MTNL, past history of the customer regarding usage of the service etc. The suitable refund, if found justified, shall be provided to the customer. In case of dissatisfaction, the customer can always write to A/A with full details.

(xii) Rebate: The customer is entitled to rebate in the bill in case the services are not available for reasons attributable to MTNL.

(xiii) Termination of Service: The customer can surrender the services of PSTN, Broadband, Cellular etc. by intimating to respective call center. The services will be disconnected and refund due to customer will be paid within the 60 days in case of wire line and within four weeks in case of cellular connection from the date of disconnection.

(xiv) Details of calls for Pre-paid customers: The prepaid customer can also get details of calls made by him. Customer has to make request to the GSM call Center 1503 and same will be provided with applicable charges.

(xv) RIGHT OF THE CUSTOMER: The customers have a right to get the services specified by MTNL in respect of Network as well as other parameters like provisioning, disconnection, safe custody, billing complaints etc. The consumers have also right to take up the matter with Nodal Officer / Appellate Authority etc. in case they are not satisfied with the service.

(xvi) TERMS & CONDITIONS OF SERVICE: The terms & conditions of the service for PSTN, Broadband & Cellular are given at MTNL homepage.

