

**Escalation Matrix-GM(SDA)-MTNL New Delhi-May 2017**

| S.No | Designation               | Name                 | Contact Details  | Remarks             |
|------|---------------------------|----------------------|--|---------------------|
| 1    | GM(SDA)                   | Sh. Sandeep Gupta    | 011-23321122;<br>gmlc@bol.net.in   |                     |
| 2    | DGM(Admin & Maint.)       | Sh. R.K.Gupta        | 9868132468;<br>23358200<br>dgmanmlc@bol.net.in                                 |                     |
| 3    | DGM(Prov. & Project)      | Sh. SPS Marwah       | 23324878; 9868133551;<br>dgmlc@bol.net.in                                      |                     |
| 4    | Dy.Mgr.- LC-Local         | Sh. A.K.Roy          | 23319598;9868137363<br>Area:Central,East,North & TY                            | For Local Delhi     |
| 5    | Dy.Mgr.-LC- Local         | Sh. B.P.Gupta        | 23319598; 9868133472,<br>Area:-West,BCP & NP.                                  | .....do.....<br>... |
| 6    | Dy.Mgr.- LC Long Distance | Sh. BP Verma         | 23321800; 9013131317   | For Long Distance.  |
| 7    | Dy.Mgr(LC)-Long Distance  | Sh.R.K.Gupta         | 9013134500   |                     |
| 8    | Sr. Mgr.-LC-Maint.        | Sh. R.P.Singh        | 9013135868;23730909;<br>23318190;<br>delc2@bol.net.in                          |                     |
| 9    | Sr.Mgr(Admin)             | Sh.R.N.Sharma        | 9868132613;<br>agmsda@gmail.com  |                     |
| 10   | SA to GM(SDA)             | Sh. Rajiv Kr.Yadav   | 011-23752180;;<br><a href="mailto:sa2gmlc@bol.net.in">sa2gmlc@bol.net.in</a> ; |                     |
| 11   | Dy Manager (IVRS)         | Sh. Shailender Singh | 011-23358200:<br>Delc2ld@bol.net.in  |                     |

Leased line complaint No:-1918(from MTNL Landline Nos. only); 011-23325888

(Mention the IVRS code to book the docket)

MLDN NOC-1506(For testing of MLDN Leased lines)

MPLS NOC :-011-24321111([mplsnd@gmail.com](mailto:mplsnd@gmail.com));

MPLS New Circuit Commissioning-23325108; mplsprov@gmail.com

**For new provisioning cases:-** Sr.Manager-(LC-P/Local):-Sh.Jog Raj-9013136868;Dy.Mgr-Sh.SP Singh-sdelcpl@bol.net.in:-23358073; 9868132023;

Sr.Manager(LC-P/LD)-Sh.Kuldeep Singh-9013131383;delcld@bol.net.in