

Annexure-A

Establishment of Complaint Centre & Web based Complaint Monitoring System

Name of SP/ ISP	Type of Service	Location of Complaint centre (s)	Service Areas covered by Complaint centre (s)	Toll free Consumer Care Number(s) at Complaint centre (s)	Alternate Specific Number accessible from other networks	General Information Number	Operation of IVRS Level for option to complaints and service request	Provide URL/ link of web based complaint monitoring system
1	2	3	4	5	6	7	8	10
MTNL, Mumbai	Basic	Prabhadevi	Mumbai,	1500	2222221500 (1130)	2222221500	198 option 1	http://mtnlmumbai.in/index.php/customer-care/book-complaint
		Goregaon	Mumbai, Mira Road Bhayander				No provision for service request	
		Thane Charai	Mumbai, Navi Mumbai, Thane					
	Internet	Belapur	Navi Mumbai	1504	2222221500 (1130)	2222221504	198 option 2	http://mtnlmumbai.in/index.php/customer-care/book-complaint
		Prabhadevi	Mumbai				No provision for service request	
		Goregaon	Mumbai, Mira Road Bhayander					
Cellular		Thane Charai	Mumbai, Thane	1503	9869012345	1503/9869012345	2nd Level	http://mtnlmumbai.in/index.php/customer-care/book-complaint
		Belapur	Navi Mumbai					
		BKC Telephone Exch. Bldg. Bandra Kuria Complex, Kuria(w), Mumbai-400098	Mumbai, Navi Mumbai					

Annexure-B

Publication of Information about Consumer Care Number, General Information Number, Web based Complaint monitoring, Appellate Authority Details etc

Name of SP/ ISP	Service Type	Service Areas	Name of News Paper	Language (English or Hindi and Local)	Date of publication in news paper	Provide URL/link of website where above information is available	Whether displayed in all Complaint Centers and Sales outlets (Y/N)
1	2	3	4	5	6	7	8
MTNL, Mumbai	Basic	Mumbai, Thane, Mira Bhayander, Navi Mumbai	1) Free Press Journal (English), 2) Navshakti (Marathi) 3) Navbharat(Hindi)	English, Marathi Hindi	29.07.2020	http://mtnlmumbai.in/index.php/customer-care/book-complaint	Yes
ai						http://mtnlmu	

MTNL, Mumb	Internet	Mumbai,Thane Mira Bhayende Navi Mumbai	1) Free Press Journal (English), 2) Navshakti (Marathi) 3) Navbharat(Hindi)	English, Marathi Hindi	29.07.2020	http://mtnlmumbai.in/index.php/customer-care/book-complaint	Yes
MTNL, Mumbai	Cellular	Mumbai,Thane Dist. (upto Dombivli and Vashi) Mira Bhayander, Navi Mumbai	1) Free Press Journal (English), 2) Navshakti (Marathi) 3) Navbharat(Hindi)	English, Marathi Hindi	29.07.2020	http://mtnlmumbai.in/index.php/customer-care/book-complaint	Yes

Details of Appellate Authority and Advisory Committee						Annexure-C			
Name of SP/ ISP	Service Type	Service Areas	Name and designation of AA	Address of AA	T. NO., Fax No. and e-mail address of AA	Advisory Committee Members from MTNL	Name / Address of Consumer Organisation of one member	T. NO., Fax No. and e-mail address of Consumer Organisation member	Updated on
1	2	3	4	5	6	7	8	9	10
MTNL,Mumbai	Land Line / Broad Band	Mumbai Zone-1 Area (Colaba,Kalbadevi, Fountain, Cooperage, Cuffe Parade,Cumbala Hill, Malabar Hill, Gamdevi, Mazgaon, Mumbai)	DGM (HQ)Z1	1st Floor, City Tele Exch , H Somani Marg, Mumbai - 400 001	Tel No. : 22015000 Fax No. : 22875757 Email : dgmcity@gmail.com	Concerned Area Manager in a Zone	dare, Joint Secretary, Consumer Guidance Society of India , 'J' Block, Azad Maidan, Mahapalika Marg, Opp. Cama Hospital Mumbai-400001	022-22621612, Fax No. 022-22659715, Mobile No.9820196197, E-mail Id: cgsibom@mtnl.net.in, bhandaredts@yahoo.com	21/07/2020
		Mumbai Zone-2 Area (Prabhadevi, Shivaji Park, Worli, Wadala , Sion,Ghatkopar, Powai Chembur, Mankhurd, Cowandji)	DGM (HQ) Z2	Wadala Telephone Exchange, G. D. Ambekar Marg, Dadar (E), Mumbai 400 014,	Tel No : 24154000, Fax No : 24161441 Email : dgmhqz2mbi@mtnl.net.in				
		Mumbai Zone-3 Area (Vileparle, Andheri, Bandra, Jogeshwari, Khar, Marol, Sakinaka, Sakivihar, Marol Darpan)	DGM (HQ/ANC) Z-3	2nd Floor, Vile Parle Tele Exch, Nanda Patkar Road, Vile Parle (East)	Tel No. : 26554242 Fax No : 26511441 Email : dgmhqz3mbi@mtnl.net.in				
		Mumbai Zone-4 Area (Goregaon, Charkop, Gokuldham,Kandivali Malad, Borivali, Bhayander,Dahisar, Santacruz)	DGM (HQ) Z4	4th Floor, Kandivli Telephone Exchange , S V Road, Kandivali (W), Mumbai-67	Tel No. : 28086161 Fax No. : 28641441 Email : dgmhqz4@mtnl.net.in, dgmhqz4@gmail.com				

		Mumbai Zone-5 Area (Thane Charai, Mulund, Wagale Estate Charanamrut, Kalwa,Vashi, Belapur, Nerul, Rabale, Panvel)	DGM(HQ) Z5,	4th Floor, Thane Charai Tele. Exch, Mauli Mandal Road, Dhobi Ali, Thane (West)- 400 601	Tel No. : 25366808, Fax No : 25434141 Email : dgmhqz5@gmail.com		1) Shri Dinesh S Bhandare	2) Tel No. (
	Leased Line Services(Enterprise Network)	Mumbai, Navi Mumbai, Thane Dist. (Within MTNL Network)	DGM (LC)	Ground Floor, Fountain-1 Tele. Exch. Near Flora Fountain, Mumbai - 400 001	Tel No : 22620510 Fax No : 22650775 Email : dgmenn@mtnl.net.in dgmenn@gmail.com	DGM	Shri Dinesh S Bhandare, Joint Secretary, Consumer Guidance Society of India , 'J' Block, Azad Maidan, Mahapalika Marg, Opp. Cama Hospital Mumbai-400001	Tel No. 022-22621612, Fax No. 022-22659715, Mobile No.9820196197, Fax No. 022-22659715, E-mail Id: cgsibom@mtnl.net.in,bhandareds@yahoo.com	21/07/2020
MTNL, Mumbai	Cellular	Greater Mumbai, Navi Mumbai, Thane Dist. (upto Dombilvali and Vashi)	DGM (WS) - HQ	5th Floor, Admn Wing, BKC Tele Exch Bldg, Kurla (W), Mumbai-98	Tel No : 26540486 Fax No : 26521441 Email : dgmsurveyms@gmail.com	DGM	Shri Dinesh S Bhandare, Joint Secretary, Consumer Guidance Society of India , 'J' Block, Azad Maidan, Mahapalika Marg, Opp. Cama Hospital Mumbai-400001	Tel No. 022-22621612, Fax No. 022-22659715, Mobile No.9820196197, Fax No. 022-22659715, E-mail Id: cgsibom@mtnl.net.in,bhandareds@yahoo.com	21/07/2020