



MAHANAGAR TELEPHONE NIGAM LIMITED, MUMBAI.

(website address : mumbai.mtnl.net.in)

FORM FOR SHIFTING OF TELEPHONE CONNECTION

(Please read the instructions before filling the form)

1. Telephone Number to be shifted
2. Name of the Customer (in Capital Letters) SURNAME FIRST
3. Present Address where the telephone is working
 Flat No. Floor Plot No.
 Building
 Street Locality
 City PIN
4. Address where the telephone is to be shifted
 Flat No. Floor Plot No.
 Building
 Street Locality
 City PIN
5. Billing/Correspondence Address (if different from 4 above)
 Flat No. Floor Plot No.
 Building
 Street Locality
 City PIN
- 6a. E-mail address (if any) _____ @ _____
- b. Existing Telephone No. in the same Building
 or nearby in the same side of the road
7. Contact No. _____
8. If the Telephone shifting is not immediately feasible whether the telephone connection should continue to work at its present address: Yes No.
9. If No. date on which telephone is required to be disconnected :
 (Minimum 3 working days notice is required)

Date :

Signature of Customer

टेलीफोन के स्थानांतरण के लिए / For Shifting of Telephone

हस्ताक्षर नमूना (शीघ्र ग्राहक सेवा के लिए) / SPECIMEN SIGNATURES (FOR QUICK CUSTOMER SERVICE)

- क) आवेदक का नाम / a) Name of the Applicant : _____
- ख) ग्राहक क्र. / b) Consumer No. : _____
- ग) पंजीकरण की तारीख / c) Date of Registration : _____
- घ) टेलीफोन नं. / d) Telephone No. : _____
- ड.) कार्यदेश सं. व तारीख / e) Work Order No. & Date : _____
(ख, ग, घ, ड. केवल कार्यालय के उपयोग के लिए) / b, c, d & e for office use only)
- च) आवेदक के हस्ताक्षर / f) Signature of Applicant : _____
- आवेदन करते समय / to be signed at the time of application : _____

हस्ताक्षर नमूना (पंजीकरण के समय ग्राहक को दिया जाए)

SPECIMEN SIGNATURES (to be given to customer at the time of registration)

टेलीफोन संस्थापित करने पर इसे एमटीएनएल कर्मचारी को वापस दे दिया जाए।

To be given back to MTNL Staff at the time of installation of phone

- क) आवेदक का नाम / a) Name of the Applicant : _____
- ख) ग्राहक क्र. / b) Consumer No. : _____
- ग) पंजीकरण की तारीख / c) Date of Registration : _____
- घ) टेलीफोन नं. / d) Telephone No. : _____
- ड.) कार्यदेश सं. व तारीख / e) Work Order No. & Date : _____
(ख, ग, घ, ड. केवल कार्यालय के उपयोग के लिए) / b, c, d & e for office use only)
- च) आवेदक के हस्ताक्षर / f) Signature of Applicant : _____
- आवेदन करते समय / to be signed at the time of application : _____

टेलीफोन कनेक्शन स्थानान्तरित करने हेतु वास्तविक जाँच के लिए विवरण :

Statement for bonafied verification for shift of telephone connections :

मैं, श्री / श्रीमती / कु. _____ टेलीफोन नं _____ का
उपभोक्ता हूँ तथा मेरा निवासीय/व्यावसायिक पता परिवर्तित होने के कारण उक्त टेलीफोन _____
(पता) से _____ (पता)

पर स्थानांतरित किया गया है/करना चाहता/चाहती हूँ।

I, Shri/Smt./Ku. _____ am the subscriber of
telephone No. _____ and have shifted /am shifting from
(address) _____ to
(address) _____ on
change of my residence/business.

संस्थापन के समय ग्राहक के हस्ताक्षर

(Signature of customer at time of Installation)

INSTRUCTIONS FOR FILLING THE FORM FOR SHIFTING OF TELEPHONE CONNECTION

1. The form may be filled up in Capital letters only.
2. Application should be signed by person in whose name the telephone has been working or by the authorised signatory in case of firm, company, etc.
3. Application for shifting should be submitted to the concerned Commercial Officer in whose jurisdiction telephone is working presently.
4. The telephone is eligible for shift if :
 - (a) Either Registration Date of initial application for the telephone connection required to be shifted is within the release period of concerned category pertaining to the exchange to which it is required to be shifted.
 - OR
 - (b) If the telephone has been working for at least 3 months.

In case of non-fulfillment of any of the above criteria, the telephone will be kept under safe custody and will be shifted as and when the above criteria is met.
5. The subscriber shall himself carry telephone instruments/accessories to the new installation address.
- 6a. If the connection stands disconnected due to non-payment, the same will be shifted to new place with only incoming call facility.
- b. The ISD facility telephone will be initially shifted with STD and ISD will be provided subsequently to eliminate any misuse by unauthorised persons.
7. The phone will be shifted to new place with existing facilities. Any required change may be made at the new address after installation of the phone.
8. Telephone at old residence will be closed on the date mentioned against Sl. No. 9 of the form, in case it is not technically feasible to provide the new connection at new place.
9. There is no need for enclosing copy of the last paid bill and signature attestation when request for shifting is within the same exchange.
10. The shift of telephone within same building is free and Rs. 100/- to be charged for shifting to another building.