

**Particulars of its organisation, functions and duties**  
**[Section 4(1)(b)(i)]**

(i)	Name and address of the Organization	Mahanagar Telephone Nigam Limited, Mumbai, V.S. Marg, Prabhadevi, Dadar(W), Mumbai-400028
(ii)	Head of the organization	Chairman & Managing Director
(iii)	Vision, Mission and Key objectives	<p>Become a total solution provider company and to provide world class telecom services at affordable prices. Become a global telecom company and to find a place in the 'Fortune 500' companies. Become the largest provider of private networks and leased lines. Venture into other areas in India and abroad on the strength of our core competency.</p> <p>To remain market leader in providing world class Telecom and IT related services at affordable prices and to become a global player.</p> <p>To expand customer base &amp; Services. To provide latest technology &amp; services to customer at affordable prices. To achieve the highest level of customer satisfaction and delight. To diversify in other areas for providing telecom services at national and international levels. To provide convergence of Telecom, Information Technology and related services. To improve productivity by training and redeployment of manpower. To work for social benefits.</p>
(iv)	Function and duties	<p>1. <u>Towards customers and dealers</u>: To provide prompt, courteous and efficient service and quality of product/services at fair and reasonable services. 2. <u>Towards employees</u> - Develop their capability and advancement through appropriate training and career planning. - Expeditious redressed of grievances. - Fair dealings with recognized representatives of employees in pursuance of healthy trade union practices and sound personnel policies.</p> <p>3. <u>Towards the Society</u> - Corporate Social Responsibilities: MTNL is committed to provide quality Telecom Services at affordable price to the citizen of the remotest part of the country. MTNL is making all effort to ensure that the main objectives of the new Telecom Policy 1999 (salient points indicated below) are achieved. - Access to telecommunications is of utmost importance for achievement of the country's social and economic goals. Availability of affordable and effective communications for the citizens is at the core of the vision and goal of the new Telecom policy 1999. - Strive to provide a balance between the provisions of universal service to all uncovered areas, including the rural areas, and the provision of high level services capable of meeting the needs of the country's</p>

		<p>economy encourage development of telecommunication facilities in remote, hilly and tribal areas of the country. - Transfer in a time bound manner, the telecommunications sector to a greater competitive environment in both urban and rural areas providing equal opportunities and level playing field for all players.</p> <p>4. <u>Employee's Welfare Activities</u>: Commitment towards the principles of corporate social responsibilities is inbuilt within the corporate philosophy of MTNL. A very wide range of welfare programmes, with a focus on the employees' welfare is continuously implemented by the Staff Welfare Board of the company.</p>
(v)	Organization Chart	<p>Organisation Chart placed on MTNL website at <a href="https://mtnlmumbai.in/images/stories/PDF_FILES/RTI/links/link_1.pdf">https://mtnlmumbai.in/images/stories/PDF_FILES/RTI/links/link_1.pdf</a></p>
(vi)	Any other details-the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt	<p>Reconstitution of Board Level committee pursuant SEBI, 2015 &amp; companies act 2013 as under.</p> <ol style="list-style-type: none"> <li>1, Audit committee</li> <li>2. Stakeholders Relationship committee</li> <li>3. Nomination and Remuneration committee</li> <li>4. Corporate social Responsibility (CSR) committee.</li> <li>5. Enterprises Risk Management committee</li> </ol>