

महानगर टेलीफोन निगम लि.

(भारत सरकार का उद्यम)

Mahanagar Telephone Nigam Ltd.

(A Government of India Enterprise)



No. MTNL/CO/Dir-HR & EB/2014

June 21, 2014

Executive Director

MTNL Delhi / Mumbai

Chief General Manager (Wireless Services)

All CGMs / GMs – Delhi / Mumbai/ CO

Hon'ble MOC & IT has reviewed MTNL performance in meetings held on 16th and 19th June 2014. The meeting held on 19th June 2014 was attended by EDs Delhi / Mumbai and CGM (WS) also.

He was very critical about the services offered by MTNL to customers in general and for Hon'ble MPs and senior officers in Delhi, in particular. He will be personally monitoring the MTNL network status for which node is being extended.

It is high time we should work on improving the perceptions about our services. In the next 10 days time, JTOs / SDEs / DEs should proactively visit the important customers of their respective areas and redress their grievances up to their satisfaction. Broadband Internet and Mobile services are the two things which are of very prime importance to them.

All area GMs / Area Managers must keep a watch on the daily booking of faults their clearance, and the repeat faults. They must ensure that important customers are visited in their area.

SUNIL KUMAR
Director (HR & EB)

Copy to: **Director (Fin)** – for kind information.

पंजीकृत एवं निगम कार्यालय : महानगर दूरसंचार सदन, 5 वां तल, 9 सी.जी.ओ. कॉम्प्लेक्स, लोधी रोड, नई दिल्ली-110003

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आप हमारे साथ हिन्दी मे भी पत्राचार कर सकते हैं।