

Service Provider : MTNL

Sl. No	Service Area	Call Center Contact Number (Toll Free)	Name, address and contact details of Nodal officer	Name, address and contact details of Appellate Authority
1	Mumbai			
	Mumbai GM(OP) PG	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. R.V. Bargaje, AGM(OP-PG) HQ 10th Flr, Telephone House, Prabhadevi, Mumbai-28 Tel.No. 24372148, Fax: 24329271, E-mail: agmoppghq@mtnl.net.in	Sh. N.Krishnamurthy DGM(PG&I), 10th Flr, Telephone House, Prabhadevi, Mumbai-28 , TelNo. 24307272, Fax: 24210923, E-mail: dgmpgi@mtnl.net.in
	Mumbai South 1) PG 2) Billing Complaint	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. V.S. Barahate, AGM(OP), Telephone Bhavan Colaba Mumbai 400005, Tel no. 22028030, Fax: 22843435, Email: agmops@mtnl.net.in Sh. S.C.Mahajan CAO(TR), Telephone Bhavan Colaba Mumbai 400005, Tel no. 22886010, Fax: 22048000, Email: caotrs@mtnl.net.in	Sh. G.S. Chaturvedi, DGM(S&CC), 6th Flr, Cooperage Telephone Exchange Bldg, Mumbai-400021 TelNo. 22853000, Fax: 22831551 E-mail: dgmsccs@mtnl.net.in
	Mumbai Central 1) PG 2) Billing Complaint	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. V.S. Joshi, AGM(OP), 5TH Flr , Cumbala Hill Telephone Exchage Bldg. Dr. G. Deshmukh Marg, Poddar Rd.Mumbai -26, Tel No. 23535300, Fax: 23535311, Email: agmopc@mtnl.net.in Sh. P.D.Amarnath, CAO(TR), 5TH Flr , Cumbala Hill Telephone Exchage Bldg., Dr. G. Deshmukh Marg, Poddar Rd.Mumbai -26, Tel No. 23537100, Fax:23537111, Email: agmopc@mtnl.net.in	Sh.R.C.Anand , DGM(S&CC), 1st Flr. Malabar Hill Telephone Exch., A.G.Beel Marg Mumbai 400006, Tel No. 23645000, Fax:23681551, Email: dgmsccc@mtnl.net.in
	Mumbai North 1) PG 2) Billing Complaint	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. P.V.Ady A GM(CC), 2nd Flr., Wadala Telephone Exch. Bldg. , G.D. Ambedkar Marg, Dadar(E) Mumbai -14 Telno.24183535, Fax:24116900, Email:agmccn@mtnl.net.in Smt. S.R.Alwa CAO(TR), 2nd Flr., Wadala Telephone Exch. Bldg. , G.D. Ambedkar Marg, Dadar(E) Mumbai -14 Telno.24157711, Fax:24127463, Email:caotr@mtnl.net.in	Sh. Bachhan Ram, DGM(S&CC), 3rd Flr., Wadala Telephone Exch. Bldg. , G.D. Ambedkar Marg, Dadar(E) Mumbai -14 Telno.24144800, Fax:24101200 Email:dgmsccn@mtnl.net.in

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	Mumbai WEST-I 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. D.M.Garud, AGM(OP) ,Bandra Telephone Exch. Bldg. , 4th Flr ., S.V Road Mumbai-50, Tel No. 26457000, Fax: 26453366, Email: agmopw1@mtnl.net.in Sh. A.M Shaikh, CAO(TR), 6 1/2 Flr Bandra Telephone Exch Bldg., Tel. no. 26441750 Fax:26559564, Email:caotrw1@mtnl.net.in	Sh. K.L.Tayade, DGM(S&CC), Khar Telephone Exch. Bldg., Khar(W) Mumbai-52, TelNo.26465000, . Fax:26495252, Email:dgmsscw1@mtnl.net.in
	Mumbai West-II 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. H.S. Mishra, AGM(OP), 3rd Floor, Goregaon, Tele. Exch. Bldg., S.V. Road, Goregaon(W), Mumbai-62, Tel. No. 28756602, Fax: 28711771, e-mail: agmopw2@mtnl.net.in Sh. R.M. Kamble, CAO(TR), 3rd Floor, Goregaon, Tele. Exch. Bldg., S.V. Road, Goregaon(W), Mumbai-62, Tel. No. 28790833, Fax: 28762022, e-mail: caotrw2@mtnl.net.in	Sh. R.C. Rai, DGM(S&CC), 3rd Floor, Goregaon, Tele. Exch. Bldg., S.V. Road, Goregaon(W), Mumbai-62, Tel. No. 28766200, Fax: 28721551, e-mail: dgmsscw2@mtnl.net.in
	Mumbai West-III 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. D.S. Desai, AGM(CC), 4th Floor, Kandivali, Tel. Exch. Bldg., S.V. Road, Kandivali(W), Mumbai-67, Tel. no. 28010090, Fax: 28057144, e-mail: agmccw3@mtnl.net.in Sh. L.B. Yadav, CAO(TR), 4th Floor, Kandivali, Tel. Exch. Bldg., S.V. Road, Kandivali(W), Mumbai-67, Tel. no.28018000, Fax: 28066155, e-mail: caotrw3@mtnl.net.in	Sh. D.R. Gupta, DGM(S&CC), 4th Floor, Kandivali, Tel. Exch. Bldg., S.V. Road, Kandivali(W), Mumbai-67, Tel. no.28616600, Fax: 28611551, e-mail: dgmsscw3@mtnl.net.in
	Mumbai East-I 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. A.L. Chowdhary, AGM(OP), Vikhroli Tel. Exch., K.C. Complex, L.B.S. Marg, Vikhroli(W), Mumbai, Tel. No. 25771382, Fax: 25778585, e-mail: agmope1.mtnl.net.in Sh. B.Chandrasekhar, CAO(TR), Vikhroli Tel. Exch., K.C. Complex, L.B.S. Marg, Vikhroli(W), Mumbai, Tel. No. 25786969, Fax: 25776300, e-mail: caotre1@mtnl.net.in	Sh. M.V.Padmanabhan, DGM(S&CC), Vikhroli Tel. Exch., K.C. Complex, L.B.S. Marg, Vikhroli(W), Mumbai, Tel. No. 25793000, Fax: 25771001, e-mail: dgmsscce1@mtnl.net.in

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	Mumbai East-II 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. S.B. Budhial, AGM(OP), 6th Floor, Charai Tel. Exch. Bldg., Mauli Mandal Road, Dhobi Ali, Thane(W), Mumbai-400 601, Tel. no.25349696, Fax: 25412300, e-mail: agmope2@mtnl.net.in Sh. H. Datta, CAO(TR), 6th Floor, Charai Tel. Exch. Bldg., Mauli Mandal Road, Dhobi Ali, Thane(W), Mumbai-400 601, Tel. no.25452526, Fax: 25379537, e-mail: caotre2@mtnl.net.in	Sh. P.B. Samgar, DGM(S&CC), 2nd Floor, Wagale Tel. Exch. Bldg., Nr. Fire Brigade, Thane(W), Mumbai-400 601, Tel. no. 25341700, Fax: 25362866, e-mail:dgmcsce2@mtnl.net.in
	Mumbai NM 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. J.D. Hirwale, AGM(PG), New Admin. Bldg., Vashi, Navi Mumbai, Thane-703, Tel. no. 27888800, Fax: 27881881, e-mail: agmpgmn@mtnl.net.in Sh. T.K. Chandrashekharan, CAO(TR), New Admin. Bldg., Vashi, Navi Mumbai, Thane-703, Tel. no. 27806017, Fax: 27806016, e-mail caotrm@mtnl.net.in	Sh. B.L. Gupta, DGM(S&CC), New Admin. Bldg., Vashi, Navi Mumbai, Thane-703, Tel. no. 27662144, Fax: 27659993, e-mail: dgmsccnm@mtnl.net.in
	Mumbai GM(CC) 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. P.N. Phutafale, AGM(A), 2nd Floor, Tel. Exch. Bldg., C.R. Marg, Fort, Mumbai-400 001, Tel. no. 22075919, Fax: 22072900, e-mail: amgcc@mtnl.net.in Smt. J.R. Sabnani, AO(T-1), 2nd Floor, Tel. Exch. Bldg., C.R. Marg, Fort, Mumbai-400 001, Tel. no.22075939, Fax: 22093400, e-mail: aot1cc@mtnl.net.in	Sh. M. Subramani, DGM(CC-1), 3rd Floor, Telecom Bldg., Prabhadevi, Mumbai-28, Tel. no. 24360303, Fax: 24302100, e-mail: dgmcc1@mtnl.net.in
	Mumbai GM(MS-O) 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. S.N. Kangutkar, DE(CC), 10th Floor, Tele. Bldg., Prabhadevi, V.S. Marg, Mumbai-28, Tel. no. 24368277, Fax: 24371633, e-mail: deccsmso@mtnl.net.in Sh. B.N. Mittal, CAO(TR), 10th Floor, Tele. Bldg., Prabhadevi, V.S. Marg, Mumbai-28, Tel. no.24210388, Fax: 24210277, e-mail: caotrmso@mtnl.net.in	Sh. B.B. Chowdhary, DGM(CS-MS), 16th Floor, Tel. House, Prabhadevi, V.S. Marg, Mumbai-28, Tel. No.24363925, Fax: 24227993, e-mail: dgmcsghsm@mtnl.net.in

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	Mumbai GM(CDMA) 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. A.K. Chowdhary, DE(Proj.), B.K.C. Tel. Exch., Bandra-Kurla Complex, Kurla, Mumbai-58, Tel. no. 26528728, Fax: 26528705, e-mail: deprojcdma@mtnl.net.in Sh. R.N. Murali Krishnan, B.K.C. Tel. Exch., Bandra-Kurla Complex, Kurla, Mumbai-58, Tel. no.26520826, Fax: 26520829, e-mail: caotrcdma@mtnl.net.in	Sh. Rahat Kumar, DGM(CDMA-Proj.), O/o GM(CDMA), 8th Floor, Prabhadevi Telecom Bldg., Dadar(W), Mumbai-28, Tel. no.26503000, Fax.: 26528707, e-mail: dgmcdmap@mtnl.net.in
	Mumbai GM(BB) 1) PG 2) Billing Comp.	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. A.R. Satam, AGM(BB), 8th Floor, Prabhadevi Telecom Bldg., Dadar(W), Mumbai-28, Tel. no. 24324426, Fax: 24210386, e-mail: agmbb@mtnl.net.in Respective Area CAO(TR)s	Sh. S.G. Patil, DGM(Internet-1), 8th Floor, Prabhadevi Telecom Bldg., Dadar(W), Mumbai-28, Tel. no.24210387, Fax: 24210386, e-mail: dgminternet@mtnl.net.in
	Mumbai GM(LC) 1) PG	PSTN (Landline): 1500, 198 CDMA: 1502 GSM: 1503 Broadband: 1504	Sh. S.J. Karmarkar, AGM(A), 3rd Floor, Tel. Bldg., C.R. Marg, Mumbai-1, Tel. no. 22073117, Fax: 22070775, e-mail: agmalc@mtnl.net.in	Sh. S.R. Bali, DGM(LC-North), 3rd Floor, Tel. Bldg., C.R. Marg, Mumbai-1, Tel. no.22070500, Fax: 22072929, e-mail: dgmlcn@mtnl.net.in
2	Delhi			
	Delhi CENTRAL	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	SATVINDER SINGH AGM(OP) Core No.2, % GM(C), 9,CGO Complex, N.Delhi - 3 Ph 24369999 Fax:24321149	S.K.Oberoi Doorsanchar Sadan ,IInd floor lobi No.29 CGO Complex, New Delhi Ph 24328808 Fax24327576
	Delhi EAST	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	M.R. PREMI AGM(SALES/PG)East R.No.204, IInd Floor, MTNL office, JLN Marg, New Delhi – 110 002 Ph 23232695 Fax:23234157	A.K.Srivastava J.L.N.Marg, Minto Road, New Delhi Ph 23234141 Fax23239090
	Delhi LAXMI NAGAR	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	O.P. VERMA DE(PG) % GM(TY), G-BLOCK, DDA. SHOPPING COMPLEX, PREET VIHAR, DELHI - 92 Ph 22019190 Fax:22427668	Sh.A.K.Aggarwal G.Block, DDA Shopping Centre Preet Vihar Delhi 92 Ph 22433333 Fax22047500

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	Delhi NORTH	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	JAWAHAR LAL AGM(PG)North GM(RHN), Sanchar Parisar,Sec-3, Rohini, Delhi - 85 Ph 27923900 Fax:27922266	Sh.B.K.Mittal Sanchar Prishad Sec.3 Rohini, Delhi 85 Ph 27918000 Fax27923500
	Delhi BHIKAJI CAMA PLACE	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	RAMPAL AGM(OP&PG)BCP R.No.100,1st Floor, BCP Xge Building, N. Delhi Ph 26167474 Fax:26195455	Sh. D.P.Singh 8,Bhikaji Cama Place,New Delhi-66 Ph 26188080 Fax26184131
	Delhi NEHRU PLACE	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	H.C. CHHABRA AGM(PG)NP Telephone Exch.Bldg, Nehru Place, New Delhi – 110 019 Ph 26467070 Fax:26452322	Sh. S.K.Arora 1st Floor,Nehru Place tele. Exch. Bldg.New Delhi 19 Ph 26466600 Fax26466266
	Delhi JANAHPURI	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	INDER RAJ AGM(OP&PG)JKP 6,LSC,PHASE-1, Mayapuri, Delhi - 64 Ph 28115909 Fax:28117646	Sh. Harwesh Bhatia 6, Local shopping Centre, Maya puri, New Delhi Ph 28114040 Fax28116311
	Delhi RAJOURI GARDEN	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	INDRA KHANNA AGM(OP&PG)RG R.No.413,4th Floor, Administrative Bldg., R/Garden Tel.Xge, New Delhi Ph 25412243 Fax:25193719	Sh.G.C.Jha Administation Block R.No.510 Rajouri Garden, New Delhi. Ph 25410505 Fax25157755
	Delhi GM(BB)	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	A.P. Singh DE(INTERNET CC) & AGM(PG)BB Internet Helpdesk, 6th Floor, Kidwai Bhawan, Janpath, N.Delhi 1 Ph 23322622 Fax:23359499	Sh. R.A.Gupta 6th floor, Kidwai Bhawan, N.D Ph 23328823 Fax23737514
	Delhi DOLPHIN MOBILE	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	R.D. SHARMA AGM(PG)GSM IIND Floor, MTNL Bldg, Residential Block, CGO Complex, N.Delhi Ph 24329507 Fax:24329508	Sh. S.C.Leekha 9,IIIRD floor,MDSF,CGO Complex, Lodi Road,ND Ph 24328282 Fax24320222
	Delhi CDMA(GARUDA)	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	R.S. SHARMA DE(CS-I) & AGM(PG)CDMA 5th Floor, Hari Nagar Telephone Exch. Bldg, New Delhi – 110 064 Ph 25125578 Fax:25143795	Sh.G.K.Mishra 9th floor,Lobi No.1, CGO Complex, ND Ph 24321122 Fax24329684
	Delhi GM(LC)	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	V.P. SINGH DE(LC/LD) & AGM(PG)LD R.No.651, Kidwai Bhawan, New Delhi – 110 001 Ph 23315787 Fax:23315788	Sh. Rajveer Singh 451,Kidwai Bhawan, Janpath, ND Ph 23321122 Fax23326634
	Delhi AGM(PG)HQ	Basic: 1500,198, XXXX2198 CDMA: 1502 GSM: 1503 Broadband: 1504	BALWANT SINGH AGM(PG)HQ R.No.116,Eastern Court, New Delhi - 50 Ph 23328426 Fax:23320941	