



महानगर टेलिफोन निगम लिमिटेड ,मुंबई.

भारत सरकार का उपक्रम

MAHANAGAR TELEPHONE NIGAM LIMITED, MUMBAI.

(A GOVT. OF INDIA ENTERPRISE)

O/o, GM(Admn), 14 Floor, East Wing, Telephone House, V.S.Marg, Prabhadevi, Mumbai- 400 028.
Tel.no.022-24304600, Fax no.24371465..

No. GM(Admin)/Grievance/2021-22

Date : 18.10.2021

To,
All GMs / CE (BW)/ DGM (E)
MTNL, Mumbai.

Sub : Online employee grievance system

An online employee grievance system has been developed and is active on the below mentioned link :

<http://intranet.mtnlmumbai.in/admin/empgrv>.

To begin with, the grievance of a working employee can be registered through his controlling DGM, GM or GM (A) only, whose intranet login ids, have been enabled for this purpose. If required one additional official in every GM unit can be assigned this responsibility to work as nodal officer for whole GM unit for registering and tracking grievances for the unit.

All GMs are requested to ensure uploading the pending grievance cases of their units on this portal by 30/10/2021 and also ensure that all new grievances are uploaded as and when reported. Further, the grievances registered on this portal are to be tracked and attended to by concerned unit promptly.

For retired employees, a separate link is enabled on 'Pensioner's Portal' where retiree himself can register the grievance. The link for this is as below :

<http://pensioner.mtnl.in>

All are requested to give wide publicity of this and ensure its successful implementation for improving employee grievance redressal.


General Manager (Admin)
MTNL, Mumbai

Copy to :

- 1) ED, MTNL, Mumbai - for kind information please
- 2) All PGMs - for kind information & necessary action please