



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(Admn)/Gen Corr./2020-21

Date : 22.02.2021

To,

All GMs / CE (BW),
MTNL, Mumbai.

Sub : Grievance Cell

As a staff welfare measure it has been decided to restart a Grievance Cell under GM(A) which shall accept individual staff grievance cases in respect of inter area Transfer & Posting, Promotion, Medical, Welfare and other grievances of individual employees needing attention at HQ level.

Grievance Cell shall function during 2.30 p.m. to 3.30 p.m. in the chamber of GM(A) on every Friday w.e.f. 26.02.2021.

All staff members / officers who wish to present their request to Grievance Cell should send their cases at least one week in advance to PS to GM (A) by e-mail at sa2gma@gmail.com. The written complaint will be examined and a response would be sent by e-mail. If the employee is not satisfied with the written response, he/she can visit in person to Grievance Cell during designated time with permission from his/her Controlling officer and by following all COVID-19 related protocols.

This may please be widely circulated among employees.

(Rajesh Rai)
General Manager (Admin)
MTNL, Mumbai

Copy to :

- 1) ED, MTNL, Mumbai – for kind information please
- 2) All PGMs - for kind information please