

महानगर टेलीफोन निगम लि०

(भारत सरकार का उद्यम)

Mahanagar Telephone Nigam Ltd.

(A Government of India Enterprise)

CIN: L32101DL1986GOI023501



MTNL/CO/IRW/27(9)/2017/125

Dated: 23.03.2020

To,

ED, MTNL
Delhi/Mumbai Unit

Sub:- Preventive measures to be taken to contain the spread of COVID19 in MTNL.

Ref:- DPE letter No.10037/2014-GM-FTS-1867 dated 22.03.2020

Delhi and Mumbai have been declared LOCKDOWN till 31.03.2020. Telecom comes under essential services. We have to ensure that our Network keeps running and at the same time the safety and health of the employees are taken care of.

Following important instructions are issued (valid till 31.03.2020):

1. Ensure all staff who will be doing Emergency duties are well aware about precaution to be taken to avoid COVID-19. Ensure that enough masks are there for them and sanitizer(s) are available for them. It is to be ensured that Crowding is not done and enough space (at least 02 meter) is maintained between two employees.
2. Salary for the month of February, 2020 is already fixed to be released on 25.03.2020.
3. Regarding the availability of vehicles for running of services, following measures shall be taken:
 - (a) Staff and Officers may be allowed to use personal vehicles for commuting from Residence to office and on official duties.
 - (b) Reimbursement @Rs. 10/- Km, for four wheelers and Rs. 5/-Km for two wheelers is approved based on self-certified vouchers.
4. Funds have already been released to Units for vendor payments and operational requirement.
5. ED's will have to ensure OFC route partly continue to work. Contractors can be paid some amount from the contingency fund or it is to be managed by giving temporary advance to our officers.
6. The CSC / Sanchar Haat need not to be opened and messages are to be sent to the customers to avail MTNL online services including MTNL Mobile App for all services including Bill Payment.
7. The pay by date will be extended to Retail customers in the first week of April (Customers to be encouraged for Online payment by sending them SMS, PoP message, e-mail etc).
8. Control Room may be constituted at each Unit comprising of Senior Level officers (at least at the rank of General Manager).
9. Action Point(s) mentioned below may be strictly followed-
 - (i) Employees performing Admin / Office duties, may be used for operational duties as per need.
 - (ii) Full maintenance staff may be asked to work.
 - (iii) Efforts may be made to maintain the Call Center Services in a distributed way.
 - (iv) Services maintenance may be geared up.
 - (v) Disconnection may be deferred.
 - (vi) Mobile / Internet data may be doubled for one month to encourage people for work from home.
 - (vii) MTNL Temporary Pass may be given to staff of vendors to perform O&M duties of MTNL.
 - (viii) Vehicles can be hired from any available source as per existing approved rates.


(Shama Kaushik)

Dy. General Manager(HR), MTNL

Copy to:-

1. CMD MTNL
2. Dir (Fin.) / Dir. (Tech.) MTNL
3. CVO, MTNL
4. All PGM / GM's / CS, MTNL CO
5. GM (Admn.) Delhi/ Mumbai

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आप हमारे साथ हिन्दी में भी पत्राचार कर सकते हैं।