

महानगर टेलिफोन निगम लिमिटेड, मुंबई
[भारत सरकार का उद्यम]
MAHANAGAR TELEPHONE NIGAM LTD. MUMBAI
[A Government of India enterprise]

O/o General Manager(Customer Care)MS
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BKC Tele Exge Bldg, CST Road
Kurla (W), Mumbai 400 098.
Tele. No: 022 - 26503377
Dated 26.11.2011.

No: GM (Customer Care) MS/PG Cases/2011-12

Dear Shri. Tomar Ji,

This has reference to your letter addressed to CMD, MTNL regarding the failure of MTNL systems and services, i.e., case of convergent billing and CRM project and FMS. The CBCRM system was procured as per the Tender from Corporate Office for both the MTNL Delhi and Mumbai units. The P.O. was awarded to M/s BEL in 2006. The CBCRM project seeks to have one common network to replace the many isolated divergent networks working in MTNL, Mumbai for different services in terms of billing and provisioning.

Whenever ever there is a switch over from one system to another, due to technical limitations, there are some issues due to different system architecture, to be sorted out progressively with the support of vendor. In the instant case, the support from the vendor is stopped on the issue of non finalization of AMC and supporting infrastructure by MTNL.

The above issues relates to commercial and specification of tender. The status of the problem found by Mumbai unit is forwarded to Corporate Office from time to time.


D. Thomas
Dy. Manager(Customer Service)
Mobile Services, MTNL, Mumbai

To
Shri. V. K. Tomar,
General Secretary,
MTNL Executives Association
Central Head Quarters, New Delhi.

- Copy to : 1. DE (Nodal), O/o ED, WS Delhi. W.r.to Endt No. MTNL/CO/PG-Genl/2011 dated 03.10.2011
2. SA to CGM (WS) for information
3. AGM(OP) PGI w.r.to No.OP/PG/CO-9/11-12/10 dated 04.10.11
4. DGM HQ) WS Mumbai.