



# MTNL EXECUTIVES' ASSOCIATION

**Central Headquarters, New Delhi**

(Registered under the Trade Union Act 1926, reg no-ALC/Karyasan-17/9715)  
[Affiliated to National Confederation of Officers' Associations (NCOA)]

**P.N. VASANE**  
President

website-www.meachq.in

o/c

**V.K. TOMAR**  
General Secretary  
National President, NCOA

Ref. No.: MEA/CHQ/ *CMD / manuals*

DATE: *07-06-17*

To  
The CMD,  
MTNL,  
New Delhi

*12-6-17*

अ. एच. प्र. वि. के निजी सचिव / PS to CMD  
मेट्रोसिटी निवास कार्यालय / MTNL Corporation Office  
5वीं मंजिल, महानगर दूरदर्शन सदन  
5th Floor, Mahanagar Doodhghar Sadan  
9, कोजीबा, कोणार्क, लोदी रोड, नई दिल्ली-110003  
B.C.G.O. Complex, Lodhi Road, New Delhi-110003

Sub: -Making available Manuals, Working Procedure and Standing Orders for directional and systematic working.

Respected Sir,

At the outset, MTNL have been using several manuals and handbooks published by Department of Telecom, all of which have lost relevance in present scenario and their usefulness got further corroded and limited because of non-revision and non-availability. As of now, practically MTNL have no codified manual and work procedure for ready reference to its personnel. This has been causing confusion in every other decision and thus affecting productivity.

It is worth mentioning that for smooth and coherent operation, an organisation needs to work as per a blueprint based on its long term goals. For this, its personnel at various levels should have ready access to precisely formulated and clearly laid down objectives, policies and procedures relevant to their work. This all assume far greater relevance for Govt. organisations like MTNL functioning within a democratic and hierarchical setup.


Otherwise also, MTNL, owing to very nature of its business and global competition, has been in the throes of extremely rapid and phenomenal changes, which are also expected to continue into the foreseeable future. Therefore it is particularly important that its personnel have access to a reliable and regularly updated manual, procedures and standing orders compiled, to guide them in their day to day varied and complex tasks so as to enhance the productivity.



It is therefore requested to pay your personnel attention on this issue and make available and up-to-date, all sorts of manuals, work procedures and standing orders, as necessary and applicable, on priority.

With regards,

Yours' Sincerely

  
(V.K. Tomar)

Copy for information and necessary action to:

1. The Director (HR) MTNL, New Delhi. 

 2. The Director (Finance), MTNL, New Delhi.

3. The Director (Technical), MTNL, New Delhi. 

4. All other Non-Executive & Independent Directors on the Board of MTNL.

5. The Executive Director, Delhi

6. The Executive Director, Mumbai