

CEC/Corp/Bandra/Mobility/

0331

Date

119 OCT 2022

Circular - Standard Operating Procedure

Sub : - Providing Mobile (GSM/4G LTE) Services to MSEDCL Employees, with Free CUG Voice & Data Services in Maharashtra State (Including Mumbai). –Mobility services to MSEDCL and empanelment.

Ref: Empanelment orders issued to following Cellular operators,

- 1) M/s Bharti Airtel Limited.
- 2) M/s Vodafone Idea Ltd.
- 3) Reliance Jio Infocomm Limited.

- MSEDCL has done empanelment of above service provider for mobility services across Maharashtra. The basic objective of empanelment is to get ease of mobility services, and concern Field offices shall have options to choose their preferred service providers ascertaining the network coverage/services and data speed and can do switchover/MNP as per requirement.

- The Plans are as under,

Type of Data Connection	Free Data usage Limit per month	Rental Tariff (Tariff /month/connection in Rs)	Data Roll Over limit	Applicability of plan
4G - Unlimited Voice with 3000 Local + National SMS	75 GB	Rs 249=00	200 GB	Class-I and above officers
	25 GB	Rs. 98=00		Class - II/III/IV employees

(Taxes Extra)

For availing services and smooth functioning, field office shall follow standard procedures.


- i) Regional offices/Zone offices/Circle offices/Division offices shall update authorized signatories and same should be informed to empanelled service providers, as authorized signatories are very much essential for performing all mobility services related transactions.
- ii) Mobile number portability (MNP) shall be done as per TRAI guidelines. The service providers shall convey the detail process and documentation required for MNP.
- iii) In case, MNP being not successful and found difficult due to long billing disputes/ commercial outstanding, and if any administrative issues, then field offices shall initiate switchover and take new numbers. However new number shall be subscribed in particular series and ensure same shall

be updated to respective MSEDCL business/CRM process application on priority. Field offices in charge or nominated nodal officers shall give necessary testimonials/documents to service provider for doing MNP/ subscribing new connections.

- iv) After successful switchover/MNP, old numbers shall be discontinued immediately.
- v) The concern field offices should take review regarding mobile network strength/coverage/data speed/ services for empanelled service providers under their jurisdiction, feedback from staff, and set the preferences while doing switchover/ MNP.
- vi) Switchover/MNP shall be permissible 3 times in contract period. Frequent switchover shall be strictly avoided. Approval shall be obtained from concern Zonal Chief Engineers for Switchover/MNP.
- vii) The service orders will be placed by HO and concern Regional offices/Zone offices/Circle offices to one or more empanelled service providers on the basis of cellular network coverage /data speed/ services in the areas of their jurisdiction and as per preferences. Circle offices shall obtain due approval of concern Chief Engineer for issuing orders.
- viii) Contact details of service providers,

Sr.No.	Name of Service provider	Email ID	Contact No
1	M/s Bharti Airtel Limited	Nandkumar.bhosale@airtel.com	9892049471
2	M/s Reliance Jio Infocomm Limited	Manoj.kotian@ril.com	7977095915
3	M/s Vodafone Idea Ltd	Gaurav.kulshrestha@vodafoneidea.com	9823006535

Above representative shall further inform the contact details for respective Regional/Zone/Circle offices.


(V.S. Jahagirdar)
Chief Engineer (Civil)
MSEDCL, Bandra (E).

Copy s.w.rs.to:-

- 1] Director (Operations)/ (Finance)/ (Commercial)/ (Projects)/ (IIR) MSEDCL Corp. Office Prakashgad, Mumbai
- 2] The Joint Managing Directors, MSEDCL Regional Offices, Aurangabad/Kalyan.
- 3] The Executive Directors (Dist)/(Finance)/(B&R-IT)/(HR), MSEDCL Corp. Office Prakashgad, Mumbai
- 4] The Regional Directors MSEDCL, Regional Offices Pune/Nagpur.

Copy f.w.c.s.to:-

- 1] CGM (IT)/CGM (CF) MSEDCL Corp. Office Prakashgad. Mumbai
- 2] All Chief Engineers O&M Zones, MSEDCL/ Chief Engineer MSEDCL, TRD Nashik.

Copy to:-

- 1] GM (HR-DC)/ OSD to Hon'ble CMD MSEDCL, Corp. Office Prakashgad, Mumbai
- 2] All Superintending Engineer O&M Circle MSEDCL.
- 3] Executive Engineer (Civil) FM/Bandra Civil Division, MSEDCL, Corp. Office Prakashgad, Mumbai