



दूरसंचार प्रौद्योगिकी
एवं प्रबंधन
उत्कृष्टता केंद्र

टेक्नालॉजी स्ट्रीट,
हिरानंदानी गार्डन,
पवई, मुंबई - ४०००७६

श्रीमती टी.एस. शिवकामी
महाप्रबंधक (प्रशिक्षण-३)

**Centre for Excellence in
Telecom Technology and
Management (CETTM)
ISO 9001-2000 certified**

Technology Street,
Hiranandani Gardens,
Pawai, Mumbai - 400076
<http://cettm.mtnl.in>

**Ms. T. S. Sivakamy, ITS
GM (TRG-III)**

Tel.(Off) : +91-22-2571 4500
: +91-22-2570 7878
Fax : +91-22-2570 8484
Cell : 9869006262
Resi. : +91-22-2660 6262
E-mail : gmtrg3@mtnl.net.in

Lr.No CETTM / AGM (PDM) / Qty Forum / 07-08

Date 5th May 2007

To whom so ever it may concern

M/s Quality Forum conducted a half day seminar on “Understanding Quality & Implementing its Important Elements” for the senior officers of MTNL Mumbai.

It would not be an exaggeration to describe the presentation made by **Mr.Bhattacharya & Mr.Satish** from **Quality Forum** as excellent.

The spectrums of topics covered include the different aspects of quality, its implications and most importantly on how to implement these quality measures in MTNL.

It was very well received by our officers who were all praises for their efforts and their passion & commitment towards this cause.

MTNL avails this opportunity to applaud the institution – “Quality Forum” for their efforts.

I on behalf of MTNL wish them all success in all their philanthropic endeavor of spreading awareness about quality from the grassroots to the top of the ladder.

महाप्रबंधक (प्रशिक्षण-III)
General Manager (TRG-III)
श्री.ई.टी.डी.एच. लि. लि., पवई.
CETTM., M.T.N.L., Powai,
मुंबई-७६. / Mumbai - 76



महानगर टेलिफोन निगम लि.
(भारत सरकार का उद्यम)

MAHANAGAR TELEPHONE NIGAM LIMITED
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पंजीकृत एवं कार्यालय : जीवन भारती टॉवर-१, १२वीं मंजिल, १२४ कॉनाट सर्कस, नई दिल्ली - ११०००१, भारत. दूरभाष : २३७४ २२१२ फेक्स : २३३१ ४२४३
Regd and Corporate Off : Jeevan Bharati Tower-1, 12th Floor, 124 Connaught Circus, New Delhi - 110 001, India. Phone : 2374 2212 • Fax : 2331 4243