

BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
O/o THE CHIEF GENERAL MANAGER, CHENNAI TELEPHONES,
78 PURASAWAKKAM HIGH ROAD, CHENNAI –10

CONSUMER GRIEVANCES REDRESSAL MECHANISM IN BSNL, CHENNAI TELEPHONES

BSNL Chennai Telephones has implemented the consumer grievance mechanism comprising of call centres for various services, nodal officers and appellate authority at Area and Circle levels. This system is in conformance with and compliant to Telecom Consumers Complaints Redressal Regulation 2012. As a first step, the consumer may contact our Call Center on tollfree Helpline numbers given below. In case, the consumer is not satisfied with the redressal of the grievance or complaint not attended within the time limit at call center level he may approach the concerned Nodal Officer. If the consumer is not satisfied with the redressal of the grievance by the nodal officer or not redressed within the time limit, such consumer may, in writing make an appeal to the appellate authority in the prescribed format. (For more details visit our website www.chennai.bsnl.co.in)

Helpline (Tollfree) Numbers

Landline - 198 / 1500, 1800 345 1500; Broadband - 1504, 1800 345 1504; Mobile - 1503, 1800 180 1503; Leased Line - 12676

Jurisdiction	DETAILS OF Nodal Officers			Details of Appellate Authority
	Name & Address	Contact Nos.	Email Id	
Mobile Services	Ms.T.THILAGAVATHI, DGM (B&CCS) 238, RKN Telephone Exchange, R.K.Mutt Road, Chennai - 600 028	2462 0125 (O) 2462 0115 (F)	dgmbccscmchn@bsnl.co.in	Shri.D.M.Bhaskar, GM (NW-P&O) CM 2495 5629 (O) 2495 9810 (F) gmmobile_chennai@bsnl.co.in 238, RKN Telephone Exchange, R.K.Mutt Road, Chennai - 600 028
Telephone Revenue (Landline & Broadband billing related)	Ms.Kalyani Ramachandran, CAO(TR HQ) 6th Floor, Anna Road Telephone Exchange, No.10 Dams Road, Chennai -600 002	2859 2222	caotr_hqchtd@bsnl.co.in	Shri.N.Kalyansagar, Sr.GM (TR) 28594949 (O) ifa_chennai@bsnl.co.in 6th Flr, 10 Dams Road, Chennai - 600 002
Circle Level	Ms. M BHAVANI, DGM (OP) 78,Purasaiwakkam High Road, Chennai - 600 010	2642 0012 (O) 2640 3355 (O)	pg_chennai@bsnl.co.in	Shri.I.LANTHIRAI V S, GM (O) 2640 0088 (O) pg_chennai@bsnl.co.in 78,Purasaiwakkam High Road, Chennai - 600010

Jurisdiction	DETAILS OF Nodal Officers			Details of Appellate Authority
	Name & Address	Contact Nos.	Email Id	
2811,2812,2813,2814, 2815,2816, 2817, 2819, 2820,2821,2822,2823, 2824-2827,2829,2831,2833,2834, 2835,2836, 2837,2838,2841,2842, 2843, ,2844,2845, 2846,2847,2848, 2849,2850, 2851,2852, 2853,2855, 2859,2860,2861,2423	Shri.SHUNMUGA SUNDARA RAJAN A, DGM (NWO - C) 10, Dams Road, Chennai - 600 002.	2859 1206 (O)	sundararajan@bsnl.co.in	Shri.S.Venkatesan,PGM (NWO) Central 2855 0432 (O) 28552981 (F) gmcentral_chennai@bsnl.co.in 10 Dams Road, Chennai - 600 002
2430-37, 2465-67,2495, 2498, 2499, 2828,2830	Ms.JAYASHREE V, DGM (NWO-SE) Mambalam TE Building, 652, Anna Salai, Nandanam, Chennai - 35	2434 4300 (O)	vjshreebk@bsnl.co.in	
2440-2451,2452,2453, 2454-2455,2456, 2457, 2458-59,2415,2425, 2371,2461-2465,2490, 2491,2492,2493,2496	Ms. JAYASHREE V, DGM (NWO-ADY) 42 Adyar Telephone Exchange, Dr.Muthulakshmi Salai, Adyar, Chennai - 600 020	2446 8777 (O)	vjshreebk@bsnl.co.in	
2520-2529, 2530,2533-2536, 2538- 2539, 2560,2561,2564,2566, 2567,2661,2345,2346	Shri.VIJAYAKUMAR M, DGM (NWO-NE) FBR Tele.Exge Buldg,1, NSC Bose Road, Chennai - 600 001	2536 1314 (O) 2536 3837 (F)	vijay_pallava64@bsnl.co.in	Ms.D.THILAGAVATHY, PGM (NWO) North 2539 4757 (O) 2539 3366 (F) gmnorth_chennai@bsnl.co.in FBR Exch New Bldg, NSC Bose Road, Chennai - 600 001
2572-2575, 2590-2599, 2792-2798	Shri.VIJAYAKUMAR M, DGM (NWO - KAL) 21, GA Road, Chennai - 600 021	2597 6789 (O) 2596 5252 (F)	vijay_pallava64@bsnl.co.in	
2532,2537,2550-2559, 2565,2640-48, 2659-2662, 2664-2665, 2667-2674	Ms. VASANTHI, DGM (NWO-KEL) 22, Kellys Road, Chennai - 600 010	2661 4888 (O) 26613888 (F)	vasanthis@bsnl.co.in	
2550-2552,2537,2553, 2554 -2559, 2565, 2650,2631, 2632, 2633, 2673, 2670, 2671, 2641, 2662, 2667,2672	Ms. VASANTHI, DGM (NWO-MVM) Digital M/W Complex, Vysar Nagar, Chennai - 600 039	2551 1212 (O) 2551 1515 (F)	vasanthis@bsnl.co.in	
2614-2622, 2626, 2628, 2663	Shri. ARULRAJA. J, DGM (NWO ANR/NP) E5 III Avenue, Anna Nagar East, Chennai - 600 102	2621 4433 (O) 2621 1516 (F)	arulraja1970@bsnl.co.in	
2623-2625, 2627, 2630-2639, 2649- 2658, 2679-2682, 2684-2688, 2613	Ms. GIRIJA, DGM (NWO-AMB) Ambattur Telephone Exchange, CTH Road,Chennai-600 098	2625 3355 (O) 2624 8877 (F)	girija.skq@bsnl.co.in	

Jurisdiction	DETAILS OF Nodal Officers			Details of Appellate Authority
	Name & Address	Contact Nos.	Email Id	
2220, 2224, 2225, 2230-2235, 2242-2247, 2249, 2250, 2252-2260, 2266-2268, 2270-2272	Ms. V LALITHA, DGM (NWO-SW) 40-E, CIPET Road, TVK Ind. Estate, Guindy, Chennai - 600 032	2250 1444 (O) 2250 1454 (F)	lalithas@bsnl.co.in	Shri. PUGAZHENDHI S, PGM (NWO) South 2250 1122 (O) 2250 1776 (F) gmsouth_chennai@bsnl.co.in 40E, CIPET Road, TVK IND. Estate, Chennai - 600 032
2221- 2223, 2226, 2227- 2229, 2238, 2239, 2241, 2248, 2251, 2261-2266, 2273-2279	Shri. P BASKAR, DGM (NWO-CHR) 79 GST Road, Chennai - 600 047	2238 7555 (O) 2238 7575 (F)	baskar5@bsnl.co.in	
2741-2748, 2752-2756, 2216	Ms. MOHANA T P, DGM (NWO-CPT), CPT Telephone Exchange, Guntur, Chengalpattu - 603 001	2743 0200 (O) 2742 8400 (F)	mohanatn@bsnl.co.in	
2370, 2371, 2381, 2382, 2386, 2470, 2471, 2474, 2476, 2478, 2482, 2485, 2486, 2489	Ms. UDHAYA CHANDRIKA DGM (NWO- KKN) 99 KKN Telephone Exchange, J.N. Road, Chennai- 600 078.	2489 5657 (O) 2489 1224 (F)	udayachandrika@bsnl.co.in	
2361 - 2366, 2372-2379, 2472, 2473, 2475, 2479-2481, 2483-2484, 2488	Ms. SUBHASHINI SRINIVASAN, DGM(NWO - KOD)/West No.1, Ganga Nagar, KOD Tele Exch Bldg, Chennai - 600 024	2481 9000 (O) 2473 5000 (F)	subhashinis@bsnl.co.in	
2714-2717, 2722-2728	Shri. DHANARAJ P, DGM (NWO-KCM) & DGM (NWO-TVR) New Tele Exge. 4A, Vanigar St, Kancheepuram - 2	2726 0000 (O) 2723 4000 (F)	danraip@bsnl.co.in	
2762-2768, 2782, 2784, 2786-2788				