

**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](http://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	
Circle Level	Ms. M BHAVANI, DGM (OP), 78,Purasaiwakkam High Road, Chennai - 600 010	2642 0012 (O)	<a href="mailto:pg_chennai@bsnl.co.in">pg_chennai@bsnl.co.in</a>	Shri.ILANTHIRAI V S, PGM (CFA), 2640 0088 (O), <a href="mailto:pg_chennai@bsnl.co.in">pg_chennai@bsnl.co.in</a> , 78,Purasaiwakkam High Road, Chennai - 600010.
Mobile Services	Ms. BENZY T A, DGM (B&CCS), 238, RKN Telephone Exchange, R.K.Mutt Road, Chennai - 600 028	2462 0125 (O)	<a href="mailto:dgm.bccs.chennai@gmail.com">dgm.bccs.chennai@gmail.com</a>	Shri.D.M.Bhaskar, GM (NW-P&O) CM, 2495 5629 (O), <a href="mailto:gmmobile_chennai@bsnl.co.in">gmmobile_chennai@bsnl.co.in</a> , 238, RKN Telephone Exchange, R.K.Mutt Road, Chennai - 600 028.
Telephone Revenue (Landline & Broadband billing related )	Shri. S RAJ MOHAMMAD, CAO(TR HQ), 6th Floor, Anna Road Telephone Exchange, No.10 Dams Road, Chennai -600 002.	2859 2222 (O)	<a href="mailto:caotrhg@gmail.com">caotrhg@gmail.com</a>	Shri. N. Kalyansagar, PGM (TR), 28594949 (O), <a href="mailto:ifa_chennai@bsnl.co.in">ifa_chennai@bsnl.co.in</a> , 6th Flr, 10 Dams Road, Chennai - 600 002.

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	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	Ms.KAMALINI S, DGM (NWO-C), 10, Dams Road, Chennai - 600 002.	2859 1206 (O)	<a href="mailto:dgmnwccen@gmail.com">dgmnwccen@gmail.com</a>	Shri.D.M.Bhaskar, GM (NWO) Central, 2855 0432 (O), gmcentral_chennai@bsnl.co.in, 10 Dams Road, Chennai - 600 002.
2430-37, 2465-67,2495, 2498, 2499, 2828,2830	Ms. MALLIKA S, DGM (NWO-SE), Mambalam TE Building, 652, Anna Salai, Nandanam, Chennai - 35	2434 4300 (O)	<a href="mailto:dgmadyse@gmail.com">dgmadyse@gmail.com</a>	
2440-2451,2452,2453, 2454-2455,2456, 2457, 2458-59,2415,2425, 2371,2461-2465,2490, 2491,2492,2493,2496	Ms.MALLIKA S, DGM (NWO-ADY), 42, Adyar Telephone Exchange, Dr.Muthulakshmi Salai, Adyar, Chennai - 600 020.	2446 8777 (O)	<a href="mailto:dgmadyse@gmail.com">dgmadyse@gmail.com</a>	
2520-2529, 2530,2533-2536, 2538- 2539, 2560,2561,2564,2566, 2567,2661,2345,2346	Ms. PRASANNA DEVI S, DGM (NWO-NE), FBR Tele.Exge Buldg, 1, NSC Bose Road, Chennai - 600 001.	2536 1314 (O)	<a href="mailto:dgmnechtd@gmail.com">dgmnechtd@gmail.com</a>	Shri.D.M.Bhaskar, GM (NWO) North, 2539 4757 (O), gmnorth_chennai@bsnl.co.in, FBR Exch New Bldg, NSC Bose Road, Chennai - 600 001.
2572-2575, 2590-2599, 2792-2798	Ms. PRASANNA DEVI S, DGM (NWO-KAL), 21, GA Road, Chennai - 600 021.	2597 6789 (O)	<a href="mailto:dgmnwokal@gmail.com">dgmnwokal@gmail.com</a>	
2532,2537,2550-2559, 2565,2640-48, 2659-2662, 2664-2665, 2667-2674	Ms. VASANTHI S, DGM (NWO-KEL), 22, Kellys Road, Chennai - 600 010.	2661 4888 (O)	<a href="mailto:dgmnwfax@gmail.com">dgmnwfax@gmail.com</a>	
2550-2552,2537,2553, 2554 -2559, 2565, 2650,2631, 2632, 2633, 2673, 2670, 2671, 2641, 2662, 2667,2672	Ms. VASANTHI S, DGM (NWO-MVM), Digital M/W Complex, Vysar Nagar, Chennai - 600 039.	2551 1212 (O)	<a href="mailto:dgmnwfax@gmail.com">dgmnwfax@gmail.com</a>	
2614-2622, 2626, 2628, 2663	Shri. ARULRAJA J, DGM (NWO ANR/NP), E5 III Avenue, Anna Nagar East, Chennai - 600 102.	2621 4433 (O)	<a href="mailto:dgmanrchn@gmail.com">dgmanrchn@gmail.com</a>	
2623-2625, 2627, 2630-2639, 2649- 2658, 2679-2682, 2684-2688, 2613	Ms. GIRIJA K, DGM (NWO-AMB), Ambattur Telephone Exchange, CTH Road, Chennai- 600 098.	2625 3355 (O)	<a href="mailto:dgmamb98@gmail.com">dgmamb98@gmail.com</a>	

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	Name & Address	Contact Nos.	Email Id	
2220, 2224, 2225, 2230-2235, 2242-2247, 2249, 2250, 2252-2260, 2266-2268, 2270-2272	Ms. THILAGAVATHI T, DGM (NWO-SW), 40-E, CIPET Road, TVK Ind. Estate, Guindy, Chennai - 600 032.	2250 1444 (O)	<a href="mailto:dgmnwoswchtd@gmail.com">dgmnwoswchtd@gmail.com</a>	Ms. BHASKAR D M, GM (NWO) South, 2250 1122 ( O ), <a href="mailto:gmsouth_chennai@bsnl.co.in">gmsouth_chennai@bsnl.co.in</a> , 40E, CIPET Road, TVK IND. Estate, Chennai - 600 032.
2221- 2223, 2226, 2227- 2229, 2238, 2239, 2241, 2248, 2251, 2261-2266, 2273-2279	Ms. PINKY S JOHN, DGM (NWO-CHR), 79 GST Road, Chennai - 600 047.	2238 7555 (O)	<a href="mailto:dgmchrchn@gmail.com">dgmchrchn@gmail.com</a>	
2741-2748, 2752-2756, 2216	Ms. MOHANA T N, DGM (NWO-CPT), CPT Telephone Exchange, Guntur, Chengalpattu - 603 001.	2743 0200 (O)	<a href="mailto:dgmcpt.chn@gmail.com">dgmcpt.chn@gmail.com</a>	
2370, 2371, 2381, 2382, 2386, 2470, 2471, 2474, 2476, 2478, 2482, 2485, 2486, 2489	Ms. JESSY JOSEPH II, DGM (NWO- KKN), 99 KKN Telephone Exchange, J.N. Road, Chennai- 600 078.	2489 5657 (O)	<a href="mailto:dgmknchtd@gmail.com">dgmknchtd@gmail.com</a>	Shri. BHASKAR D M, GM (NWO) West , 23728888 ( O ), <a href="mailto:gmwest_chennai@bsnl.co.in">gmwest_chennai@bsnl.co.in</a> , No1, Ganga Nagar, KOD Exch. Building, Chennai - 600 024
2361 - 2366, 2372-2379, 2472, 2473, 2475, 2479-2481, 2483-2484, 2488	Ms. SUBHASHINI SRINIVASAN, DGM(NWO - KOD), No.1, Ganga Nagar, KOD Tele Exch Bldg, Chennai - 600 024.	2481 9000 (O)	<a href="mailto:dgmnwokod@gmail.com">dgmnwokod@gmail.com</a>	
2714-2717, 2722-2728	Shri. DHANARAJ P, DGM (NWO-KCM) & DGM (NWO-TVR) New Tele Exge. 4A, Vanigar St, Kancheepuram - 2.	2726 0000 (O)	<a href="mailto:dgmkc2017@gmail.com">dgmkc2017@gmail.com</a> / <a href="mailto:dgmtvr@gmail.com">dgmtvr@gmail.com</a>	
2762-2768, 2782, 2784, 2786-2788				