



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
CHENNAI TELEPHONES
OFFICE OF THE CHIEF GENERAL MANAGER , CHENNAI TELEPHONES
78, PURASAWAKKAM HIGH ROAD, CHENNAI - 600 010.
CONSUMER GRIEVANCES REDRESSAL MECHANISM IN BSNL, CHENNAI TELEPHONES.

BSNL Chennai Telephones has implemented a three tire consumer grievance redressal 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 Protection and Regulation of Grievances Regulation 2007(3 of 2007). As a first step, the consumer may contact our Call Center on tollfree Help line 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 timelimit, 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;Broadband-1504;Mobile-1503;Leased Line-12676

| Jurisdiction | Details of Nodal Officers | | | Details of Appellate Authority |
|--|---|---|---------------------------|---|
| | Name & Address | Contact Nos. | Email ID | |
| Mobile Services | M.Muralikrishna Addl.DGM(B&CCS) 238/164, RKN Tele Exch R K Mutt Rd Ch 28 | 2462 0125(O) 24620234(F) | pg_chngsm @bsnl.co.in | G.Kalaivani GM(NWO)CM 24955629(O) 24959810(F) gmmobile_chennai@bsnl.co.in 238/164,R K Mutt Rd Ch 28 |
| Broadband(Service related) | A.Janardhana DGM (BBS) 20, Haddows Road Exch , Haddows Road, Ch 6. | 28203456(O) 28204747(F) | pg_chnbb @bsnl.co.in | R.Balaji Prasad GM(S&M)CFA 28232233(O) 28213399(F) gmhb_chennai@bsnl.co.in 20 Haddows Road Ch -6 |
| Telephone Revenue (Landline & Broadband billing related) | P.Krishnamurthy DGM (TR & COMP) 6th Flr ARD Tele Exch 10 Dams Road Ch- 2 | 2859 4849(O) 2851 1302(F) | pg_chntr @bsnl.co.in | K.K.Vel Sr.GM(TR) 28419393(O) 28517575(F) ifa_chennai@bsnl.co.in 6th Flr,10 Dams Road Ch- 2 |
| Circle Level | U.Saraswathi AGM(PG) 78, Purasavakkam. High .Road Ch - 10 | 26411300(O) 26411685(F) 12728(Tollfree) | pg_chennai@ bsnl.co.in | S.Venkatesan Addl.GM(BP/MIS/CSC) 26403355(O) 26400202(F) dgmbpchtd@bsnl.co.in 78. Pur. H.Road Ch - 10 |

| | Landline(service related)Telephone Numbers starting with, eg: 2811**** | | | |
|--|--|-------------------------------|--------------------------|---|
| 2811,2813-2815,2817,2819-2825, 2828,2829,2831,2833-2836, 2841,2842,2844-2852, 2854- | K.Pakiaraj DGM (NWO-C) 146 Greams Road Ch - 6 | 28290756(O) 28293595(F) | pg_chnce @bsnl.co.in | N.Poonghuzhali Sr.GM(NWO)Central 28526768(O) 28552981(F) gmcentral_chennai@bsnl.co.in 10 Dams Road Ch- 2 |
| 2431- 2436,2466,2467,2498,2499 | T.Poonkodi DGM (NWO-SE) 808, G R Complex, Anna Salai Ch - 35 | 2434 4641(O) 2434 4260 (F) | pg_chnse @bsnl.co.in | |
| 2440-2454,2458,2461-2464, 2490-2496 | Jones Samuel Raj.B DGM (NWO-ADY) 42, Adyar Tele Exch Dr Muthulakshmi Salai Adyar Ch 20 | 2446 8777(O) 2446 8000(F) | pg_chnady @bsnl.co.in | |
| 2520-2529,2533-2536, 2538,2539,2561,2567 | K.R.Sundararaman DGM (NWO-NE) 39, Wavoo Mansion, Rajaji Salai Ch 1 | 2521 3333(O) 2522 3837(F) | pg_chnne @bsnl.co.in | C.Periasamy GM(NWO)North 25394757(O) 25393366(F) gmnorth_chennai@bsnl.co.in FBR Exch new bldg, NSC Bose Road, Ch - 1. |
| 2572-2575,2590-2599, 2792- 2798 | C.Rangarajan DGM(NWO-KAL) 21 GA Road Ch 21 | 2597 6789(O) 2596 5252(F) | pg_chnkal @bsnl.co.in | |
| 2532,2641-2648,2660-2665, 2667-2669, 2674,2537, 2550-2559,2565, 2631-2633,26418,26419,2659, | S.Pugazhendhi DGM (NWO-NW) 52 EVK Sampath Salai Ch 7 | 2661 8888(O) 2661 8333(F) | pg_chnnw @bsnl.co.in | |
| 2615-2622, 2626-2628 | R.Nambi Rajan DGM (NWO-NP) E5 Illrd Avenue Anna Nagar East, Ch 102 | 2628 3333(O) 2621 1516(F) | pg_chnnp @bsnl.co.in | |
| 2623-2625,2627,2629,2630, 2634-2639, 2649-2658,2680-2688 | S.Haridoss DGM (NWO-AMB) Ambattur Tele Exch CTH Road,Ch 98 | 2625 33559(O) 2624 8877(F) | pg_chnamb @bsnl.co.in | |
| 2220,2224,2225,2230-2233, 2242-2247, 2249,2250, 2252- 2260,2267,2268 2221,2223,2228-2229, 2238- 2241, 2248,2251,2261-2266, 2274- 2279 | D.Thilagavathy DGM (NWO-SW) 40E CIPET Rd TVK Ind Estate Ch 32 | 2250 1444(O) 2250 1454(F) | pg_chnsw @bsnl.co.in | S.Leelashankari Sr.GM(NWO)South 22501122(O) 22501777(F) gmsouth_chennai@bsnl.co.in 40E CIPET Rd TVK Ind Estate Ch 32 |
| 2700,2742-2750,2752-2756, | Girija Raman DGM (NWO-CPT) No.79. G.S.T.Road, Ch 47. | 22511800(O) 22511818(F) | pg_chncpt @bsnl.co.in | |
| 2370,2371,2381,2382,2386,241 0,2471, 2474,2476,2478,2482,2485,248 6,2489 | S.R.Hariharan DGM (NWO-KKN) 99 KKN Tele exch J N Road Ch 78. | 24895657(O) 24891224(F) | pg_chnkkn @bsnl.co.in | |
| 2361-2366,2372-2379,2472, 2473,2475,2477, 2479-2481, 2484,2487,2488 | T.Kumar DGM (NWO-W) 1 Ganga Nagar KOD Exch Ch 24. | 2481 9000(O) 2473 5000(F) | pg_chnkod @bsnl.co.in | S.Mani GM(NWO)West 23746666(O) 23746644(F) gmwest_chennai@bsnl.co.in 1 Ganga Nagar KOD Exch Bldg Ch 24. |
| 2715,2716,2722,2723,2725- 2727,2760, 2762- 2766,2768,2769,2782, 2784, 2786-2788 | M.Krishnan DGM (NWO-KCM & TVR) New Tele Exge 4A, Vanigar st, Kancheepuram 2 | 2726 0000(O) 2723 4000(F) | pg_chnkcm @bsnl.co.in | |