

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	Hema Chandramouli, DGM (B & CCS) 238, RKN Telephone Exchange, R.K. Mutt Road, Chennai - 600 028	2462 0125 (O) 2462 0115 (F)	pg_chngsm@bsnl.co.in	D.M.Bhaskar, GM (NW-P&O) CM 2495 5629 (O) 2495 9810 (F) gmmobile_chennai @bsnl.co.in 238 /, R.K. Mutt Road, Chennai - 600 028
Broadband Service related	S.Natarajan, DGM (BBS) 20, Haddows Road Exch., Haddows Road, Chennai - 600 006	2820 3456 (O) 2820 4747 (F)	pg_chnbb@bsnl.co.in	Ms. V. MALINI, PGM (P&D) CFA / BB 28217779 (O) 2821 3399 (F) gmbbchn@bsnl.co.in 20 Haddows Road, Chennai - 600 006
Telephone Revenue (Landline & Broadband billing related)	S.Sudha, DGM (TR) HQ, 6th Floor, Anna Road Telephone Exchange, No.10 Dams Road, Chennai -600 002	2859 4849 (O) 2851 1302 (F)	pg_chntr@bsnl.co.in	N.Kalyansagar, Sr.GM (TR) 2841 9393 (O) 2851 7575 (F) ifa_chennai@bsnl.co.in 6th Fir, 10 Dams Road, Chennai - 600 002
Circle Level	K. Karupiah, DGM (PG) 78, Purasawakkam High Road, Chennai - 600 010	26612762 (O) 2642 6888 (F) PG CELL NOS.- 2642 0012 (O) 2642 0013 (O)	pg_chennai@bsnl.co.in	V.Senthilvasan, PGM (OP) 26411300 (O) 2642 6888 (F) pg_chennai@bsnl.co.in 78, Purasawakkam High Road, Chennai - 600 010

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	D. Kumaresan, DGM (NWO - C) 10, Dams Road, Chennai - 600 002.	28591206 (O) 28591214 (F)	pg_chnce@bsnl.co.in	Mrs.V. Malini,PGM (NWO) Central 28550432 (O) 2855 2981 (F) gmcentral_chennai@bsnl.co.in 10 Dams Road, Chennai - 600 002
2430-37, 2465-67,2495, 2498, 2499, 2828,2830	Subbulakshmi, DGM (NWO-SE) Mambalam TE Building, 652, Anna Salai, Nandanam, Chennai - 35	2434 4300 (O) 2434 4260 (F)	pg_chnse@bsnl.co.in	
2440-2451,2452,2453, 2454- 2455,2456,2457,2458- 59,2415,2425,2371,2461-2465, 65,2490,2491,2492,2493, 2496	S.Basker, DGM (NWO-ADY), 42 Adyar Telephone Exchange, Dr.Muthulakshmi Salai, Adyar, Chennai - 600 020	2446 8777 (O) 2446 8000 (F)	pg_chnady@bsnl.co.in	
2520-2529, 2530,2533-2536, 2538-2539, 2560,2561,2564,2566, 2567,2661,2345,2346	R. Rohini, DGM (NWO-NE) FBR Tele.Exge Buldg, 1, NSC Bose Road, Chennai - 600 001	25361314 (O) 25363837 (F)	pg_chnne@bsnl.co.in	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	R.Ganesh, DGM (NWO - KAL) 21, GA Road, Chennai - 600 021	2597 6789 (O) 2596 5252 (F)	pg_chnkal@bsnl.co.in	
2532, 2537, 2550-2559 ,2565, 2640-48, 2659-2662, 2664-2665, 2667 - 2674	V.Murali, DGM (NWO-KEL) 22, Kellys Road, Chennai - 600 010	2661 4888 (O) 26613888 (F)	pg_chnnw@bsnl.co.in	
2550-2552, 2537, 2553, 2554 - 2559, 2565, 2650,2631, 2632, 2633, 2673. 2670, 2671, 2641, 2662, 2667, 2672,	V.Murali, DGM (NWO- MVM), Digital M/W Complex, Vysar Nagar, Ch 39	2551 1212 (O) 2551 1515 (F)	pg_chnnw@bsnl.co.in	
2614-2622, 2626, 2628, 2663	T. Vimala, DGM (NWO - ANR) / NP E5 III Avenue, Anna Nagar East, Chennai - 600 102	2621 4433 (O) 2621 1516 (F)	pg_chnnp@bsnl.co.in	
2623-2625, 2627, 2630-2639, 2649-2658, 2679-2682, 2684- 2688, 2613	K.Chandrasekaran, DGM (NWO-AMB) Ambattur Telephone Exchange, CTH Road, Chennai- 600 098	2625 3355 (O) 2624 8877 (F)	pg_chnamb@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	D.Sridharan, DGM (NWO-SW) 40-E, CIPET Road, TVK Ind. Estate, Guindy, Chennai - 600 032.	2250 1444 (O) 2250 1454 (F)	pg_chnsw@bsnl.co.in	V.Senthilvasan, PGM (NWO) South 2250 1122 (O) 2250 1777 (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	S.Vedha, DGM (NWO-CHR) 79 GST Road, Chennai - 600 047	2238 7555 (O) 2238 7575 (F)	pg_chnchr@bsnl.co.in	
2741-2748, 2752-2756, 2216	N.R.Jayanthi, DGM (NWO-CPT) No.79, GST Road, Chennai - 600 047	27430200 (O) 27428400 (F)	pg_chncpt@bsnl.co.in	
2370, 2371, 2381, 2382, 2386, 2470, 2471, 2474, 2476, 2478, 2482,2485, 2486, 2489,2854	M.Saraswathi, DGM (NWO- KKN) 99 KKN Telephone Exchange, J.N. Road, Chennai- 600 078	2489 5657 (O) 2489 1224 (F)	pg_chnkkn@bsnl.co.in	V.Senthilvasan, PGM (NWO West) 23728888 (O) 23727474 (F) gmwest_chennai@bsnl.co.in No1, Ganga Nagar, KOD Exch.Building, Chennai - 600 024
2361 - 2366, 2372-2379, 2472, 2473, 2475, 2479-2481,2483- 2484, 2488, 2888	K.Rajasekar, DGM (NWO - KOD) / WEST No.1, Ganga Nagar, KOD Tele Exch Bldg,Chennai - 600 024	2481 9000 (O) 2473 5000 (F)	pg_chnkod@bsnl.co.in	
2714-2717, 2722-2728,	P.Dhanaraj, DGM (NWO-KCM) New Tele Exge. 4A, Vanigar St, Kancheepuram 2	2726 0000 (O) 2723 4000 (F)	pg_chnkcm@bsnl.co.in	
2762-2768, 2782,2784, 2786- 2788	S.Ramesh Babu, DGM (NWO-TVR) J.N.Road, Thiruvallur - 602001	27662600 (F) 27661300 (O)	pg_chnkcm@bsnl.co.in	