



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

O/o the CGM TNT Circle Chennai 600 002.

To

All Heads of SSAs
Tamilnadu Circle.

No. PG/105-BSNL//TRAI Cases/2010-11 dtd at Chennai -2 the 25/06/2012.

05/03/2012

Sub: Change in Customer Information –to be printed in the Subscriber Telephone Bill under ‘Address your Grievances’ – reg.

As per TRAI’s New Regulations 2012, the Consumer Care Numbers/General Information Number and Website details for on line booking and tracking of complaints/service requests are to be incorporated in the telephone bills.

“In case of complaint in our Services, Dial **198** for landline & broad band or Contact **Complaint Centre** through toll free numbers:

Landline: 1500 or 1800-345-1500; **Broadband:** 1504 or 1800-345-1504;
Mobile: 1503 or 1800-180-1503; **WLL:** 1502 or 1800-180-1502;
Blackberry: 1505 or 1800-180-1505; **MPLS/Other Data:** 1800-425-1957;

or

Log on to www.tamilnadu.bsnl.co.in & book complaints **online** on the hyperlink ‘**BSNL Customer Care Portal**’.”

It is requested that the above may be incorporated suitably in the ensuing bills and report compliance.

Dy. General Manager (NWO CFA),
for Chief General Manager, BSNL,
Tamilnadu Circle, Chennai 600 202.

Copy to:

The **DGM(S&M-CFA)/DGM(S&M-CM)**, No.16, Greams Road, **Chennai-600006.**
The **DGM(EB)**, No.60, Ethiraj Salai, **Chennai-600008.**