



To

All Heads of SSA,
BSNL
Tamilnadu Circle.

Mktg/CS-CFA/LL/10-11/ dated at Chennai 6 /6/2011

Sub: Implementation of Telecom Consumers Protection and Redressal of Grievances Regulation 2007 – reg:

The case is regarding printing in telephone bills by giving details of telephone Nos. for booking of complaints for different services and contact details of nodal officer and appellate authority for complying with regulation on the subject in CFA products.

In this regard it is intimated that

1. TRAI vide its circular dated 17.9.2010 had asked the service providers to implement clause 3(4),6(2)(a) of the Telecom Consumers Protection and Redressal of Grievances Regulation 2007,
2. As per these regulations each service provider is required to give public notice in the newspaper by indicating the telephone nos for registering complaints for each services ,the details of nodal officer viz name contact number , e – mail address fax number correspondence and also the details of the Appellate authority.
3. As per the above instructions the PG Cell of Circle office has issued advertisements in Hindi/English/Tamil in newspaper in the month of April (copies enclosed).
4. As per the instruction of TRAI in clause 3(4),6(2)(a) of the Telecom Consumers Protection and Redressal of Grievances Regulation 2007, the change if any in the name of the Nodal Officer ,his address and telephone number, e – mail address, facisimile number and other means of contacting him shall be intimated through telephone bills.

Office of
Chief General Manager(Telecom)
Marketing Cell,
Tamilnadu Telecom Circle
CTS Building 16,Greams road
Chennai-600 006



BHARAT SANCHAR NIGAM LIMITED

[A Government of India Enterprise]

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SSAs are hereby requested to follow the regulation at (4) above and provide the following details in the next issue of the telephone bill. Compliance report along with sample copy of the bill may be sent to this office immediately.

Nodel Officer; Shri Designation
Address
Telephone No Fax NoEmail ID.....

Circle level Appellate Authority ;

Shri ..S.Shanmugasundaram ...
Designation ;PGM (CFA).....
Address ; 80, Anna Salai
Chennai 600 102
T.No..044 2852 1224
Fax No. 044-2852 0044, 044-,2852 0484 .
.Email ID...gmo_tn@bsnl.co.in.....

(V.Velappan)
Deputy General Manager,(S&M) CFA
O/O CGM BSNL TN CIRCLE
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