

Service Provider: BSNL

Sl. No	Service Area	Call Center Contact Number (Toll Free)	Name, address and contact details of Nodal officer	Name, address and contact details of Appellate Authority
1	Andaman & Nicobar	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	S.K. Nain DGM(Admn.), New Telephone Exchange, Port Blair Ph. 09434288575, 03192-239700 Fax.No. 03192-239600 Email- pg_pbl@bsnl.co.in	V Shanker DGM(Plang), O/o CGMT, BSNL, Telephone Bhavan, Port Blair Ph.03192-233800 Fax.No. 03192-233660 Email- cgm_an@bsnl.co.in
2	Andhra Pradesh	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	J. Ravi Chandra DGM(NWO), O/o CGMT, AP Telecom circle, Hyderabad Ph.0944000044, 040-23201122 Fax.No. 040-23204826 Email- pgcellap@bsnl.co.in	A.P. Rao GMN(WO), O/o CGMT, AP, Telecom Circle, Hyderabad Ph.09440878877, 040-23204848 Fax.No. 040-23204666 Email- pg_ap_gmo@bsnl.co.in
3	Assam	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	V.S. Raju DGM(CSC), O/o CGMT, Assam telecom Circle, Guhwati- 781 001 Ph.09435599456, 0361-2736566 Fax- 0361-2457730 Email - pg_assam@bsnl.co.in	U.N. Mahalik GM(Admn), O/o CGMT, Assam, Telecom Circle, Guhwati – 781 001 Ph. 0361-2736340, Fax.0361-2458484 Email- gmadmin@bsnl.co.in
4	Bihar	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	Prakash Nath DGM(NC&CSC), O/o CGM, Bihar Telecom Circle, Patna Ph.09431000023, 0612-222028 Fax.0612-2236942 Email - pg_bihar@bsnl.co.in	H.S. Dwivedi GM(Mktg.), O/o CGM, Bihar Telecom Circle, Patna Ph.09431000018, 0612-2239952 Fax.0612-2221681 Email- gmbdnc_bihar@bsnl.co.in

5	Chhattisgarh	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	Samuel Gwal DGM(NW0-CFA), O/o CGMT, Chhattisgarh Telecom Circle, Raipur Ph.09425201151, 0771-2222900 Fax.0771-2222901 Email- pg_cgcircleoffice@bsnl.co.in	S.D. Bind, GM(CFA), O/o CGMT, Chhattisgarh Telecom Circle, Raipur Ph.09425253737, 0771-2229300 Fax.0771-2228300 Email - pg_cgappeal@bsnl.co.in
6	Gujarat	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	Subrata Sinha DGM(Ops.), O/oCGMT, Gujarat Telecom Circle, Ahmedabad Ph.09427469274, 079-26480691 Fax.079-26481020 Email- pg_gujarat@bsnl.co.in	O.D. Tyagi, GM(Ops.), O/o CGMT, Gujarat Telecom Circle, Ahmedabad Ph.09426008786, 079-26481366 Fax. 079-26481020 Email- omdut@indiatimes.com
7	Haryana	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	Pritam Das, DGM(PG), O/o CGMT, Haryana Telecom Circle, Ambala Ph.09416012707, 0171-2603422 Fax. No.0171-2603800 Email- pg_haryana@bsnl.co.in	V.K. Gupta GM(CFA), O/o CGMT, Haryana Telecom Circle, Ambala Ph. 09466000888, 0171-2602700 Fax.No. 0171-2603155 Email- gm_cfa_har@bsnl.co.in
8	Himachal Pradesh	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	R.L. Mahajan AGM(PG), O/o CGMT, SDA Complex, block No.1, Shimla – 9 Ph.09418485691, 0177-2628010 Fax. No.0177-2621133 Email- pg_hp@bsnl.co.in	P.S. Ditta, GM(Admn.), O/o CGMT, SDA Complex, block No.1, Shimla -9 Ph.09418047247, 0177-2620240 Fax. No. 0177-2621340 Email – app_auth_hp@bsnl.co.in

9	Jammu & Kashmir	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	A.K. Jenkar GM(CFA), O/o CGMT, J&K Telecom Circle, Jammu Ph. 09419120406, 0191-2477222 Fax No. 0191-2477255 Email – akjenkar@bsnl.co.in	N.N. Gupta, CGM, O/o CGMT, J&K Telecom Circle, Jammu Ph. 09419400194, 0191-2477200 Fax No.0191-2477288 Email- cgm_jk@bsnl.co.in
10	Jharkhand	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	RKM Srivastav DGM(PG),O/o CGMT, Jharkhand, Telecom Circle, Ranchi Ph. 09431120102, 0651-2273077 Fax.No. 0651-2210033 Email- pg_jkd_@bsnl.co.in	S.S. Agarwal GM(CFA), O/o CGMT, Jharkhand Telecom Circle, Ranchi Ph.09431100026, 0651-2208800 Fax.No. 0651-2282900 Email – ssagarwal@bsnl.co.in
11	Karnataka	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	A.P. Bhatt DGM(Ops.), O/o CGMT Karnataka Circle, No.1, Swamy Vivekananda Road, Halasuru, Bangalore Ph. 09448010217 080-25595599 Fax. No. 080-25511277 Email - pg_ktk@bsnl.co.in	S.N. Raja-gopalan GM(Ops.), O/o CGMT, Karnataka Circle, No.1, Swamy Vivekananda Road, Halasuru, Bangalore Ph. – 09448010242 080-25576577 Fax. No.- 080-25562602 Email- gmop_ktk@bsnl.co.in
12	Kerala	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	S. RamaKrishna Iyer DGM(RegIn), O/o CGMT, Door Sanchar Bhavan, PMG Junction, Thiruvananthapuram- 33 Ph.0471-2304400, Fax No.0471-2303138 Email- dgmpgkri@bsnl.co.in	Rajendran V GM(Sales &Mkt), O/oCGMT, Door Sanchar Bhavan, PMG, Junction, Thiruvananthapuram-33 Ph. 0471-2304848, Fax. No. 0471- 2301301 Email- gm_sm_cfa_kerala@bsnl.co.in

13	Maharashtra	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	H. Prasad DGM(PG), O/oCGMT, Maharashtra Telecom Circle, Mumbai Ph.09423993638, 022-26601260 Fax. No. 022-26601262 Email - pg_maharashtra@bsnl.co.in	B.L. Bodia GM(NWP), O/o CGMT, Maharashtra Telecom Circle, Mumbai Ph. 09423086922 022-26619090 Fax.No. 022-26608898 Email - pgmd_mah@bsnl.co.in
14	Madhya Pradesh	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	Zia-ul-Hassan GM(Ops.), O/o CGMT, M.P. Telecom Circle, Bhopal Ph. 09425001575, 0755-2760088 Fax No. 0755-2572424 Email - gmo_mp@bsnl.co.in	R.K.P. Hinduja CGM, O/o CGMT, M.P. Telecom Circle, Bhopal Ph. 09425802347, 0755-245000 Fax. No. 0755-2450011 Email- cgm_mp@bsnl.co.in
15	North East - I	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	P. Murali DGM(EB&Sales), O/o CGM, NE –I, Circle, Shillong Ph.0943600300, 0364-2506440, 0364-2506441 Email – Pg_ne1@bsnl.co.in	C.K. Bhatia GM(Mktg.), O/o CGM, N.E.-I Circle, Shillong Ph.09436178383, 0364-2224737 Fax.No. 0364-2228244 Email- gmno_ne1@bsnl.co.in
16	North East -II	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	PK Mohanty, AGM(PG),O/o CGM NE-II Circle, Dimapur Ph. 09436836611, 03862-226600 Fax.No. 03862-234666 Email - agmopne2@gmail.com	A.B. Gupta GM(HR & Admn), O/o CGM NE-II Circle, Dimapur Ph.0942016789, 03862-235888 Fax.No. 03862-225888 Email – Gmhrne2@gmail.com

17	Orissa	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	Smt. Bhoomika Gupta DGM(Ops.), O/o CGM Orissa Telecom Circle, Bhubneswar Ph. 09437385555, 0674-2544600 Fax No.0674-2395800 Email- Bhoomika_gupta@rediffmail.com	N.K. Bhoi GM(CFA), O/o CGM Orissa Telecom circle, Bhubneswar Ph.09437334444, 0674-2535399 Fax.No.0674-2534545 Email – Gmcfaor@gmail.com
18	Punjab	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	M.C. Agarwal DGM(S&M), O/o CGMT, Punjab Telecom Circle, Chandigarh Ph.09463902013, 0172-2663423 Fax. No. 0172-2666949 Email - pg_punjab@bsnl.co.in	Kamal Kumar GM(CSA), O/o CGMT, Punjab Telecom Circle, Chandigarh Ph.09417000611, 0172-2600566 Fax No. 0172-2600384 Email- pg_appellae_pb@bsnl.co.in
19	Rajasthan	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	Alpana Agarwal GM(CS), O/o CGMT, Rajasthan Telecom circle, Jaipur Ph. 09414001520, 0141-2379484 Fax. No. 0141-2379464 Email- pg_raj@bsnl.co.in	G.K. Agarwal CGM, O/o CGMT, Rajasthan Telecom Circle, Jaipur Ph. 09414001989, 0141-2366811 Fax. No. 0141-2314181 Email-pg_appellate_raj@bsnl.co.in
20	Tamilnadu	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	M.Shanmugam GM(Ops.), O/o CGMT, TN Telecom Circle, Chennai Ph.09486100084, 044-28520005 Fax. No. 044-28524575 Email- Pg_tn@bsnl.co.in	M.Shanmugam GM(Admn), O/o CGMT, TN Telecom Circle, Chennai Ph.09486100084, 044-28520005 Fax.No. 044-28524575 Email- Pg_tn@bsnl.co.in

21	UP(East)	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	R.K. Jaiswal DGM(PG), O/o CGMT, Up(East), Telecom Circle Lucknow Ph. 0522-2235527, Fax. No. 0522-2237966 Email- pgupe@bsnl.co.in	H.R. Shukla GM(NOW-CFA),O/o CGMT, UP(East), Telecom circle, Lucknow Ph.0522-2621200, Fax.No. 0522-2230300 Email- h_rshukla@bsnl.co.in
22	Uttaranchal	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	N.C. Sharma AGM(NOW)-CFA, O/o CGMT, Uttrakhand Telecom Circle, Dehradun Ph.09412000769, 0135-2713001, Fax No. 0135-2655030 Email- pg_ual@bsnl.co.in	Manoj Pant GM(CFA), O/o CGMT, Uttrakhand Telecom Circle, Dehradun Ph.09412000600, 0135-2713055 Fax. No.0135-2712272 Email- gmbdual@bsnl.co.in
23	West Bengal	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	R.S. Murmu DGM(OP), O/o CGMT, WB Telecom Circle, Kolkata Ph.09434022929, 033-2242064 Fax. No.033-22435722 Email- dgmopwb@sancharika.com	S.K. Bose GM(O), O/o CGMT, WB Telecom Circle, Kolkata Ph.09433000800, 033-22100068 Fax. No. 033-22100069 Email-gmowb@sanchariuka.com
24	Calcutta TD	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	S. Mohapatra, AGM(PR&Com.), O/o CGM Kolkata Telecom District, Kolkata Ph.09433000672, 033-22422222 Fax. No. 033-22422010 Email- pg_ctd@bsnl.co.in	S.K. Bhaduri GM(CN, S&M-CM), O/o CGMT, Kolkata Telecom District Kolkata Ph. 09433000382, 033-22438000 Fax. No. 033-22438001 Email- skbhaduri@bsnl.co.in
25	Chennai TD	Basic Services & Broadband: 1500, GSM Mobile : 9400024365, Broadband & Internet Services: 1800-424-1600 , MPLS & other Data Services: 1800-425-1957	Saraswathi AGM(PG), O/o AGM(PG), 78, Purasawalkam High road, Chennai – 600 100 Ph. 09444979989, 044-26411300 Fax. No. 044-26426888 Email- pg_chennai@bsnl.co.in	Venkatesan DGM(Ops.-Plg.), O/o AGM(PG), 78, Purasawalkam High Road, Chennai – 600 100 Ph. 09445220055, 044-26403355 Fax. No.044-26400202 Email- svenkatesan@bsnl.co.in