



भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

ANDHRA PRADESH TELECOM CIRCLE

FOR THE KIND ATTENTION OF BSNL CUSTOMERS

In case, you have problems in our services, we are just a phone call away

service	Exchange*(24 Hours computerized)	Circle Headquarters (Office hours)*	Call centre (24 Hours)*
Landline complaints	198	12727	1500/18003451500
Broad Band	198	12727	1500/18003451504
Mobile	--	12727	1503
Leased circuits	--	12676	--

*Calls to the numbers are non-metered. For billing queries, Kindly contact Accounts Officer (TR) of BA (District)

In addition to the above, you may contact the Nodal Officers for your Public grievances at BA/OA (District) level as given below.

Sno	BA/OA (District)	Name Shri/Smt	Designation	Phone No.	e-mail ID
1.	Anantapur	D.Balagangadhar Reddy	DGM (CFA/CM)	08554-241400	dbreddy@bsnl.co.in
2.	Chittoor	S MD Abid Ali	AGM(OP)	0877-2255579	agmop.ctr@gmail.com
3.	Cuddapah	D.Balagangadhar Reddy	DGM (CFA/CM)	08554-241400	dbreddy@bsnl.co.in
4.	Rajahmundry	Ch.V.V.Satyanarayana	DGM (Admn/S&M)	0883-2473800	dgmadmnegssa@gmail.com
5.	Guntur	M.S.Prasanna Kumar	AGM(S&M)	0863-2248500	agmsmgr@gmail.com
6.	Krishna	J Umamaheswara Rao	DGM (CFA/CM)	0866-2444555	dgmcfavj.bsnl@gmail.com
7.	kurnool	B.Sainadh	DGM (OP/PLG)	08518-223040	dgmprknl@gmail.com
8.	Nellore	M.Srinivasa Rao	DGM(OP/Admn)	0861-2317700	Srinivasarao_mitta@bsnl.co.in
9.	Ongole	Ajeer Shaik	DGM(OP)	08592-280333	dgmpong@gmail.com
10.	Srikakulam	M.Naidu	DGM (Admn/OP)	08942-224400	dgmtech.sklm@gmail.com
11.	Visakhapattanam	B.Srinivasa Rao	DGM (HQ/NW)	0891-2544833	bsrinivasrao2009@gmail.com
12.	Vizianagaram	D.Dalinaidu	DGM (OP)	08922-228400	dgmvmop@gmail.com
13.	West Godavari	Somyajulu KNVJ	DGM(Admn)	08812-238600	dgmadmnsbnleluru@gmail.com

In case, your grievance is not resolved at district level, you may contact the Circle Nodal Officers for the relevant services.

Circle Nodal Officers

Sno.	Name Shri /Smt.	Nodal Officer	Designation	Phone No.	For Grievances of	e-mail Id
1.	J.Udaya kumar	Mobile services	DGM(NWO-CM)	0866-2444389	1)Mobile network Issues, 2)Technical issues related with Mobile	cpgramscmap@gmail.com
2.	M.V.Rao	Sales & Marketing (CM)	DGM(S&M)CM	0866-2483599	1)Mobile plan & Tariff related. 2)Recharge, Sales & Marketing related	dgmismcmcovj@gmail.com
3.	M.Ravi Shankar	Fixed line	DGM(NWO&SWP) CFA	0866-2444446	Land line, Broad Band & FTTH	dgmcfacoap@gmail.com

* Note: No Wireline Call Centre exists at present.

Appellate Authority

Sno.	Name	Designation	Phone No.	e-mail ID
1.	B. Ravi Kumar	PGM(CFA)	0866-2444165	appellate.cfa@gmail.com

Note: It is requested to approach Appellate authority only after reaching all the above channels with a reference/docket number of the channel approached.