



# 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 SSA (District)

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

Sno	SSA(District)	Name Shri/Smt	Designation	Phone No.	FAX No.	e-mail ID
1.	Anantapur	A.Viswanath	DGM (U & plg)	08854-241400	08554-270500	pgap_atp@bsnl.co.in
2.	Chittoor	V.Subramaniam Raju	DGM (OP & R1)	0877-2224740	0877-2224600	pgap_ctr@bsnl.co.in
3.	Cuddapah	S.Gopikrishna	DGM (Admn/plg)	08562-246100	08562-244234	pgo_cdp@bsnl.co.in
4.	East Godavari	V.H.V.R.L.N.Prasad	DGM (Admn/S&M)	0883-2473800	0883-2444760	pgap_eg@bsnl.co.in
5.	Guntur	SK.Saleem	DGM(CFA/CM)	0863-2248729	0863-2248811	pgap_gtr@bsnl.co.in
6.	Krishna	K.V.Krishna Rao	DGM (Admn/CM)	0866-2444555	0866-2444200	pgap_kri@bsnl.co.in
7.	kurnool	C.Subba Rayudu	DGM (Admn/plg)	08518-223040	08518-226000	pgap_knl@bsnl.co.in
8.	Nellore	B.V.Prasada Rao	DGM(Admn)	0861-2306699	0861-2323200	pgap_nlr@bsnl.co.in
9.	Prakasam	L.Venkateswara Rao	DGM(Plg/U)	08592-227000	08592-226226	pgap_pkm@bsnl.co.in
10.	Srikakulam	K.Narasimha Murthy	DGM (Tech)	08942-226300	08942-225199	pgap_skm@bsnl.co.in
11.	Visakhapattanam	K.Chandrasekhar	DGM (Admn/CM)	0891-2544486	0891-2554565	pgo_vpm@bsnl.co.in
12.	Vizianagaram	M.srinivasa Rao	DGM(CFA/CM/Admn)	08922-226100	08922-226199	pgap_vzm@bsnl.co.in
13.	West Godavari	CH.Madhava Rao	DGM(CFA/CM)	08812-238600	08812-231504	pgo_elr@bsnl.co.in

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.	Fax No.	e-mail Id
1.	J.Udaya kumar	Mobile services	DGM(NWO-CM)	0866-2444389	---	pgap_mobile@bsnl.co.in
2.	G.Ratnakar	Call centre, CM	DGM(S&M)CM	0866-2483599	---	dgmsmcmcovj@gmail.com
3.	P.Ravi kumar	MPLS VPN	DGM (EB)	0866-2444565	---	pgap_eb@bsnl.co.in
4.	K.S.Nagaditya	Overall	DGM (NWO-CFA)	0866-2444166	---	pgap_dgmop@bsnl.co.in

\* Note: No Wireline Call Centre Exists at present.

#### Appellate Authority

Sno.	Name	Designation	Phone No.	Fax No.	e-mail ID
1.	Ravi kumar Bunga	GM(CFA)	0866-2444777	0866-2430777	rkbunga@gmail.com