



भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

Karnataka Telecom Circle

"Doora Samparka Bhavan"

No. 1, Swami Vivekananda Road,
Bangalore-560 008.

List of nodal officers to handle customer grievances

| Sl No | Area Covered | Name of the Nodal officer/Designation | Contact Details | | | |
|-------|--|---------------------------------------|--|----------------------|-----------------------|-----------------------|
| | | | Office address | E-Mail address | Phones | |
| | | | | | Office Phone No | Fax No. |
| 1 | Mobile Call center Bangalore | G.Rama Prasad DE(Call center) | Shankarapuram Telephone exchange, 2nd floor, Mobile services, Bull Temple road, BG- 560019 | Pg_ktkmso@bsnl.co.in | 080-26602800 | 080-26601278 |
| 2 | Mobile Service (O), Karnataka except Bangalore | Sundara Paripooranan K DGM (NSSII) | Shankarapuram Telephone exchange, 2nd floor, Mobile services, Bull Temple road, BG- 560019 | Pg_ktkmso@bsnl.co.in | 080-26602889 | 080-26601278 |
| 3 | Landline call center (1500) | Suguna Hegde SDE(Call center) | BSNL, Telephone exchange Vijayanagar Bangalore-560040 | Pg_ccbng@bsnl.co.in | 080 23620000 23308775 | 080 23626000 23308762 |
| 4 | Bangalore Telecom district | Vishwanatha Acharya AGM (PG) | BSNL, O/o PGM, 1st Floor, Telephone House 1st floor, Raj Bhavan Road, BG-560001 | pg_ktkbng@bsnl.co.in | 080-22862345 | 080-22860351 |
| 5 | Belgaum TD | Ambannavar S.V AGM(Coml) | O/o GM, Belgaum TD, BSNL, Telephone Exchange compound, Belgaum-590001 | pg_ktkbgm@bsnl.co.in | 0831-2402000 | 0831-2428000 |
| 6 | Bellary TD | H. Mallikarjuna AGM(Com & OP) | O/o GM, Bellary TD, BSNL, station Road Bellary-583101 | pg_ktkbly@bsnl.co.in | 08392-273030 | 08392-277121 |
| 7 | Bidar TD | S.V.Biradar SDE PRO | O/o TDM, Bidar TD, BSNL, Raghavendra Road, Near Ranga Mandira, Bidar-585401 | pg_ktkbdr@bsnl.co.in | 08482-227900 | 08482-225390 |

| | | | | | | |
|----|------------------------|-----------------------------------|---|--------------------------|------------------|------------------|
| 8 | Bijapur TD | D JAKKANNAVAR AGM (Coml) | O/o GM, Bijapur TD, BSNL, Sanchar Surabhi, M.G. Road Bijapur-586101 | pg_ktkbjp@bsnl.co.i n | 08352- 241075 | 08352- 256800 |
| 9 | Chikmagalu r TD | C. Marulappa DE (Coml) | O/o GM, Chikmagalur TD.BSNL, Near Telephone echnage Building , Belt Road , Chickmagalur- 577101 | pg_ktkckg@bsnl.co.i n | 08262- 231888 | 08262- 236707 |
| 10 | Davangere TD | Narasimhappa AGM(A & C) | O/o GM, Davangere TD, BSNL, Devraj Urs Layout, A Block Davangere-577006 | pg_ktkdvg@bsnl.co.i n | 08192- 235299 | 08192- 230000 |
| 11 | Dakshina Kannada TD | Sumathi Shetty AGM(OP) | O/o PGM, DKTD, Mangalore, BSNL, Telepcom House Road, Mangalore -575001 | pg_ktkmng@bsnl.co. in | 0824- 2423555 | 0824- 2423040 |
| 12 | Dharwad TD | A.M.Khan, DE(Op) | O/o GM Dharwad TD, BSNL, Sanchar Sadan, Station Road HUBLI- 580020 | pg_ktkhbl@bsnl.co.i n | 0836- 2357799 | 0836- 2256999 |
| 13 | Gulbarga TD | M.K.Vagger AGM(Op) | O/o GM Gulbarga TD, BSNL, Near Head Post Office, Gulbarga 585101 | pg_ktkglb@bsnl.co.i n | 08472- 266805 | 08472- 226786 |
| 14 | Hassan TD | Purushotham Kumar AGM(A& C) | O/o GM Hassan TD, BSNL Bhavan, 3 rd floor, BM Road, Hassan-573201 | pg_ktkhsn@bsnl.co.i n | 08172- 259210 | 08172- 262600 |
| 15 | Kodagu TD | Janardhana Naik, DE (A & M) | O/o GM, Kodagu TD, BSNL, Padmavathi Complex, Gowli Street Madikeri- 571201 | pg_ktkmca@bsnl.co.i n | 08272- 223600 | 08272- 229700 |
| 16 | Kolar TD | Yellappa, DE(PRO) | O/o GM Kolar TD, BSNLBhavan, Telephone exchange compound, Railway station road, Kolar- 563101 | pg_ktkklr@bsnl.co.in | 08152- 224800 | 08152- 221033 |
| 17 | Mandya TD | A.V Srikantan AGM (PLG) | O/o GM Mandya TD, BSNL, Opposite Kala Mandir, Mandya -571401 | pg_ktkmdy@bsnl.co. in | 08232- 222000 | 08232- 224577 |
| 18 | Mysore TD | A.M Nataraj AGM(OP) | O/o GM Mysore TD, BSNL, Temple Road, 1st cross, 4 th block , Jayalakshmipuram, Mysore-570012 | pg_ktkmys@bsnl.co.i n | 0821- 2516288 | 0821- 2413030 |

| | | | | | | |
|----|----------------------|---|---|--------------------------|------------------|------------------|
| 19 | Raichur TD | M.R. Naiker AGM(A&C) | O/o GM RaichurTD, Opposite OPEC Hospital Hyderabad Road, Raichur- 584102 | pg_ktkrcr@bsnl.co.in | 08532- 238002 | 08532- 238123 |
| 20 | Shimoga TD | Subbanna AGM AGM(NS) | O/o GM Shimoga TD, BSNL Bhavan Sagar Road , Opposite APMC Shimoga- 577201 | pg_ktksmo@bsnl.co.i n | 08182- 251300 | 08182- 251904 |
| 21 | Tumkur TD | K.V. Srinivasa murthy DE(U) | O/o GM Tumkur TD, BSNL Bhavan, Ashoka Road, Tumkur-572101 | pg_ktktmr@bsnl.co.i n | 0816- 2272399 | 0816- 2272540 |
| 22 | Uttara Kannada TD | A.V Anvekar, AGM(OP) | O/o GM, UK TD, BSNL, Administrative Building , M G Road Kajubhag, Karwar, 581301 | pg_ktkkwr@bsnl.co.i n | 08382- 226552 | 08382- 226553 |
| 23 | Karnataka Circle | A.P.Bhat DGM(Network Operations) CFA | DGM(O), BSNL , O/o CGMT, Karnataka Circle, No.1 Swamy Vivekananda Road, Halasoor, BG- 560008 | pg_ktk@bsnl.co.in | 080- 25595599 | 080- 25511277 |

Appellate Authority' Name: R Chandramouli

Designation: GM (Network Operations) CFA

**Address: Office of CGMT,
Doora Samparka Bhawan,
No 1, Swamy Vivekanada Road,
Halasuru, Bangalore-560 008**

Telephone No: 080- 25576577

Fax No: 080- 25562602

E-mail address: gmop_ktk@bsnl.co.in