

Address your Grievances:

I

1. If your complaint is not attended to your satisfaction you may contact the following nodal officer (Public Grievances) with your complaint reference number and details of the complaint.

S.No	Name / Designation	Contact No.	E-mail
1	Smt. Bhatia Reshma M. (AGM-PG)	020-24420202, 9403690880	pg_pune@bsnl.co.in
2	Shri. Tirpude Ramesh V. (OSD to PGMT,Pune)	020-24420101, 9423577474	pgmpune@bsnl.co.in
3	Broadband Helpdesk (09.00 AM to 08:00 PM)	020-26333365	
4	Smt. Kamde Anuradha P. SDE Broadband (After 08:00 PM)	9423694896	

2. If grievances still remains unresolved, an appeal may be submitted to following Appellate Authority of the Circle Office in the prescribed Performa which is available below.

Name	Designation	Telephone Number	Email Address
Smt. Jyotsna Ekka	GM (CFA)	022-26600389	pgmd_mah@bsnl.co.in

3. Details of Customer Grievance redressal Mechanism in BSNL is available on our website.

II

1. Call Centre Numbers 1500