



## TELANGANA 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 / 1800 345 1500
+Broad Band	198	12727	1504 / 1800 345 1504
Mobile	---	12727	1503 / 1800 345 1503
Leased Circuits	---	12676	---

\* Calls to these 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.*

S. No.	SSA (District)	Name Shri	Designation	Phone No.	e-mail ID
1	Adilabad	K. Devidas	AGM (A&P)	08732-225999	pgts_adb@bsnl.co.in
2	Hyderabad	Sai Lakshmi Narayana	DGM(MIS)	040-23266968	pgts_htd@bsnl.co.in
3	Karimnagar	Ananth Kumar V	DGM	0878-2243444	pgts_kaa@bsnl.co.in
4	Khammam	Syda Naik.D	DGM	08742-242200	pgts_khm@bsnl.co.in
5	Mahabubnagar	K. Kishan	DGM	08542-250700	pgts_mbn@bsnl.co.in
6	Medak	D. Sudarsana Rao	AGM (CFA)	08455-276500	pgts_sgd@bsnl.co.in
7	Nalgonda	P.Srinivasprasad	DGM (A&P)	08682-222786	pgts_ngd@bsnl.co.in
8	Nizamabad	V M M Reddy	DGM (Tech)	08462-232777	pgts_nzb@bsnl.co.in
9	Warangal	Srilatha. R	AGM (OP)	0870 -2450300	pgts_wgl@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

S. No	Name Shri/Smt.	Nodal Officer	Designation	Phone No.	E-mail ID
1	Mallikarjun	Mobile services	DGM Cellone, CO	040-27816363	pgts_mobile@bsnl.co.in
2	B.Suresh	MPLS VPN	AGM(EB-Gold), CO	040-23200541	pgts_mplsvpn@bsnl.co.in
3	Shaik Vazeeruddin	VAS, CM	DGM (VAS CM), CO	040-27816444	deapwscc@gmail.com
4	G. Ratnakar	Call Centre	DGM	0863-2248202	dgmsmcmcovj@gmail.com
5	P.Vijaya Laxmi	Overall	AGM (NWO-CFA), CO	040-23205115	sdepgco@gmail.com

\*Note: No Wireline Call Centre Exists

### Appellate Authority

S. No.	Name	Designation	Phone No.	e-mail ID
1	Sri. K.V.N.Rao	PGM(NWO) CFA, O/o CGMT, Telangana Telecom Circle, Hyd-1	040-23201212	pgtsgm@bsnl.co.in