

Ravi Kant  
General Manager  
Customer Services - CFA Cell  
10<sup>th</sup> Floor, East Wing, Chanderlok Building  
36-Janpath, New Delhi - 110 001  
Fax : 23327888  
Tel : 23326288/23036885



भारत संचार निगम लिमिटेड  
(भारत सरकार का उद्यम)  
**BHARAT SANCHAR NIGAM LTD.**  
(A Government of India Enterprises)

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D.O.No. 34-14/2010-PHB  
Dated at ND the 17<sup>th</sup> February, 2011.

Dear Shri .....

It is to bring in your kind notice that call centre (CFA) access mechanism has been further simplified, accordingly following new nos. have been allotted in addition to '1500' & '1504' so that calls can land in the respective call centre as being presently routed for 1500 and 1504 respectively.

- (i) 1800-345-1500 - for Landline Service.
- (ii) 1800-345-1504 - for Broadband Service.

In this regard instructions were already issued by NOW-CFA cell vide letter no. 24-04/2010-NWO(CFA)/IN dated 12.02.2011 in order to implement it by 17.01.2011. Moreover some clarification was also issued vide even letter no. dated 24.01.2011.

It seems that it is not fully implemented in Pan India although it is a very vital for customer grievance handling process. Secondly, only these numbers should be given wide publicity through various advertisement related with CFA. It is therefore requested to kindly look into the case and arrange to submit compliance report on letter mentioned above immediately for further action at this end.

With kind regards,

Yours sincerely,

  
17.2.11  
(Ravi Kant)

To,

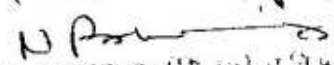
All Chief General Managers,  
Telecom Circles/Maintenance Regions/Districts.

पंजीकृत एवं निगमित कार्यालय : भारत संचार भवन, इंदिरा चन्द्र माधुर सेन, जनपथ, नई दिल्ली-110 001  
Regd. & Corporate Office : Bharat Sanchar Bhawan, H.C. Mathur Lane, Janpath, New Delhi-110001  
Website : www.bsnl.in

Kind. In. No. CS-CFA/Call Centres/09-10 Dt. 22/02/2011

Forwarded to: All Heads of SSAs of Tamil Nadu Circle for information and necessary action.

- 2. CIM (NWC-CM), Trichy / ~~Trichy~~
- 3. CIM (NWO-CFA), O/o - CGM, Trichy
- 4. DGM (WLL & WIMAX).
- 5. Call centre Trichy.

  
सहायक महाप्रबन्धक (CS) CFA  
Assistant General Manager (CS) CFA  
कार्यालय मुख्य भागप्रबन्धक, जी.एन.एन.एल  
Ch. Chief General Manager Telecom, B.S.N.L.  
टी.एन. परिमडल, सेन्ट्रल/टी.एन. सर्कल, चेन्नई-2.