

VAS-CM Cell, Corporate Office
1st floor, Bharat Sanchar Bhawan,
Harish Chandra Mathur Lane, Janpath
New Delhi – 110001
Tel.: 011 – 23766066
Fax: 011 – 23359047



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

BSNL 3G)))) **BSNL LIVE**
Faster than your thoughts 2010

No. MOB-21/CC Plg-2011/96

Dated 29th March, 2012

To,

Chief General Manager,
Madhya Pradesh, Haryana, Uttaranchal, Rajasthan, UP(East), Karnataka, Andhra Pradesh,
Bihar, Orissa, Assam, Gujarat, Maharashtra Telecom Circles, Chennai TD and Kolkata TD.

Subject : No charging on SMS to WS Call Centers by BSNL Customers.


Reference: AGM (CC) WS Call Center Ajmer (Rajasthan) letter no. Call Center/Ajmer/Meeting 2011-12/9 Dated 21-01-2012.

Kindly refer this office even letter number dated 28-12-2011 the following SMS codes were allotted / retained for lodging the complaint by SMS, complaint tracking / response feature by SMS and customer satisfaction feedback on SMS at WS Call Centers:-

S. No.	Zone	Name of the WS Call Center	Details SMS Short Codes
1.	North Zone	Karnal	52765
2.		Dehradun	51503
3.		Ajmer	55365
4.		Lucknow	53735
5.	West Zone	Ahmedabad	53735
6.		Pune	53733
7.		Bhopal	51503
8.	East Zone	Guwahati	55365
9.		Bhubaneswar	53735
10.		Kolkata	51503
11.		Patna	52765
12.	South Zone	Hyderabad	52765
13.		Bangalore	55365
14.		Chennai	51503

2. Since the aforesaid SMS short codes are being used for the purpose of lodging complaints, tracking complaints, and customer feedback, we may configure aforesaid SMS short codes as toll free.

3. This is issued with the approval of Director (CM) BSNL Board.


(Than Singh)
AGM (VAS Tech.)

Copy to : Director (CM), BSNL Board for kind information please.