

**Assam Telecom Circle**  
**Panbazar, Guwahati-781001**

In compliance to the Telecom Consumers Complaint Redressal Regulation of TRAI, the consumers of BSNL Assam Telecom Circle can lodge their complaints/grievances related to BSNL services on Toll free Telephone numbers 198 & 1500 for Land Line, 1502 for CDMA(WLL & WiMAX), 1503 for Mobile. If not resolves, customer can proceed to call 1095 located in SSA and 1094 located in Circle Office. In case, customer is not satisfied with redressal of the grievances, he/she may approach the Nodal Officer at SSA/Circle level and if not sorted out within the specified time, can further appeal to the Appellate Authority within a period of 30 days. Moreover, the customer can also lodge and monitor his complaints through the link at BSNL Assam Website [www.assam.bsnl.co.in](http://www.assam.bsnl.co.in)

PG CELL, SECONDARY SWITCHING AREAS						
SSA	NAME AND DESIGNATION OF PG OFFICER	LAND LINE NUMBER	FAX NUMBER	E-MAIL	MOBILE NUMBER	ADDRESS
Bongaigaon	V.Muthumuniandi SDE/PG	03664- 230291	03664- 236513	sdepgbgn@gmail.com	9435598970	O/o GMTD, BSNL, B.T.Road Bongaigaon, PIN 783380
Dibrugarh	Puspanjali Borah SDE/PG	0373- 2325998	0373- 2325732	sdepg_dr@bsnl.co.in	9435000752	O/o GMTD, BSNL, Dibrugarh, PIN 786001
Jorhat	K Anjaneyulu SDE/PG	0376- 2300143	0376- 2320000	sdepgjorhat@gmail.com	9435598439	O/o GMTD, BSNL, Jorhat PIN 785001
Kamrup	S.Singpho SDE/PG	0361- 2510661	0361- 2540401	sdepgkamrup@gmail.com	9401600951	O/o GMTD, BSNL, Kamrup, BSNL Bhawan, Panbazar, Guwahati PIN 781001
Nagaon	S C Roy SDE/PG	03672- 231040	03672- 258885	sdemktgnagaon@gmail.com	9435598399	O/o GMTD, BSNL, Nagaon PIN 782001
Silchar	R Bhattacharyya SDE/PG	03842- 260320	03842- 260365	sdepg_sc@bsnl.co.in	9435598215	O/o GMTD, BSNL, Silchar PIN 788001
Tezpur	B.Suresh SDE/PG	03712- 224924	03712- 224455	sdepgtzp@gmail.com	9435000330	O/o GMTD, BSNL, Tezpur PIN 784001

## CIRCLE PG CELL

Assam Circle	Name and designation of PG/Nodal Officer	Land Line Number	FAX Number	E-mail	Mobile number	Address
Mobile service Assam	Vivek Nath DGM/CMTS	0361-2631811	---	viveknath2005@gmail.com	9435000231	O/o CGMT Assam, BSNL Guwahati PIN 781001
PG Officer, Assam	Bishwajit Sharma, AGM(CSC)	0361-2736370	0361-2547730	circlepg_assam@bsnl.co.in	9435599374	O/o CGMT Assam, BSNL Guwahati PIN 781001
Nodal Officer PG, Assam	P K Basumatary DGM(CSC)	0361-2736566	0361-2547730	circlepg_assam@bsnl.co.in	9435000229	O/o CGMT Assam, BSNL Guwahati PIN 781001
Appellate Authority	A K Binjola GM(HR & Admn)	0361-2736394	0361-2736395	<a href="mailto:gmadmnassam@bsnl.co.in">gmadmnassam@bsnl.co.in</a>	9434738874	O/o CGMT Assam, BSNL Guwahati PIN 781001
Operation-Manager(Wireless service Call Center)	Jitendra Kumar	0361-2841111	0361-2842222	jitendra0924@gmail.com	9401470377	M/s Aegis Ltd, 2 <sup>nd</sup> Floor, RTTCBSNL Compound, Dharapur, Guwahati-781133