

FAQ

Q.1: Where do I lodge landline complaint in case of dead, noisy or instt faulty?

Ans. A customer may lodge his complaint on Toll Free IVRS no. 1500/198.

Q.2: Broadband is not working. Where do I lodge my complaint?

Ans. A customer may lodge his complaint on Toll free number IVRS no. 1800-424-1600,
1500/1504.

Q.3: Where from I can get a duplicate bill?

Ans. A customer can get a duplicate bill from CSC/concerned AOTR. In addition to this,

the customer can access his bill on selfcare portal www.selfcare.ndc.bsnl.co.in. For

this he should register himself on selfcare portal first. A customer can get all types of new services launched by BSNL, tariff, duplicate bill, internet usage etc. He can also

lodge his complaint in respect of landline/broadband fault and change of plan.

Q.4: I am getting exorbitantly high bill. Where and to whome should I contact?

Ans. You may contact to your area Accounts Officer (TR) for speedy resolution.

Q.5: I donot want any sort of telemarketers call on my basic phone. What do I do?

Ans. You may register your request for DND (do not disturb) service. A Toll Free number

1909 is available where you may register under NCPR for barring one or all 7 types of

Telemarketers calls. On registering under NCPR, telemarketers calls will stop after 10

days. For more details visit TRAI website at www.nccprai.gov.in

Q.6: What are the shifting charges of telephone /broadband in same city?

Ans. No shifting charges. It is totally free. A customer can apply his request

on a prescribed form for shifting his phone/broadband to nearest CSC BSNL. He has to enclose copy of latest paid bill.

Q.7: Is there any information given by the BSNL for depositing bill if not paid in time?

Ans. Yes. IVRS generated message on landline and SMS is sent on the given mobile number before due date in case the bill is not paid.

Q.8: If phone remains faulty for more than 7 days. Is any rebate is provided by the BSNL to a customer?

Ans. Rebate in rental phone and broadband as the case may be is certainly granted as per rules and record of fault available. For this, a customer has to complain to AOTR mentioning duration of fault but rebate will be allowed as per details of fault card.

Q.9: I deposited my bill well in time on last due date at e-mitra/post office even my phone line disconnected. What do I do to restore my phone?

Ans. Some times it happens due to late receipt of paid invoices from e-mitra/post office. In such instance, the customer is requested to show receipt of deposited bill on nearest

CSC or AOTR. Immediately after showing the receipt, the phone line will be restored without awaiting receipts from e-mitra/post office.

Q.10: My phone/broadband complaint not resolved after lodging on 1500/1504 even after 3-4 days. What should I do?

Ans. In such events, a customer may complain to concerned nodal officer/appellate

authority. Details of nodal officer/appellate authority is available on
BSNL portal
www.bsnl.co.in