

Dear Esteemed Customers,

BSNL Jharkhand Telecom Circle is the integrated Telecom Service provider in the state of Jharkhand that provides all the latest telecom facilities. It provides total telecom solutions to its valued customers including Landline connections, Internet and Broadband connections, Mobile connections on 2G and 3G technology, 3G data card, WiMAX (4G), EVDO, fixed and limited mobility wireless connections, ISDN connections, Leased circuits, MPLS-VPNs and EPABXs etc. It also provides a host of Value Added Services on its wire line broadband and wireless networks. It's motto is to provide these services with complete transparency, reliability and economy to customers.

The mission of BSNL Jharkhand Telecom Circle is to provide the state of the art telecom services to all citizens including approx 16.5 Lakhs BSNL customers of Jharkhand covering the roadways, highways and remote areas. For this purpose, we have a network of 490 telephone exchanges, 1219 numbers of 2G BTSs, 657 numbers of 3G BTSs, 291 WLL BTSs and 526 WiMAX BTSs spread all over the state connected with reliable optical fibre media. Most of the thickly populated villages of the State have already been covered with telecom facility and our endeavor is to cover the remaining villages on priority. The mobile network coverage of BSNL is being gradually expanded by putting up additional mobile BTSs in the far flung areas. The Broadband connectivity is extended in all the exchanges of BSNL Jharkhand circle enabling Broadband connectivity up to Block level.

BSNL has recently introduced product sale through Women Retailers, Direct Selling Agents and Rural Distributors as a step to contribute to women empowerment in the country. Under the scheme women can become Direct Selling Agent, Rural Distributor or Retailer. This unique scheme covers remote, urban & rural segments of the society where small entrepreneur or unemployed women can become part of distribution channel for BSNL products & services. Besides empowering women through additional income stream, this scheme will also improve the reach of BSNL products, which will now be available at the door steps of subscribers.

Our efforts are to provide the best customer care to our customers for whom the customer service centers are upgraded to provide single window service in all the six SSAs for extended hours on all working days and also on Sundays. We have implemented IVRS system based call centers, accessible by dialing 1500 for Landline, 1504 for Broadband and 1503 for wireless services. Our landline customers can know instant billing information of their monthly bills or unbilled amount up to any day by dialing 1500 from landline or BSNL mobile at any point of time. For any grievance, our call center or concerned officers can always be contacted for which their contact numbers and e-mail address are provided on the web site. I would like you to visit our website frequently for new marketing schemes and services at www.bsnl.co.in or www.jharkhand.bsnl.co.in

Assuring you of our best services and customer care

Yours sincerely,

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