



Nodal Officers and Appellate Authority

Please log your complaint at our Customer Care Centre (121) from any Virgin Mobile (GSM), call (60016666) from any other phone or visit our website www.virginmobile.in.

In case you are not satisfied with the response of the Customer Service Centre, please feel free to contact the Nodal Officer of your Circle mentioned below with your complaint reference number and details of the complaint / grievance during working hours (9:30 AM to 6:00 PM) Monday to Friday.

The Nodal Officer will revert to you through your preferred mode of contact, with a resolution / response within 10 days of the registration of the complaint.

Nodal Officers (For GSM Subscriber Only)

Circle Name	Nodal Officer's Name	Address	Tel No.	Fax No.	E-mail ID
Andhra Pradesh	Anitha Chatala	Tata Teleservices Limited, 1st floor, 5-10-173, Vasantha Chambers, Fathe Maidan Road, Hyderabad - 500001	9030000121	9030002273	nodal.ap@tatadocomo.com
Bihar & Jharkhand	Aditi Roy	Tata Teleservices Limited, 5th Floor, Voltas Building, Bistupur Mian Road, Jamshedpur, Jharkhand	9031000121	9031002273	nodal.bh@tatadocomo.com
Haryana	Supreet Vatsyayan	Tata Teleservices Ltd., C125 Phase 8, Focal Point Industrial Area, Mohali.	9034000121	9034002273	nodal.har@tatadocomo.com
Karnataka	SureshKumar L	Tata Teleservices Limited- Tata Docomo, A Block, 2nd Floor, Silicon Terraces, # 30/1, Hosur Main Road, Koramanagala, Bangalore – 560 0095.	9036000121	9036002273	nodal.kk@tatadocomo.com
Kerala	Renu Moncy	Tata Teleservices Limited, Unit IV B, 2nd Floor, Leela Infopark, Plot no. 5, Infopark, Kusumagiri PO, Kakkanad, Kochi – 682030	9037000121	9037002273	Nodal.Kerala@tatadocomo.com
Kolkata	Neeraj Sharma	Tata Teleservices Ltd., PS Srijan Tech Park, DN - 52, Sector - V, Kolkata, West Bengal, 700091	9038000121	9038002273	nodal.kol@tatadocomo.com
MPCG	Kamal Rajdev	Tata Teleservices Ltd., Kwality Globus, Permal Wall Wallace Compound, Opp.RBI, Hoshangabad Road, Bhopal (M.P.) 462011	9039000121	9039002273	nodal.mp@tatadocomo.com
Orissa	Priyanka Patnaik	Tata Teleservices Limited, Module A&B, 4th Floor, Fortune Tower, Chandrashekharpur, Bhubhaneshwar - 751023	9040000121	9040002273	nodal.orissa@tatadocomo.com
Punjab	Supreet Vatsyayan	Tata Teleservices Ltd., C125 Phase 8, Focal Point Industrial Area, Mohali.	9041000121	9041002273	nodal.pun@tatadocomo.com
Tamil Nadu	Mahadev Kaushik	Tata Teleservices Limited, No 40, MT Rajen's Properties, 2nd Floor, Bazzullah Road, T Nagar, Chennai – 600 017	9043000121	9043002273	Nodal.tn@tatadocomo.com
UP East	Shweta Arora	TATA Teleservices Ltd, [2 RF] Bahadur Ji Marg [Behind Shakti Bhawan Lucknow, Uttar Pradesh (East) - 226001	9044000121	9044002273	nodal.UPE@tatadocomo.com
UP West	Himani Gupta	Tata Teleservices Ltd, B-4, Sec 63 Noida -201301 (Uttar Pradesh)	9045000121	9045002273	nodal.UPW@tatadocomo.com
ROWB	Neeraj Sharma	Tata Teleservices Ltd., PS Srijan Tech Park, DN - 52, Sector - V, Kolkata, West Bengal, 700091	9046000121	9046002273	Nodal.WB@tatadocomo.com
Mumbai	Meenakshi Bahal	TTML, D-26, TTC Industrial Area, MIDC, Sanpada, Thane Belapur Road, PO Turbhe, Navi Mumbai - 400703	9029009028	022 – 66009999	nodal.mum@tatadocomo.com
Maharashtra & Goa	Meenakshi Bahal	TTML, Mayfair Towers, Third floor next to Shoppers stop, Wakdewadi, Pune – 411005	9029009028	022 – 66009999	nodal.rom@tatadocomo.com

Appellate Authority

If you are not satisfied with the response of the Nodal Officer, you may escalate your complaint / grievance to the Appellate Authority as a final mechanism for grievance resolution during working hours (9:30 AM to 6:00 PM) Monday to Friday. This should please be done by filling up a form prescribed by TRAI in Duplicate. Address of Appellate Authority is the same as that of Nodal officer in respective circle. **Format for making appeals before the Appellate Authority** ([click here](#))

• Procedure for making appeals before the Appellate Authority

o Appeal must be in the format prescribed in the regulation (in duplicate) - (for format [click here](#))

o Every appeal must be filed within 3 Months from the date of decision of the Nodal Officer. o

All appeals are generally disposed of within 3 Months from the date of filing of appeal.

o Appeals only against the decision of the Nodal Officer are maintainable before the Appellate Authority, no other appeal / direct complaint shall be entertained.

o For detailed procedure on disposal of appeals by Appellate Authority please refer the [TRAI Regulation on Consumer Protection and Redressal for Grievances \(3 of 2007\)](#)

Circle Name	Appellate Authority Name	Address	Tel No.	Fax No.	Appellate Email
Andhra Pradesh	Sujeet Savargaonkar	Tata Teleservices Limited, 1st floor, 5-10-173, Vasantha Chambers, Fathe Maidan Road, Hyderabad - 500001	9030000122	9030002273	appellate_ap@tatadocomo.com
Bihar & Jharkhand	Sukrit Saha	Tata DOCOMO ,Volta Building, 5th Floor,Bistupur Main Road, Jamshedpur - 831001	9031000122	9031002273	appellate_bh@tatadocomo.com
Haryana	Rohit Chawla	Tata Teleservices Ltd., C125 Phase 8, Focal Point Industrial Area, Mohali.	9034000122	9034002273	appellate.har@tatadocomo.com
Karnataka	Sunitha George	Tata Teleservices Limited- Tata Docomo, A Block, 2nd Floor, Silicon Terraces, # 30/1, Hosur Main Road, Koramanagala, Bangalore – 560 0095.	9036000122	9036002273	appellate.kk@tatadocomo.com
Kerala	Jayaraj R	Tata Teleservices Limited, 5th Floor, SL Plaza, Palarivattom, Kochi – 682025	9037000122	9037002273	appellate.kerala@tatadocomo.com
Kolkata	Amit Bhatia	Tata Teleservices Ltd., PS Srijan Tech Park,DN - 52, Sector - V, Kolkata, West Bengal, 700091	9038000122	9038002273	appellate.koi@tatadocomo.com
MPCG	Deepak Sethi	Tata Teleservices Ltd., Kwaliti Globus, Permal Wall Wallace Compund, Opp.RBI, Hoshangabad Road, Bhopal (M.P.) 462011	9039000122	9039002273	appellate.mp@tatadocomo.com
Orissa	Bikash Mohanty	Tata Teleservices Limited, Module A&B, 4th Floor, Fortune Tower, Chandrashekharpur, Bhubhaneshwar - 751023	9040000122	9040002273	appellate.orissa@tatadocomo.com
Punjab	Rohit Chawla	Tata Teleservices Ltd., C125 Phase 8, Focal Point Industrial Area, Mohali.	9041000122	9041002273	appellate.pun@tatadocomo.com
Tamil Nadu	KK Sarathy	Tata Teleservices Limited,No 40,MT Rajen's Properties,2nd Floor, Bazzullah Road, T Nagar , Chennai – 600 017	9043000122	9043002273	appellate.tn@tatadocomo.com
UP East	Sandeep Saxena	Tata Teleservices Ltd., 2 RF, Bahadur Ji Marg, Behind Shakti Bhawan Lucknow Uttar Pradesh(East) 226001	9044000122	9044002273	appellate.UPE@tatadocomo.com
UP West	Adarsh Singh	Tata Teleservices Limited, 2 RF, Bahadur Ji Marg, Behind Shakti Bhawan, Lucknow, UP - 226001	9045000122	9045002273	appellate.UPW@tatadocomo.com
ROWB	Amit Bhatia	Tata Teleservices Ltd., PS Srijan Tech Park,DN - 52, Sector - V, Kolkata, West Bengal, 700091	9046000122	9046002273	Appellate.WB@tatadocomo.com
Mumbai	Ravinder Mangalampalli	TTML, Volta Premise, Chinchpokli,Mumbai – 400 033	9029009029	022 – 66009999	appellate.mum@tatadocomo.com
Maharashtra & Goa	Ravinder Mangalampalli	TTML, Volta Premise, Chinchpokli,Mumbai – 400 033	9028009029	020 – 66009999	appellate.rom@tatadocomo.com