

Maharashtra Telecom Circle
O/o CGMT, 2nd floor, A wing
BSNL Admn Complex. Juhu road,
Santacruz(W), Mumbai-54
Tel 022-26601280 Fax 022-26601279



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

No MHCO-CFAO/18(30)/2/2020-O/o PGM CFA/ 50343

Dated: 19-11-2020

To,
The SSA Head.
Maharashtra.

Sub- Routing of 198 complaint booking traffic to Toll Free No 1800-345-9950-reg,

Ref-GM (Dev. & WDC), ITPC, Pune No. ITPC/WDC/NW/IVRS/39 Dated 18/11/2020.

Kindly refer to above cited letter, regarding the routing of 198 complaint booking traffic to toll free no 1800-345-9950 Copy Enclosed).

In this regard, it is intimated that the immediate action to taken to activate the complaint booking service through 198 in all **Landline & Mobile Switches** by re-routing the traffic of existing 198 service in the Circle on Toll Free No 1800-345-9950.

Hence, kindly route all the 198 traffic of the Circle to single level-I IP TAX of Maharashtra circle (may be to Pune IP TAX) and this IP TAX will map the 198 code to Toll Free No 1800-345-9950

Compliance may kindly intimated on MH Intranet portal.

Enclose-As above.

for AGM (NW-CFA)
MH Circle.

O/o PGM (WDC), I.T. Projects Circle
RTTC Bldg, Plot No. G-121 & 122
MIDC, Chinchwad, Pune - 411 019
Phone: 020 - 27372277 Fax : 020 - 27373101



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No. ITPC/WDC/NW/IVRS/39

Dated 18/11/2020

To,
PGM CFA/CM Maharashtra Circle,

Sub: Routing of 198 complaint booking traffic to toll free number 1800-345-9950.

The present IVRS infrastructure at WDC is old and spares are not available. In the interest of continued service to our customers, an in-house IVRS system has been developed and implemented by IT Cell of Kerala Circle in co-ordination with ITPC.

As a part of this project, 198 Complaint Booking Service module is ready for deployment and the service is made available on the Toll Free Number 1800-345-9950. Hon'ble CMD BSNL inaugurated this service on 14/10/2020. Kerala circle was selected as POC Circle and the system is working fine for south and east zones.

Now, the system is to be deployed for Maharashtra Circle of West Zone. Hence, it is requested to take immediate action to activate this service through 198 in all **Landline and Mobile switches** by re-routing the traffic of the existing 198 service in the Circle on to 1800-345-9950.

Kindly route all the 198 traffic of the circle to single level-I IP TAX of Maharashtra circle (may be to Pune IP TAX) and this IP TAX will map the 198 code to the Toll Free number 1800-345-9950.

Any issue observed after migrating of 198 services to new IVRS system may be convey to Tapan Tiwari, SDE IVRS ITPC Pune on mobile no - 9422601722, email address - tapanitpc@gmail.com

Ramesh Nikam

GM (Dev & WDC), ITPC, Pune

Copy to: CGM MH Circle for information and necessary action pl.