

# DO'S & DONT'S FOR CUG

## LODGING OF CUG COMPLAINS:

Please register your complains related to CUG, only through

1. Email-ID- cughelp@optcl.co.in
2. SMS- 9438907800
3. Send Hard copy to-  
SDO Telecommunication CUM Nodal Officer for BSNL CUG,  
Telecom store Sub-Division,OPTCL,Bhoinagar, Bhubaneswar -751022.
4. Information Format- Mobile No, Name, Emp-Id, Nature of complain, Alternative No & Email-ID

**N:B- Complain shall be forwarded to BSNL Care for Solution during working hours.**

## FOR ALLOTMENT OF NEW CUG SIM:

Plz send your following documents by mail/hard copy

- 1.Scanned copy of Office order for Appointment ,Recommendation from concerned DDO
- 2.Joining Report
3. A copy of passport photo
- 4.Employees Id
- 5.DDO Clearance for those who are availing allowance for mobile expenses.

**NB:The plan change action is prohibited between 28th to 4th of each month due to billing closing updation work at BSNL end.**

## FOR PLAN CHANGE:

Plz send your following documents by mail/hard copy

- 1.Scanned copy of OGFR /snapshot of ERP order
- 2.Joining Report
- 3.Mobile No,
- 4.Employees Id

**NB:PI remember the current balance shall not be carried forward in case of plan change.**

**Your confirmation for plan change should be intimated for further process of activation.**

## SIM LOST / SIM CHANGE:

In case of SIM lost /theft ,

- 1.Apply with FIR copy,
- 2.Identification,
- 3.SIM change form dully filled in duplicate at the nearest BSNL customer care counter for issue of new one on payment as per the type of SIM Requirement .
- 3.After getting the new SIM pl don't forget to SMS / EMAIL your new SIM serial number to Nodal Officer, CUG for future transaction reference .

**N.B- Recommendation of Nodal Officer is applicable only in customer Care Counter , BSNL,BBSR.**

## DESIGNATION CHANGE ONLY:

Please mention your

- 1.Employee ID,
- 2.Name,
- 3.Designation change from ..... to .....
- 4.Place of posting along with promotion order ,
- 5.Joining order through your DDO for issue of New SIM by mail /by Post for further processing.

## INVALID /DAMAGED SIM :

In case of Invalid / Damaged Sim , Apply with Identification in

- 1.SIM change form duly filled in duplicate at the nearest BSNL customer care counter for issue of new one .
- 2.After getting the new SIM pl don't forget to SMS / EMAIL your new SIM serial number to Nodal Officer, CUG for FUTURE transaction reference .

**N.B-Recommendation of Nodal Officer is applicable only in customer Care Counter , BSNL,BBSR.**

## DEACTIVATION / SURRENDER OF SIM :

Please mention your

- 1.Employee ID,
- 2.Name,
- 3.Designation ,
- 4.Place of posting

along with respective order through your DDO for DEACTIVATION / SURRENDER OF SIM and

pl hand over the SIM individually and get the NOC for the reason applied for further processing and clearance from Nodal Officer.

## CONVERSION OF PLAIN SIM TO MICRO/NANO SIM:

**Method 1-** Whenever it is needed to convert the plain SIM to Micro /Nano version. Please hand over the old one to BSNL and deposit the required amount for new SIM .The new SI No should be sent to NODAL OFFICER for office use in future.

**Method 2-** Whenever it is needed to convert the plain SIM to Micro /Nano version manually by SIM cutter. keep the **unwanted stapled piece** bearing Serial No, when you are converting a normal sim to Micro/Nano Sim it is mandatory to verify the SI.No of Old sim by BSNL, otherwise "**An affidavit**" shall be required for conversion purpose.

**N:B If it is intended to procure the Nano / Micro SIM from Bhubaneswar Customer Care only, a recommendation letter shall be required from Nodal Officer .**

## PHOTOS FOR CUG DIRECTORY:

Please send your Scanned passport size colour photograph (JPG format )with

**Name,Designation and Mobile Number to be uploaded in OPTCL Website for CUG directory .**

## USSD CODES FOR CUG:

To know your balance please use following USSD codes for **plan 99,175,225,525** of **current month \*123\*5#**

**Then Enter 1** and send it. For main balance if any press **\*122#**.

For **1500 Plan** write USG in sms box and **send** it to **53333**.

## SIGNAL PROBLEM :

If you are facing signal problem while in roaming mode, please try **to Restart** your mobile for operation or in worst case Select operator manually.

### **GPRS AND SMS:**

Most often it is learnt that the **GPRS & SMS** features are not working for **CUG** users.  
In such cases you are requested to verify your SIM by inserting in a handset which is working properly.  
If it is OK then contact your mobile handset Vendors for setting.  
If it is not OK then lodge your complain through **SMS & E-mail** to following address for Rectification.  
In case GPRS is not working the SIM may please be checked with other working set for confirmation **or**  
**Check settings in Mobile FOR more network>mobile network>access point names>bsnl-gprs (bsnlnet) bsnlms (bsnlms)**  
**And restart your mobile.**  
**E-mail- cughelp@optcl.co.in**  
**SMS - 9438907800**

### **RESTRICTION OF REQUEST FOR CUG :**

Any change of plan, **New activation, Deactivation** are restricted during **28th to 4th** of Each month due to **file Backup, updation, billing Information** at **IN system** of **BSNL**.

### **DOWNLOAD FORMS FOR CUG USES:**

CUG users may download different types of required forms related to issue of SIM Conveniently (Which should be recommended from Nodal Officer, CUG in case of Bhubaneswar customer care only)

### **TOP UP VOUCHERS:**

After a long awaited efforts **BSNL** has confirmed form **MSC** that our esteemed **CUG** users can use any Top-up Vouchers for their use from any **BSNL** point of sale.  
**N.B.-** This is applicable only for **Plan 99,175,225,525**. Which has **Postpaid** Plan with forced **Prepaid** plan.

### **HELPLINES AND EMERGENCY DEDICATED CUG NUMBERS-**

Email id:cughelp@optcl.co.in

**BSNL HELPLINE :MOBILE 1503** for GSM Service

**Nodal Officer CUG- +91 9438907800**

**Eshakti Help Desk- +91 943890 8100**

**Recruitment Cell - +91 943890 7594, +91 943890 7595**

**Cyclone Disaster Management- +91 943890 7077,7777**

**SLDC HELP DESK- +91 943890 8088, +91 943890 8099**

**Transit House - +91 943890 7499, +91 943890 7500**

**Safety Cell - +91 943890 7370**

To be continued.....

**E&O.E**