



Phone : Off. 23353245, 23316656, 23315677 Resi. : 25706166
Fax : 011-23351877

E-mail : csingh465@gmail.com
Website : www.nfttechq.co.in

NATIONAL FEDERATION OF TELECOM EMPLOYEES

BSNL

(Regn. No. 4906 dated 17/9/2001)

MS-II, Q. No. 21 & 17, Atul Grove Road, New Delhi-110001

TF-19/3

Dated:- 23-03-2021

To,

CMD
BSNL, New Delhi.

Subject :- Retardation in Telecom services – reg.


Respected Sir,

Kindly recall our discussions of 19th instant on the issue. In course of discussions we have expressed our anxieties over deterioration in services causing erosion in revenue earnings. We are perturbed on the developing situation as the running and rendering of services cannot be the sole concerns of the management. However, it is fact that the management has not consulted us while bringing the VRS scheme and axing almost 80,000 employees. There has been loud talks of outsourcing which is now affecting the services. The feed back in BSNL HQR may claim satisfactory but sooner or later facts will be on surface. Being stake holders and concerned with the well being of the PSU we are mentioning some points for consideration before it is late.

- (1) **Leased lines:-** Sequel to outsourcing leased lines working via OFC the maintenance as well as faults rectifications are not done by contractors. After much delay the job is entrusted to SSA personnel. This is causing disruption and dissatisfaction amongst the customers Govt. connections don't get due attention. The workforce of BSNL attend faults and contractor are paid by the Company.
- (2) **Mobile Services:-** There is sharp deterioration in services after outsourcing. Poor signal, poor data connectivity have increased when mobile towers are out of our order labours are not being sent by vendors even after 6 hours to assist the transmission team of Company. Porting of Mobile connections are taking place in abundance.
- (3) **Landlines:-** Faults are not being attended and to avoid penalty it is shown 'Resolved' but the fact is otherwise. There is either no supervision or understanding with the contractors due to obvious considerations in attention is resulting in surrender of connections.
- (4) **Broad Band:-** The speed is very slow and it needs immediate resolutions.
- (5) **FTTH connections:-** There is good demand for the services but we are not able to provide instances are also available of exploitation of customers by the vendors in providing the connections.
- (6) **CSCs working:-** The CSCs are not manned properly by the vendors and performance is poor.

With regards,

Yours sincerely,


(Chandeshwar Singh)
General Secretary