

BSNL EMPLOYEES UNION

Recognised Union in BSNL

(Registered Under Indian Trade Union Act 1926. Regn.No.4896)

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General Secretary

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BSNLEU/604 (DEV) (i)

19.01.2018

To

Shri Anupam Shrivastava,
CMD BSNL,
Bharat Sanchar Bhawan,
Janpath, New Delhi – 110 001

Sir,

Sub: - **Acute shortage of equipments / materials for providing FTTH connections - req.**

Kindly recollect the discussion that has taken place between the Core Committee and the CMD BSNL on 17.01.2018, wherein the General Secretary, BSNLEU, raised the above issue.

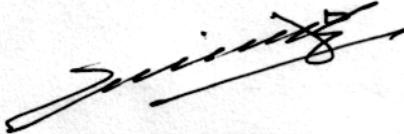
We are getting complaints from our field units that sufficient equipments / materials are not being made available for the provisioning of FTTH connections. In particular, it is being reported that equipments such as 12 volt battery, UPS, Splitters (1 x 2) and (1 x 4), etc., are in scarcity. We have received this report from Tamil Nadu circle.

We are being told that, there is good demand for FTTH connections, obviously due to the better quality of service. However, it is reported that extreme delay is experienced by the customers, in getting FTTH connections. This is due to the non-availability of equipments / materials required to provide the connections.

We request you to kindly look into this and to do the needful, so that customer satisfaction is increased in the provisioning of FTTH connections.

Thanking you,

Yours sincerely,



[P. Abhimanyu]
General Secretary

Copy to: Shri N.K. Mehta, Director (CFA), BSNL, New Delhi – 110001