

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)

27.12.2018

To,

Shri Anupam Shrivastava,
CMD BSNL,
Bharat Sanchar Bhawan,
New Delhi -110 001.

Sir,

Sub: - Failure of the Sanchar Soft server at Trichy from 21.12.2018 – req.

Kindly recollect the discussion that we had with you on the subject mentioned above.

It has been brought to our notice that the Sanchar Soft server, catering the entire circles in South India, has failed since 21.12.2018. As a result of this, sales of SIM, provisioning of MNP, etc., were severely affected. The issue was brought to your kind notice. We also got a reply that Sanchar Soft has been restored since yesterday.

In this regard, we would like to inform you that, the Sanchar Soft has been restored only partially, as per our feedback. As a result, still difficulties are being experienced by our CSC staff, in providing services to the customers. Hence, we request you to kindly look into this, and to ensure that the Sanchar Soft starts functioning in a fullfledged manner.

Thanking you,

Yours Sincerely,



[P. Abhimanyu]
General Secretary

Copy to: The Director (CM), BSNL, Bharat Sanchar Bhawan, New Delhi- 110 001