



# BSNL EMPLOYEES UNION

Central Head Quarters

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**P. Abhimanyu**  
General Secretary

Main Recognised Representative Union.  
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**BSNLEU/604 (DEV)**

**28.02.2024**

To,

**Shri P.K. Purwar**  
**CMD BSNL,**  
**Bharat Sanchar Bhawan,**  
**Janpath, New Delhi – 110 001**

Sir,

Sub: - **Complaints on BSNL's FTTH service - req.**

We wish to bring the following to your kind notice for favour of taking appropriate remedial measures.

Undoubtedly, BSNL's FTTH service was the choice of all the people who wanted good quality Broadband service. At the time of Covid pandemic, BSNL's FTTH service was liked by all those who worked from home. BSNL had a Lion's share in the fibre based broadband business. However, the situation has changed very much now.

Many of the leading functionaries of our Union from various circles are complaining about the issues faced in BSNL's FTTH service. Lack of speed is the major issue. Apart from this, frequent disruptions due to lack of proper maintenance, is also being reported. In the meetings held with the unions and associations, the CMD BSNL makes updatings regarding the procurement of OFC, and other equipments to improve the quality of FTTH service. However, the ground reality is something different. Customers are facing inconvenience due to lack of quality in BSNL's FTTH service.

In this connection, it is pertinent to bring to your kind notice that a "dharna" programme has been organised at Freedom Park in Bangalore on 27<sup>th</sup> February, 2024. The programme has been organised by the FTTH vendors of BSNL, Karnataka circle, from 11:00 am to 05:00 pm on that day. Organising of such agitational programmes in the public, by the vendors of BSNL, hurts the image of our Organisation. The WhatsApp poster to publicise this programme has been widely circulated in the social media. We are also enclosing an image of the dharna programme organised at Bangalore.

In this background, we request you to kindly look into this issue and to take speedy action to ensure that BSNL provides good quality service to our customers.

Thanking you,

*Yours sincerely*

**[P. Abhimanyu]**  
**General Secretary**

Encl: (1) WhatsApp poster for the Bangalore agitation.  
(2) Image of the sit-out programme organised at Bangalore.

## Bharath Fiber Franchisee Association(R)



# ONE-DAY DHARNA

**We demand a permanent solution to the Speed issues and frequent OLT downtime.**

1.It is imperative that reliable measures are implemented swiftly to alleviate the persistent problems of speed fluctuations and OLT disruptions.

As partners, we strongly urge for immediate action to address the ongoing challenges with internet speed and OLT stability.

**#Savebsnl #Hargharbsnl**

# TUESDAY FEB-27

**@ Freedom park Bengaluru**

Stand with us on the 27th at Freedom Park, Bangalore, to preserve BSNL's legacy

**11AM-5:00PM**

