



BSNL EMPLOYEES UNION

Ph.: 011-25705385
Fax : 011-25894862

Central Head Quarters

P. Abhimanyu
General Secretary

Main Recognised Representative Union.
Dada Ghosh Bhawan, 2151/1, New Patel Nagar,
Opp. Shadipur Bus Depot, New Delhi-110008
E-mail : bsnleuchq@gmail.com, Website : www.bsnleu.in

BSNLEU/604 (DEV)

15.01.2025

To,

Shri A. Robert J. Ravi,
CMD BSNL,
Bharat Sanchar Bhawan,
H.C. Mathur Lane,
Janpath, New Delhi – 110 001

Sub: - **Extremely poor quality of BSNL's 4G service - requesting to take remedial action at the earliest – req.**

Sir,

We wish to bring the following to your kind notice for favour of your information and necessary action.

Media has already published the news that, customers are unhappy about the quality of BSNL's mobile service, as a result of which a huge number of mobile customers are leaving BSNL. Our Union is also receiving large number of complaints from our employees regarding the quality of BSNL's mobile service. It reliably learnt that around 60,000 BTSs supplied by the TCS, are already installed and activated. Wherever, TCS's 4G BTSs are activated, customers are suffering due to poor quality of service.

The Central Executive Committee meeting of BSNLEU is held online on 12th January, 2025. The circle secretaries and central office bearers of the Union, who participated in the meeting from the length and breadth of the country, expressed their utter dissatisfaction regarding the quality of BSNL's mobile service. They pointed out that, customers were getting at least good quality voice calls before 4G service is started. In places where BSNL's 4G service is started, the customers are neither getting the voice call nor good quality data service.

The employees working in the sales and marketing section are being told to maximise the sale of BSNL's mobile SIMs. However, the customers are having bitter confrontations with our employees regarding the quality of BSNL's voice and data services. It is our staff working in the field, who face the wrath of the customers due to the poor quality of BSNL's voice and data services.

The Central Executive Committee members strongly felt that, the grievances of the customers and sufferings of our employees, on account of BSNL's poor quality 4G service, should be brought to the notice of the CMD BSNL and Director (CM). In view of the foregoing, we earnestly urge upon you to kindly ensure action at the earliest, for improving the quality of BSNL's 4G service.

Thanking you,

Yours sincerely,

[P. Abhimanyu]
General Secretary

Copy to: Shri Sandeep Govil, Director (CM), BSNL C.O., Bharat Sanchar Bhawan, Janpath, New Delhi – 110001