



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)

16.03.2023

To,

Shri P.K. Purwar
CMD BSNL,
Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,
New Delhi – 110 001

Sir,

Sub: - **Frequent interruptions in the high speed bandwidth for FTTH Customers of Amritsar BA – requesting to take remedial measures immediately - req.**

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

It has been brought to our notice that, the BSNL FTTH customers in Amritsar BA region are complaining about the slow speed of the service, for the past few weeks. This problem is attributed due to bandwidth issues of BNG at Amritsar.

In this connection, we wish to bring to your kind notice that, due to low latency FTTH customers are disconnecting and leaving BSNL.

It is needless to state that, FTTH is a costly service and that, no customer would like to continue with BSNL, if the Company is unable to provide the assured speed. In view of this, it is requested that, additional BNG at Amritsar may be considered on a priority basis.

Action on this may kindly be taken on priority basis, so that the customers in Amritsar do not face the problem of low internet speed.

We urge upon you to kindly look into this matter urgently and to take the needful action on a war footing.

Thanking you,

Yours sincerely

[P. Abhimanyu]
General Secretary