



BSNL EMPLOYEES UNION

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

BSNLEU/604 (DEV)

07.09.2018

To

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

Sir,

Sub: - Complaint against service provided by M/s Hungama Digital Media Entertainment Pvt. Ltd. to BSNL subscribers – Request to take necessary action - req.

There is an agreement between BSNL and M/s Hungama Digital Media Entertainment Pvt. Ltd. What is the revenue share and how payment takes place between BSNL and Hungama are not known. But, in Maharashtra circle, customers are coming and complaining about the harassment being caused by M/s Hungama. They say that they receive a call saying ***whether your broadband/telephone is working ok. If yes please, send message as 'yes' to ---*(number)**. If the customer responds to this, after a month, the customer receives a bill of around Rs.400/- for Hungama service, which he has not at all opted for.

When the complaint is received, the CSC takes action to close the Hungama service. Accounts Officer gives 100% rebate to the customer. Now the issue is, even though BSNL gives rebate to the customer, the Company has to pay 18% non refundable GST to the government. We do not know, whether these payments are being adjusted with the Hungama or not. This means, for a useless service where no BSNL employee is involved, there is loss of 18% GST per customer, to the Company. It is very important to mention that, because of Hungama service, a lot of non payment of bills happen, which leads to closure of our land-line connections.

Recently, Hungama started making advertisement calls to almost all BSNL customers. They ask for customers' email address and mobile number, saying that it is only for record purpose. But, they auto activate BSNL hungama, without the consent or notice of the customer. Everyone gets to see that hungama was activated on their account only after the bill comes (Around Rs.150).

In India there are many people who do not understand all these things. They do not know that hungama is charging some amount every month, and some, even after knowing, do not know how to deactivate. We would also like to bring to your kind notice that Hungama toll free number is a call of infinite waiting, as it does not get connected even after you dial it 100 times.

We wish to bring all these details to your kind notice, with the fond hope that action would be taken to relieve BSNL customers from the harassments being caused by M/s Hungama.

Thanking you,

Yours sincerely,


[P. Abhimanyu]
General Secretary

Copy to: Shri N.K. Mehta, Director (CFA), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110 001