

**Resolution passed in the Central Executive Committee meeting of BSNLEU,
held at New Delhi on 09th & 10th December, 2023.**

On BSNL's FTTH service.

The CEC meeting of BSNLEU, held at New Delhi on 09th & 10th December, 2023, expressed its concern over the state of affairs of BSNL's FTTH service. BSNL is engaging TIPs as its partner for the provisioning and maintenance of the FTTH connections. 50% of the FTTH revenue is being shared by the TIPs. There was very good demand for BSNL's FTTH service at one point of time. Especially, during the COVID-19 pandemic period, BSNL's FTTH connections were in big demand for those who worked from home. However, the situation has greatly changed now. There are a lot of complaints regarding the maintenance of BSNL's FTTH connections. As a result, BSNL's FTTH connections are being disconnected. It is reported that around 60,000 to 65,000 connections are getting disconnected every month. Further, the TIPs who are having partnership with BSNL are also having partnership with the private service providers, viz., Jio and Airtel. Complaints are coming from many places that the TIPs are diverting the BSNL's FTTH customers to private operators. Under these circumstances, the CEC meeting of BSNLEU has discussed the matter in depth and has decided to demand that, the provisioning and maintenance of the FTTH connections should be taken over by BSNL.
