



BSNL EMPLOYEES UNION

Central Head Quarters

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09.10.2024

BSNLEU/ 604 (DEV)

To,

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

Sub: - **Fast deterioration in the quality of service of BSNL's FTTH connections - requesting that, the provisioning and maintenance of FTTH connections should be done by BSNL itself, by disengaging the TIPs - req.**

Sir,

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

The Central Executive Committee meeting of BSNLEU was held at Kolkata on 25th & 26th September, 2024. Most of the Central Executive Committee members who participated in the deliberations, focussed their attention on BSNL's FTTH service. It was bitterly complained that, the customers are frustrated over the deteriorating quality of service of BSNL's FTTH connections. It was also pointed out that, BSNL's FTTH connections are getting massively surrendered every month.

Poor maintenance of BSNL's FTTH connections is the main reason for the deterioration in the quality of service. Inordinate delay in the clearance of faults have become the order of the day. The TIPs are not deploying qualified personnel for carrying out the maintenance works of BSNL's FTTH connections.

Till a few years back, BSNL was considered to be the king in the FTTH segment. BSNL had a lion's share in the number of connections also. The general public preferred only BSNL's FTTH connections, over the FTTH connections of the private companies. But, this scenario is fast changing.

There can be no two opinions that, the FTTH segment brings a substantial portion of BSNL's income. However, if no remedial action is taken on a war-foot basis, BSNL's FTTH service will also go the way in which BSNL's landline and broadband connections have gone.

One of the main problems faced in the FTTH segment is that, the TIPs of BSNL are also the partners of private telecom companies, viz., Jio and Airtel. In many circles, complaints have come stating that, BSNL's TIPs are diverting BSNL's FTTH customers to the private companies. Even many top level field officers have vouched this view, of course under anonymity.

Taking all the aforementioned conditions into account, the Central Executive Committee meeting of BSNLEU has resolved to request that BSNL should disengage the TIPs and that, the Company itself should undertake the activities of provisioning and maintenance of FTTH connections. The meeting also decided that, the 50% revenue which is going to the TIPs may be utilised for the procurement of equipments necessary for the provisioning FTTH connections to the customers.

It is also resolved to demand that the ATTs and TTs should be redeployed in the FTTH segment, in view of the decision taken by the Management to close down the copper cable based landline and broadband connections.

We earnestly urge upon you to kindly look into these demands of BSNLEU, so that BSNL's FTTH connections can not only be saved, but can be increased many fold.

Thanking you,

Yours sincerely,



[P. Abhimanyu]
General Secretary

Copy to: (1) Shri Vivek Banzal, Director (CFA), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110001.
(2) Dr. Kalyan Sagar Nippani, Director (HR), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110 001
(3) Ms. Anita Johri, PGM (Restg. / WS&I), BSNL CO., Bharat Sanchar Bhawan, Janpath, New Delhi – 110001.