



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED EXECUTIVES' ASSOCIATION

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**No. AIBSNLEA/CHQ/CMD BSNL/2021**

**Dated: 18.03.2021**

**To**

**Shri. P.K. Purwar**  
**CMD BSNL,**  
**New Delhi-110001**

**Sub: Request for immediate and effective measures for improving Internet Services in Assam and NE Region — reg.**

Respected Sir,

We would like to bring to your kind notice that the problem of instability of Backbone Links for Internet Services (FTTH, BB, Mobile Data, ILL etc.,) has been continuing since more than two years in not only Assam and NE Region but also in PAN India. The problem is very well known to the Circle Administration /CNO Cell of BSNL CO and our representatives at all Circles especially in Assam and NE Region also raised this issue at all Platforms but the issue has not been resolved till date.

2. It is brought to the notice of AIBSNLEA CHQ by our Circle Secretary Assam that the Internet Speed, high latency and stability issues had surfaced for the first time after abrupt surrender of the Agartala IGW, which used to cater the International Traffic of all the Subscribers of NE Region. Although, some measures like Installation of IGW at Kolkata, addition of 2.5G PGCIL Bandwidth to Guwahati - Chennai Route, Installation of Facebook Cache Server at Guwahati were taken by the BSNL Management, which provide some temporary relief, but the overall situation has remained unchanged. Even now every day, the Long distance Media goes down and Customers are left stranded.

3. As a result, the rate of monthly growth in FTTH Customer base has gradually come down and soon may go into negative, if the Bandwidth and stability does not improve. Due to gradual churn and declining growth of the Customers, the Franchisees are also worried that they may face losses as they have sufficiently invested in procuring Equipments for providing the FTTH Services of BSNL. The present Churn rate is more than 30% of the FTTH connections provisioned in a month.

4. Another reason for slow growth of FTTH connections is the high, irrational and variable installation cost of FTTH connections charged by Franchisees, due to absence of proper guidelines in this regard and absence of monitoring and verification on the part of BSNL.
5. Further, our premium high paying ILL Customers are also threatening to surrender our Services and switch over to other Operators due to inconsistency and non-reliability of our Internet Services. Our Officers and staff handling the FTTH/ILL/BB Services are unable to answer the innumerable queries of our Customers and Franchisees regarding the regular failure of our Backbone Links.
6. Situation has become even more alarming recently after Corporate Office has surrendered the available stable PGCIL links in Guwahati-Chennai and Kolkata-Chennai routes and has issued instructions for replacement of the same by Rail Tel, which is not very stable as learnt from various sources due to STM-Protocol.
7. The frequent and simultaneous failure of our many important Backbone Links in Guwahati -Chennai and Kolkata-Chennai routes raises suspicion in our minds that deliberate attempts are being made to sabotage our Internet Services to decelerate the growth of BSNL in FTTH & ILL business and facilitate Private operators.

In view of the forgoing situation, we would request your good self to kindly intervene in the matter and cause to issue necessary instructions to the Officers concerned for the fulfillment of the following which not only increase the FTTH business to multifold but also increase BSNL revenue and also increase the Brand image of BSNL in the dwindling Market:

- A. Identification of root cause of frequent failure of our Long Distance Back bone Links and making necessary rectifications at PAN India.**
- B. Internal Investigation to find out possible causes of sabotage.**
- C. Hiring of PGCIL links instead of Rail Tel links.**
- D. Revival of Agartala IGW**
- E. Issuing of instructions for uniform and competitive Installation charges of FTTH connections to Franchisees and appointment of multiple Franchisees in Areas where performance of existing Franchisee is not up to the expectations.**

With kind regards,

Yours Sincerely,



**(S. Sivakumar)**  
**General Secretary**

**Copy for kind information and necessary action to:**

1. Shri Vivek Banzal, Director (CFA), BSNL Board, New Delhi-110001
2. Shri V. Ramesh, Director (EB), BSNL Board, New Delhi-110001
3. Ms.Yojana Das Director (Finance) BSNL Board, New Delhi-110001