

ALLINDIA BHARAT SANCHAR NIGAM LIMITED EXECUTIVES' ASSOCIATION



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No.: AIBSNLEA/CHQ/CMD/2021-22/

Dated-23.06.2021

To,

Sh. P.K. Purvar
CMD BSNL,
New Delhi-110001

Subject: - Feedback for improving of BSNL Services as well as Revenue-reg.

Respected Sir,

We would like to bring to your kind notice that our Company is operating in an environment of unbendable competition with several constraints such as limited availability of funds for CAPEX/OPEX and shortage of staff etc., amid the pandemic of COVID-19, your good office may appreciate the untiring efforts of our field units and our employees, who are working assiduously and are determined to maintain BSNL Services at PAN INDIA using all the available resources to them.

It is submitted that after the implementation of VRS-19 in BSNL, it was difficult to maintain a huge CFA Network with available Staff and at that time Outsourcing Model through Cluster Tenders was introduced by the Management with a fond hope that it will be a successful tool not only to monitor huge Landline /Broadband Net Work but also to provide quality Services to our Esteemed Customers. But now results are coming positive as QoS parameters of Landline & Broadband Services are improving awfully, **where Cluster Partners are working in true spirit. Nevertheless, we are observing huge disconnections in Landline and Broadband connections which are due to their limited scope of work in the present scenario.**

On the other side, FTTH connections are increasing very fast due to increase in demands created in view of CoVID-19 pandemic as MNCs employees and Schools / Colleges Students and others are working from Home. This is our bread & butter now. Due to fund crises for CAPEX/OPEX, BSNL has introduced Revenue Share Model and appoint TIPs for providing the FTTH Services to the Customers. Now, the BSNL Management is hopeful that in this Financial year BSNL will provide FTTH connections twice the connections provided in the last Financial year. Despite the challenges, the FTTH targets are achievable, as present trend shows a rapid data growth which indicates Market demand.

Sir, we have received lot of feedback from AIBSNLEA Circle Secretaries throughout India that there are lot of constraints in providing quality FTTH Services to our Esteemed Customers in this competitive scenario when our competitors are providing flawless FTTH quality Services and to compete with such TSPs we have to strengthen our FTTH Network and for that following issues are to be addressed in true spirit.

- (i) BSNL's TIPs are charging different rates in the name of Installation charges and ONT, which is a serious concern for the growth of FTTH connections. It is proposed that BSNL should fix these rates and Partners are instructed to charge the same from new Customers as done by other TSPs.
- (ii) Latency on BSNL Network is > 25 ms which needs to reduce to our competitor's value of 5 to 7 ms. To improve the same, BSNL has to augment more & more caching Servers.
- (iii) Frequent Outage of Core Router uplinks (due to development Projects in almost all large BAs) & other local problems affected the Speed issues to the FTTH Customers resulting in lot of surrender of FTTH Connections. To overcome the issue, BSNL has to procure more Links (10G/100G) from PGCIL/Railtel etc., Up-gradation of OTNM to 100 G Ports and alternate OFC routes may be provisioned for OTNM System, to have adequate capacity even if failures happen in the partial route.
- (iv) It is observed that there are lot of BNGs where congestion are being noticed, which is the major threat for FTTH connections as Customers are facing Speed issues and not getting desired Bandwidth as per the Plan.
- (v) BSNL has to replace RPR Network with MNG-PAN/C-PAN at PAN INDIA basis, wherever not done..
- (vi) It is reported by our Circle Secretaries that there is a Shortage of Store items such as Batteries, RF Cables, Feeder Cables, BTS cards etc., and many Exchanges are being operated on the expired Batteries resulting shut down of Exchanges during Power cut and thereby increasing the fuel expenses leading to loss of revenue and degraded of quality of Services.

In view of foregoing, we would therefore request your good self to kindly intervene in the matter and address the above issues on priority basis so that BSNL's FTTH connections will be preferred by the Customers on PAN India basis thereby increasing the BSNL revenue in manifold.

With kind regards,

Your's sincerely



(S. Sivakumar)

General Secretary

Copy to-

- (i) Shri. Vivek Banzal, Director (CFA), BSNL Board New Delhi- 110001
- (ii) Ms. Yojana Das, Director (Fin), BSNL Board New Delhi- 110001.
- (iii) Ms Anita Johri, Sr.GM (SR) BSNL CO New Delhi- 110001