



BSNL EMPLOYEES UNION

Central Head Quarters

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BSNLEU/ 604 (DEV)

30.05.2024

To,

Shri P.K. Purwar
CMD BSNL,
Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,
New Delhi – 110 001

Sir,

Sub: - **Concerns regarding the BSNL 4G & MAAN Project and the Future of BSNL 4G and Other EB, Broadband Services - req.**

We are writing to express our concerns regarding the recent developments with BSNL's 4G services, specifically the failure of the BSNL 4G & MAAN project executed with Tejas Networks. This Aatmanirbhar Project, which was intended to enhance our 4G capabilities using 28B of the 700 MHz band and improve transmission capabilities, has unfortunately faced significant challenges, leading to its failure.

The repercussions of this projects failure have been considerable. Not only has it affected our service capabilities and operational efficiency, but it has also had a broader impact on external stakeholders. For instance, the disruptions caused by the MAAN project's shortcomings necessitated the rescheduling of exams at IIT Bombay. Moreover, in BSNL 4G, more than 50% of the market available reputed mobile handset companies do not support the 28B of the 700 MHz band (which is denoted as a premium band with high coverage), reflecting the far-reaching consequences of such issues.

The 700 MHz band has been specially planned for rural areas to cover with BSNL 4G radiation. However, the specified sub-band allotted in 700 MHz is not facilitated by 50% of the reputed mobile handset companies. If this scenario continues, it will be challenging to increase our customer base when the general public needs to change their handsets to avail BSNL 4G services.

Considering these developments, we would like to highlight a few critical points that need to be addressed urgently:

Project Assessment and Accountability: It is crucial that we conduct a thorough assessment of the BSNL 4G & MAAN project to understand the root causes of its failure. This assessment should include a detailed review of the project planning, execution, and oversight processes. Accountability must be established to ensure that similar issues do not arise in future projects.

Resource Allocation: The financial resources allocated for the 4G & MAAN project and other similar initiatives need to be scrutinized. Ensuring that funds are used efficiently and effectively is paramount, especially considering our substantial investment in consultancy services, such as the ₹132.16 crores allocated to The Boston Consulting Group (India) Pvt. Ltd. This amount could potentially be redirected to more immediate and impactful needs, such as procuring necessary materials and resources for field operations.

Strengthening Internal Capabilities: There is a growing sentiment that the management's reliance on external consultants undermines confidence in our internal workforce. BSNL has a talented and dedicated team that, if properly supported and empowered, can drive significant transformation from within. Investing in the development and upskilling of our employees could prove to be more sustainable and cost-effective in the long run.

Strategic Reassessment: Given the recent setbacks, it is essential to reassess our strategic approach to 4G services and the deployment of MAAN equipment. This includes exploring alternative solutions, partnerships, and technologies that can help us overcome current challenges and position BSNL as a leading telecom provider.

In conclusion, we urge the management to consider these points seriously and take immediate corrective actions. Addressing these concerns proactively will help BSNL maintain its service quality and customer satisfaction, ultimately leading to our sustained growth and success.

Thanking you,

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'John Verghese', with a stylized flourish at the end.

(John Verghese)
Acting General Secretary