



# BSNL EMPLOYEES UNION

Central Head Quarters

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**P. Abhimanyu**  
General Secretary

Main Recognised Representative Union.  
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24.06.2024

BSNLEU/604 (DEV)

To,

**Shri P.K. Purwar**  
**CMD BSNL,**  
**Bharat Sanchar Bhawan,**  
**Janpath, New Delhi – 110 001**

Sub: - **Massive disconnection of FTTH connections – requesting for your kind and immediate intervention - req.**

Sir,

We are writing to beseech your kind and immediate intervention for the urgent settlement of the issues faced by our FTTH customers in Maharashtra circle, as well as in other parts of the country. Over the past few months, there has been a significant increase in complaints from our valued customers regarding the quality of service provided by BSNL FTTH. These issues are not only affecting the daily lives of our customers but also tarnishing the reputation of BSNL as a reliable service provider. BSNL Customers are leaving us and joining other private Service providers. The primary issues reported by BSNL customers include:-

- (1) Frequent Disconnections:** Customers are experiencing frequent disconnections, which is highly disruptive, especially for those who rely on the internet for their work-from-home arrangements and online education.
- (2) Slow Internet Speeds:** Despite subscribing to high-speed plans, many customers are facing significantly lower internet speeds than what is promised. This inconsistency is causing frustration among users.
- (3) Delayed Customer Support:** There have been numerous complaints about the delayed response from customer support teams. Customers report long waiting times and inadequate resolutions to their problems.
- (4) Billing Issues:** Several customers have reported discrepancies in their billing, including overcharging and incorrect billing cycles. This has led to confusion and mistrust among users.

We believe that addressing these issues promptly is crucial to maintaining and improving customer satisfaction. Therefore, we propose the following actions:

- (a) Increase Technical Support Staff:** Enhance the technical support team to ensure faster resolution of connectivity issues and reduce downtime.
- (b) Regular Maintenance Checks:** Implement regular maintenance checks and upgrades to the FTTH infrastructure to ensure stable and high-speed internet connectivity.
- (c) Improve Customer Support Response Time:** Set up a dedicated helpline for FTTH customers with trained staff to handle queries and complaints efficiently.
- (d) Conduct Billing Audits:** Regularly audit billing processes to ensure accuracy and transparency and provide a clear and simple process for customers to report and resolve billing issues.
- (e) Monthly Meetings with Partners, to know the ground realities faced by BSNL customers.**

We urge upon you to take immediate action to address these concerns and improve the overall service quality for BSNL FTTH customers. Ensuring customer satisfaction should be our top priority, and we are confident that with your support, we can achieve this goal.

Thanking you,

Yours sincerely,

**(John Verghese)**  
**Acting General Secretary**