

BSNL Corporate Office,
Bharat Sanchar Bhawan,
H.C.M Lane, Janpath, New Delhi-1
Tel No: 011-23714455, Fax No: 23354549
Email:kumarpk58@yahoo.co.in



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 8-01/2015 (PHM)

Dated: 29.01.2018

To

30

The Chief General Managers,
All Telecom Circles/ Telecom Districts,
BSNL.

Sub.: Damages caused to BSNL's cable network – lackadaisical attitude of the administration to contain the same –reg.

Ref: BSNLEU/604 (DEV) dated 19.01.2018

Kindly find enclosed herewith a letter to CMD BSNL, from Shri P. Abhimanyu, General Secretary, BSNL Employees Union, New Delhi on above mentioned subject. It has been stated that a meeting was held between the core committee and the CMD BSNL on 17.01.2018, wherein the General Secretary, BSNLEU raised the above issue. The letter is self explanatory.

In this regard, it is requested kindly to refer to this office letter no. 8-26/2010 (PHM) dated 01.03.2017(Copy enclosed) intimating that external agencies including Private Telecom service Providers are damaging BSNL Optical Fiber cables / Copper Cable and due to this number of customers has been continuously decreasing due to disruption in the services.

In this context, it was requested to prevent damage of cables and to coordinate with local authorities PWD, Water Authority and NHAI authorities etc. in the best possible way for safeguard of cables. During night hours, cables exposed during development / maintenance work by BSNL/other agencies are to be patrolled by BSNL staff. Utmost care is to be taken to prevent the incidents of theft and damage of BSNL underground cables.

It is, therefore, requested to take action accordingly to avoid the cable cut and cable theft in the field to arrest the declining of subscriber base of BSNL landline.

This may kindly be treated as most important please.

Encls: As above

P.K. Sharma
30/01/18

(P.K.Sharma)
DGM (NWO-I-CFA)
BSNL CO, New Delhi

Copy to: Director (CFA) ,Corporate Office,New Delhi for kind information please

DGM(NWO-I-CFA),
BSNL Corporate Office,
Bharat Sanchar Bhawan,
H.C.M Lane, Janpath, New Delhi-1
Tel No: 011-23714455, Fax No: 23354549
Email: kumarpk58@yahoo.co.in



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 8-26/2010 (PHM)

Dated: 22.02.2017

07.03.

To

The Chief General Managers,
All Telecom Circles/ Telecom Districts
BSNL.

Sub.: Avoidance of C&AG Para regarding -Damage of Optical Fiber Cables/Copper Cable of BSNL by external agencies including private telecom service operators and declining of subscriber base of BSNL landline regarding.

Ref: Dir (CFA) letter No.: Director(CFA)/PS/2016/520-F dated the 20th February 2017

It has been brought to the notice of this office by various Telecom Circles that external agencies including Private Telecom service Providers are damaging BSNL Optical Fiber cables / Copper Cable and the amount claimed for such damages are not being paid by the Private Telecom Operators/external agencies and due to this number of customers has been continuously decreasing due to disruption in the services. So, following steps should be taken by all Telecom Circles/Telecom Districts to avoid above problems:

- (i) To prevent damage of cables, all telecom circles should coordinate with local authorities PWD, Water Authority and NHAI authorities etc. in the best possible way for safeguard of cables. During night hours, cables exposed during development / maintenance work by BSNL/other agencies are patrolled by BSNL staff. Utmost care is being taken to prevent the incidents of theft and damage of BSNL underground cables.
- (ii) Lodging FIR with the police and monitoring cases to act as deterrent.
- (iii) Regular Patrolling should be done to avoid cable damages by other agencies.
- (iv) Circles are requested to keep Spare cables and to take quick action in case of theft and damage.
- (v) Redundant OFC routes should be planned in ring structure to divert the traffic automatically in case of outages due to damage.
- (vi) All the telecom circles are instructed to closely monitor the Fault Repair Service System, to improve the same day fault clearance and next day fault clearance.
- (vii) Five pair cable is to be used in place of drop wires to reduce the fault rate.
- (viii) Circles/ fields units regularly take both corrective & preventive actions like by replacing faulty drop wires, attending termination point, making pole less network etc to meet the prescribed benchmark on QOS parameters.
- (ix) External plant up gradation should be carried out and retrieval of good cable pairs. Time to time Rehabilitation and up gradation of external plant activity must in process and Close monitoring of such activities be done by circle office.

- (xi) The analysis and restoration of the cable cut/theft should be monitored at the appropriate level.
- (xii) Field DGMs/DEs be directed to visit repeat cable faults & rectify the problem up to highest level of satisfaction.
- (xiii) SMS generation flow may be activated to facilitate speedy rectification of faults.

It is, therefore, requested to take action accordingly to avoid the cable cut and cable theft in the field to arrest the declining of subscriber base of BSNL landline.

This may kindly be treated as most important please.

P.K. Sharma
01/03/17
(P.K Sharma)
DGM (NWO-I-CFA)
BSNL CO, New Delhi

Copy to: DGM (IA), Corporate office for kind information please.



BSNL EMPLOYEES UNION

Central Head Quarters

DIRECTOR (CFA)
S.S.N.L. BOARD
DY. NO. 94-L
DATE 19.1.18

C. M. D. (B.S.N.L.)
G. GENERAL
Dy. No. 4129
Date 19.1.18

Main Recognised Representative Union.
Dada Ghosh Bhawan, 2151/1, New Patel Nagar,
Opp, Shadipur Bus Depot, New Delhi-110008

P. Abhimanyu
General Secretary

BSNLEU/604 (DEV)

19.01.2018

To
Shri Anupam Shrivastava,
CMD BSNL,
Bharat Sanchar Bhawan,
Janpath, New Delhi - 110 001

Dir (CFA)
Let us issue necessary instructions to field units
19/1

Sir,
Sub: - Damages caused to BSNL's cable network - lackadaisical attitude of the administration to contain the same - reg.

Kindly recollect the discussion that has taken place between the Core Committee and the CMD BSNL on 17.01.2018, wherein the General Secretary, BSNLEU, raised the above issue.

It is frequently being brought to our notice, by our field units that, the cables of BSNL, both OFC and Copper cables, are being extensively damaged in various parts of the country. The damages are caused by the negligent attitude of various government agencies, who are involved in digging the roads for various purposes. We are also being informed that our cables are being damaged by certain vested interests as well.

There is a general opinion among our field units that, the authorities at the circle and district levels do not take sufficient precautionary actions to stop our cables from being damaged. Similarly, stringent criminal actions are also not being initiated by our authorities, against anti-social elements who steal / damage our cables.

When both the Management, as well as the unions and associations are straining their nerves to improve the quality of our services, it is needless to state that disruption caused to our services, due to damaged cables, create wide spread dissatisfaction among our customers. Sufficient precautionary action taken to stop cable damages will help to improve customer satisfaction to a great extent.

In this regard, we wish to state that BSNLEU has written a letter on 13.10.2015, addressed to Shri Ravi Shankar Prasad ji, the then Hon'ble Minister for Communication & IT on this issue, with copies endorsed to the CMD BSNL and the Director (CFA), BSNL. We regret to say that not much improvement is observed on this issue, till date.

In view of the foregoing, we earnestly request you to kindly look into the matter and cause to take needful action to protect our cables, through vigilant and stringent measures.

Thanking you,
Yours sincerely,

[Signature]
[P. Abhimanyu]
General Secretary

Dir
DEM (NWG-E) CFA
Please put up the reply

Pam (Group-CFA)
19/1/18
Related with G. Mehta (CFA)
[Signature]
19.1.18

Copy to: Shri N.K. Mehta, Director (CFA), BSNL, New Delhi - 110001

for mtr. re.

19/01/18

[Signature]
19/01/2018



BSNLEU

Abhimanyu
General Secretary

BSNL EMPLOYEES UNION

Main Recognised Representative Union in BSNL
(Registered Under Indian Trade Union Act 1926. Regn No. 4896)

30.10.2015

BSNLEU/604 (DEV)

To
Shri Ravi Shankar Prasadji,
Hon'ble Minister for Communication & IT,
Govt. of India,
Sanchar Bhawan,
New Delhi -110 001

Sir,

Sub: - Damages caused to BSNL's cable network, by the various government agencies - requesting for intervention and remedial steps - req.

We wish to bring to your kind notice that both the BSNL employees as well as the Management are seriously engaged in the job of improving the quality of BSNL's landline as well as broadband services. The recent introduction of the 'Night Free Call Scheme', by the BSNL Management, has become very popular among the people, as a result of which the demand for landlines has increased. Similarly, the BSNL employees, under the banner of the 'Forum', are taking relentless efforts to increase the landline customer base by stepping up marketing activities and also by striving to maintain a fault free landline network.

However, we wish to bring to your kind notice that, the efforts of the BSNL Management and employees to improve the quality of BSNL's landline service is greatly hampered by the damages being caused to BSNL's cable network, by the various government agencies. BSNL's optic fibre cable network along the highways are being frequently damaged by the agencies which are involved in road widening works. Similarly, in the urban areas, the copper cable network of BSNL is being frequently damaged, in the most lackadaisical manner, by agencies like PWD, Electricity Board, etc. BSNL's copper cables are extensively and frequently being damaged while digging trenches by the above mentioned agencies. In this connection, we are enclosing herewith a copy of the news item, published in 'The Hindu' newspaper on 29th October, 2015, on how a trench dug by the Tamil Nadu Water and Drainage Board (TWAD) caused extensive damage to BSNL's copper cable network at Vellore, in Tamil Nadu Circle.

If BSNL's cable is damaged in one place, it will lead to the breakdown of thousands of BSNL's landline and broadband connections. It requires a lot of time, money, materials and manpower to restore these lines. Some times, unavoidably, it takes even weeks for these faults to be restored, which results in customer dissatisfaction. Needless to say, this brings disrepute to BSNL from the public.

Hence, we request you to kindly take necessary steps, to put in place suitable mechanism, so that BSNL's cables are safe guarded from being damaged by the aforementioned agencies.

Thanking you,

Yours sincerely,

[P. Abhimanyu]
General Secretary

Encl: As above.

Copy to: (1) Shri Rakesh Garg, Secretary, DoT, New Delhi - 1
(2) Shri N. Sivasailam, Additional Secretary, DoT, New Delhi - 1
(3) Shri Anupam Srivastava, CMD BSNL, New Delhi - 1
(4) Shri N.K Gupta, Director (CFA) BSNL, New Delhi - 1

Central Head Quarters

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