



All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi

(Recognised Representative Association of BSNL)

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GS/AIGETOA/2020/100

Dated 07.09.2020

To,

Shri P. K. Purwar,
Chairman and Managing Director,
Bharat Sanchar Nigam Limited, New Delhi.

Subject: Merger of INMARSAT Business Unit as a part of BSNL Corporate Office New Delhi -Reg.

Respected Sir,

I would like to draw your kind attention towards some operational and business issues being faced by INMARSAT unit of Ghaziabad being part of UP (W) Circle. As we know that INMARSAT is responsible for running PAN India services of Satellite base services. These services have huge business potential but due to some reasons it has not achieved its target. The Satellite based services are being provided solely by BSNL in India. If INMARSAT unit could place suitably in organizational structure and other operational & business issues are addressed then it may pull good chunk of revenue. It is submitted before your good self that INMARSAT unit may be the part of BSNL Corporate office due to reasons enumerated below:-

- i. INMARSAT is offering services like GX Services for in-flight data services, Satellite based GMDSS services for ships/ vessels, ISRO project GSAT-11 & GSAT 20 to be started which is mostly a national level service and therefore it has to work for the customers based on PAN India basis. Being the part of UP (W) circle the quick business decisions and coordination with BSNL CO is always required to fetch the business opportunity and serve the customers across India swiftly.
- ii. In the present organizational setup it is not possible to market its product directly to PAN India customer. Staff working in INMARSAT Business Unit, Ghaziabad is getting salary from UP (W) Circle and counted in the strength of UP (W) circle. But being a staff of a SSA level, they cannot pursue the business cases and issue instructions directly to different circles/ EB cell for bringing new business and it is for this reason also the most required promotion of BSNL GPS services could not take place even after the 3 year since launch of services.
- iii. INMARSAT Business Unit is serving PAN India however its revenue is counted in UP (W), whereas based on the services operation area (PAN India), sale of ISAT phones and GPS services to different Govt agencies in different states of the country, its revenue should be distributed among all BSNL LSAs or centrally to corporate office as its own revenue.

- iv. For INMARSAT related Business , UP (W) EB cells is at present entitled for taking up the new businesses and Circle EB Cells have to coordinate with central agencies. It is not only difficult for UP(W) Circle EB Cell to promote Pan India services of INMARSAT but its coordination with various government agencies spread over whole geographic area of India is also difficult.
- v. All guidelines for INMARSAT Business Unit connections/Tariff/ paying guidelines are being issued by Radio Cell of BSNL corporate office and GM Radio in BSNL corporate office is directly entering into MOU with Central / State agencies for taking business for INMARSAT. At present in case of any difficulties in INMARSAT Business Unit GM (Radio) BSNL Corporate office provide instruction directly to INMARSAT section and virtually there is no role of UP(W) Circle in this regard. Its operation requires direct coordination with BSNLCO for its operational as well as business purposes to fetch new business and smooth services to its customer.

In view of the above, it may be more appropriate to keep INMARSAT under the direct control of BSNL CO, New Delhi for all business and operational purposes. It is therefore kindly requested to make arrangement to merge INMARSAT Business Unit with Radio Cell of BSNL Corporate Office, New Delhi for better management, faster promotion of business and better customer experience of Satellite Based Services where only BSNL has its monopoly.

With Warm Regards

Sd/--
[MD. WASI AHMAD]
General Secretary

Copy to:

1. The Director (HR), BSNL Board, New Delhi for kind information please.
2. The CGMT, UP (West) Circle, Meerut for kind information please.
3. The PGM INMARSAT units of Ghaziabad for kind information please.