



All India Graduate Engineers & Telecom Officers Association

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GS/AIGETOA/2020/80

Dated 07.08.2020

To,

The Chairman and Managing Director,
Bharat Sanchar Nigam Limited,
BSNL Corporate Office, New Delhi.

Subject: Anti organization action by BSNL FTTH Partners- A complaint by eminent citizen of Pune- Reg.

Respected Sir,

We would like to draw your kind attention towards the tweet made by one of the eminent citizen of Pune, Mr. Tehseen Poonawalla through official Twitter handler on 6th Aug, 2020. He complaint to our Hon'ble Minister that when he approached one of the BSNL FTTH Partner (MSO/TIP) to install a new high speed BSNL FTTH connection at his newly shifted home in Pune, he was advised by the vendor to take the connection of some other private operator instead of BSNL FTTH connection. This shows how the people in our own channel are serious threat to the system and inflicting grave injury to the prospects of BSNL business. This is not the only complaint received against the BSNL FTTH Channel Partners but several complaints have been received earlier also about irrational charging and delayed provisioning by these TIPs/MSOs. Any mishandling/overcharging by these vendors is denting the image of BSNL in public and we feel that the agreement documents have no yardstick to check this aspect. So our offices are also in fix to check this menace and our dependency on them have further worsened the situation. This is reality of revenue share model and we are very apprehensive that it shouldn't lead us a point of further harm and no return. So, a mechanism needs to be developed to address this aspect of the customer's vis-à-vis vendors providing the service as well adding more check and balances in this model to eradicate any anti Customer and anti BSNL instant by any vendor.

Therefore in the light of above facts, it is earnestly requested to look into the matter and issue suitable direction to all concerned to initiate some mechanism to deal with such anti BSNL approach by vendors as well as review of the business model about complete dependency on the vendors in all segments.

With warm regards,

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

Copy to:

1. The Director (CFA), BSNL Board New Delhi for kind information please.
2. The Director (Fin), BSNL Board New Delhi for kind information please.

← Thread



Tehseen Poonawalla Official ✓

@tehseenp

Respected [@rsprasad](#) ji, I shifted to my new residence & wanted to encourage [@BSNLCorporate](#) (Pune) for my wi-fi connection at home. The [@BSNLCorporate](#) vendor who called my pa, told him- "why are you going for BSNL, I WILL GET YOU A DEAL WITH A PVT OPERATOR" 1N

3:09 PM · 06 Aug 20 · [Twitter for Android](#)

262 Retweets and comments **741** Likes

