



# All India Graduate Engineers & Telecom Officers Association

## Central Headquarter, New Delhi

( The Recognised Representative Association of BSNL )

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GS/AIGETOA/2021/34

Dated 12.03.2021

To,

Shri P. K. Puwar,  
Chairman and Managing Director,  
BSNL, New Delhi.

**Subject: Worsening of situation after withdrawal of PGCIL media due to fluctuating availability of bandwidth and slow speed complaints in BSNL network (both CFA/CM) of entire East Zone and possible viable solutions to improve East Zone connectivity-Reg.**

Reference: 1. Letter dated 02.03.2021 by GM (Telecom), PGCIL to CGM ETR  
2. AUAB/Assam/CGM Assam Circle dated 08.03.2021

**Respected Sir,**

We would like to draw your kind attention once again towards the slow speed complaints of East zone, be it CFA or CM. As responsible representative association, it is our prime duty to appraise your kind self about the realities being faced by not only the employees but our esteemed customers also. It is to submit that post removal of PGCIL media, stability of BSNL network has deteriorated drastically and especially the services of East zone has been majorly impacted. No doubt that stable media is the basic need for delivering state of art facility to the customer but apart from that, the need of placing content service provider i.e. peering services, nearest to the customer is also considered necessary. Almost all zones except East zone, has presence of major content provider's peering servers (like Google, Face book, Netflix etc.) at their zonal IGW (International Gateway) location. The non presence of content provider's peering servers in East zone IGW locations makes east zone to entirely depend upon other zone for these content service provider peering service and hence the long distance media comes into picture.

***For example two of the biggest content provider i.e. Google and Face book is not having peering in East zone IGW (i.e. Kolkata) and this is the reason why East zone has to rely on South zone media connectivity for the same i.e. media between, Kolkata Chennai, Guwahati Chennai, Patna Chennai, and Bhubaneswar Chennai is needed with round the clock stability to serve the corresponding Circles well.***

In order to solve the problems of East zone we would like suggest following viable options:

1. **Strengthening of the BSNL OFC media by providing good ammunition to BSNL OFC team:** Earlier a stable media was getting ensured by the presence of PGCIL, but recently PGCIL has been closed overnight and a decision was taken to move to RailTel media due to financial constraint. Though we consciously understand that move to get rid of PGCIL media was unavoidable due to non negotiable financial terms and condition laid by PGCIL but we expected it to be done in a more professional manner rather than closing the services in one go. We could have followed the

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professionalism exhibited by PGCIL management, by doing something similar to what PGCIL management requested vide a letter referred at #1 i.e. a letter to CGM ETR for non closing of PGCIL MUX installed in BSNL premises, till the time they make some alternate arrangement. Our head of the unit of BSNL Corporate office dealing with the subject should have acted more swiftly and professionally instead of allowing the PGCIL to withdraw the service abruptly. We also didn't took the matter to the administrative ministry and proper Forum of the Government meant for inter CPSE dispute settlement to stop the dictate and one side decision of PGCIL for withdrawal. So, we strongly advocate, closing of all the MUX of PGCIL with immediate effect in return to the impact which has happened on BSNL network due to PGCIL dictating the connectivity terms. PGCIL request letter as referred above shows that, PGCIL was using BSNL space to provide services to other ISP, which is highly objectionable. The impact of monotonous withdrawal of PGCIL media without SOS (with sufficient time) to the field unit has impacted BSNL heavily, one such example is frequent isolation of one zone of Bihar Circle comprising of Katihar MSC and NIB and surrounding locations. Similarly the services in Assam and NE Circles have impacted so heavily that churning out of the customers has reached to an alarming level. Similar is the story of almost all Circles of Eastern Zone. We hope that revenue gained by changing from PGCIL to RailTel don't impact us in longer run by higher revenue loss due to heavy disconnections of FTTH-BB customers as well as Porting Out of Mobile connections in these regions. Although sufficient time have elapsed but still we are struggling to streamline our network through chosen RailTel media in a professional manner and by rationalizing our own system. Further underground of the OF cabling is required to be done on war footing basis to make the RailTel connections stable else the amount loss due to media outage will be much higher than the saved ones. A high level committee needs to be formed at Corporate level to directly report to your kind self until underground laying for end links are not completed.

***Here it is important to note that without investing in the long distance media and strengthening of our own network, the dependency on others will always keep us vulnerable. So, a plan should be chalked out to erect the network which has devastated over a period of time through CAPEX infusion in a streamline manner to give a best backbone network for our services.***

**2. Bringing up of State of Art Datacenter in Kolkata by providing space and resources, and requesting major internet giants like Google, Face book, Microsoft, Netflix, Cloud fare and etc to come and host their peering serves in Kolkata:** The growth of data usage has always been exponential but it has grown in leaps and bounds over the past one year mainly due to COVID pandemic and thereby leading to the need of executing everything digitally. To bridge the digital divide between East zone and other zones, the presence of major content provider's peering services in East zone, preferably Kolkata, is a must. Otherwise, whatever number of higher media we may procure it will certainly look smaller with the rate at which FTTH is penetrating and will further look smaller once BSNL comes up with 4G services and IoT services under Smart City project. We appreciate BSNL managements view point and efforts of placing more catch servers of Google, Face book, Microsoft and Amazon circle wise, but technically these catch servers also works fine only when there connectivity to main peering server is good. Hence, the need to request major giants like Google, Face book, Microsoft and Cloud fare to host their peering server in Kolkata is more a need of BSNL than of these content service providers. We firmly believe that this step will generate more and more revenue for BSNL. We have analyzed and found that 100 to 150 G of immediate bandwidth can be saved between East zone and South zone if at least Google and Facebook come up at Kolkata. We

understand that bringing of datacenter needs investment but judicious investment is always needed to be done, to mint money by given better services.

**We therefore request for your kind personal intervention for arrangement of hired stable media between all IGW location and reviving of our own network in fixed time frame with suitable CAPEX investment for strengthening the backbone network, especially in the East Zone on priority basis. We also request to invest in bringing up State of Art Datacenter at Kolkata and request Google, Facebook, Microsoft, Cloudfare, Netflix and other content provider to come up in East zone for better user experience of East zone customers. Apart from this we also request for reviving Agartala IGW location for imparting better services to NE Regions.**

Encl. As above

With warm regards,

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

Copy to:

1. The Secretary, Dept of Telecom, Govt of India for kind information please.
2. All Functional Directors of BSNL Board, New Delhi for kind information please.
3. The CGM of all East Zone Circles for kind information and NA Please.
4. The CGM, Core Network East, Kolkatta for kind information and NA Please.
5. The PGM CNO, New Delhi for Kind information and NA please.