

ALL UNIONS AND ASSOCIATIONS OF BSNL (AUAB)

ASSAM TELECOM CIRCLE, GUWAHATI, ASSAM

No. AUAB/Assam/CGM/Assam Circle

Dated : 08-03-2021

To,

The Chief General Manager,
BSNL Assam Telecom Circle,
Panbazar, Guwahati – 781001

Sub : Demand for immediate and effective measures for improving Internet Services in Assam and NE Region – reg.

Ref : Our earlier letters –

- 1) No. ASM/AUAB/2019-20, dated 17-03-2020
- 2) No. AUAB/Assam/CGM/Assam Circle, dated 28-05-2020

Respected Sir,

1. The problem of instability of backbone links for internet services (FTTH, BB, Mobile Data, ILL etc) has been continuing since more than two years. The same has been apprised to Circle Administration in a number of meetings and the AUAB had also organised protest programs to express the anguish of all section of employees on this most important issue.
2. It was noticed that the Internet Speed and stability issues had surfaced for the first time after abrupt surrender of the Agartala IGW, which used to cater to International Traffic of all subscribers of NE region. Although, some measures like installation of IGW at Kolkata, addition of 2.5G PGCIL bandwidth to Guwahati – Chennai route, installation of Facebook Cache Server at Guwahati, that were taken by BSNL management, could provide some temporary relief, but the overall situation has remained unchanged. Even now every other day, the long distance media goes down and customers are left stranded.
3. As a result, the rate of monthly growth in FTTH subscriber base has gradually come down and soon may go into negative if the bandwidth and stability does not improve. Due to gradual churn and declining growth of customers, the franchisees are also worried they may face losses as they have sufficiently invested in procuring equipment for providing the FTTH services of BSNL.

A chart depicting the increasing number of surrenders of FTTH connections in Assam Circle is enclosed along with for your kind reference.

4. Another reason perceived by us for slow growth of FTTH connections is the high, irrational and variable installation cost of FTTH connections charged by franchisees, due to absence of proper guidelines in this regard and absence of monitoring and verification on part of BSNL.

5. Further, our premium high paying ILL customers are also threatening to surrender our services and switch to other operators due to inconsistency and non-reliability of our Internet Service.

Our officers and staff handling the FTTH/ILL/BB services are unable to answer the innumerable queries of our customers and franchisees regarding almost regular failure of our backbone links.

6. Situation has become even more alarming recently after Corporate Office has surrendered the available stable PGCIL links in Guwahati-Chennai and Kolkata-Chennai route and has issued instructions for replacement of the same by RailTel, which is not very stable as learnt from various sources.
7. The frequent and sometimes simultaneous failure of our many important backbone links in Guwahati-Chennai or Kolkata-Chennai route raises suspicion in our minds that deliberate attempts are being made to sabotage our internet services to decelerate the growth of BSNL in FTTH & ILL business and facilitate private operators.

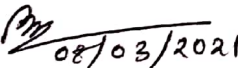
In such situation, the AUAB demands the following:

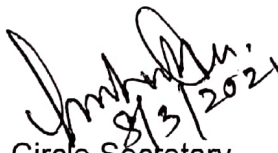
- A. Identification of root cause of failure of our long distance back bone links and making necessary rectifications.
- B. Internal Investigation to find out possible causes of sabotage.
- C. Hiring of 20G PGCIL links between Guwahati to Chennai.
- D. Revival of Agartala IGW
- E. Issuing of instructions for uniform and competitive installation charges of FTTH connections to franchisees and appointment of multiple franchisees in areas where performance of existing franchisee is not up to expectations.


The AUAB requests your good self to communicate with and impress upon the concerned authorities in BSNL Corporate Office/ETR about the absolute necessity of stable backbone link between Guwahati to Chennai and take the PGCIL link on lease again if required.


We are sorry to state that in case the issues are not resolved soon enough, we shall be forced to go for organizational action.

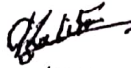
With high regards.


08/03/2021
Circle Secretary
SNEA – Assam


8/3/2021
Circle Secretary
AIBSNLEA – Assam


08/03/2021
Circle Secretary
AIGETOA - Assam


08/03/21
Circle Secretary
BSNLEU – Assam


Circle Secretary
NFTE – Assam

Copy To :

- 1) The CGM (CN -Tx) NER, Guwahati for kind information and n/a please.
- 2) The General Secretaries of SNEA / AIBSNLEA / AIGETOA / BSNLEU / NFTE with a request to pursue the matter with CMD, BSNL, New Delhi

Rise in Bharat Fibre (BB) Disconnections in Assam

		Aug, 2020	Sep, 2020	Oct, 2020	Nov, 2020	Dec, 2020	Jan, 2021	Feb, 2021
Sl. No.	All Assam	59	122	139	134	190	188	275
1	Bongaigaon	23	40	49	34	51	41	60
2	Dibrugarh	4	31	12	19	20	22	31
3	Jorhat	2	3	10	17	23	27	28
4	Kamrup	27	27	36	40	53	58	94
5	Nagaon	1	9	5	6	9	7	16
6	Silchar	1	8	6	10	16	13	18
7	Tezpur	1	4	21	8	18	20	28

