



# ALL INDIA BSNL DOT PENSIONERS ASSOCIATION

[Registered No. S/68836/2010]

## Central Head Quarters

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AIBDPA/ BSNL- MTCE/ GNL/2020

1<sup>st</sup> December, 2020

To,

**Shri P.K. Purwar**  
**CMD, BSNL**  
**Bharat Sanchar Bhawan**  
**Janpath, New Delhi-110001**

Sir,

Sub: - **Non-maintenance of faulty landlines connections of Retired BSNL officials for months together despite repeated complaints lodged- req.**

We are constrained to bring to your kind notice one of the important issues agitating in the minds of Retired BSNL officials for early intervention and redressal.

We are receiving numerous complaints of landline faults, particularly those with broadband connections are not being attended by the BSNL local authorities for months together. It is in the increase after the VRS was implemented in January, 2020 and most of the circles resorted to outsourcing some of the services including maintenance of faulty connections. No doubt, the number of surrendering of landlines has increased manifold after the outsourcing as the franchisees are least interested in the reputation of BSNL. It is also an open secret that some of the franchisees are collaborating with private telecom companies to tarnish the image of BSNL to ensure the switch over of BSNL subscribers to other private operators. Some of our Circle Secretaries like Gujarat and Kerala have already written to the respective CGMTs regarding non-rectification of landline faults of BSNL retirees. While the Kerala CGMT has responded positively, CGMT Gujarat has not responded. The situation in other Circles is also not different.

Now, we have a specific case of harassment of a Retired official, reported from UP (West) Circle. A brief history of the case is as follows;

Shri O.P. Sharma, Retired Sr TOA, Aligarh lodged a complaint of fault of his telephone with broadband, No.0572-2231200 on 24th January, 2020. He has been an internet user from the very beginning and despite repeated pursuance with the local BSNL authorities nothing positive emerged. Then he was compelled to complain to the higher authorities, including CGMT and CMD but of no avail. You may just imagine the difficulties and disappointment one has to suffer due to the denial of internet and basic telephone for months together. Shri O.P. Sharma also lodged a complaint with National Portal of Government of India on June 11, 2020. But till now his connection continues to be faulty.

Sir, you may appreciate the fact of long and dedicated services rendered by most of the Retired officials while in service and it will be much painful and disappointing for them when met with such harsh and merciless treatment from BSNL. Of course, we know that it is due the callousness and arrogance of certain BSNL officers and they deserve to be identified and punished. A review is very much warranted about the outsourcing of BSNL services, so that the erred franchisees are fired.

We sincerely hope that you will initiate suitable action on these issues mentioned above.

With kind regards,

*Yours sincerely,*

**K G Jayaraj**

**General Secretary**

Copy to: (1) Shri Arvind Vadnerkar, Director (HR), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi-110001

(2) Shri A.M. Gupta, Sr.GM (SR), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi-110001