

SANCHAR NIGAM EXECUTIVES' ASSOCIATION MAHARASHTRA CIRCLE



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Circle Secretary
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To,

Shri. Peeyush Khare,
Chief General Manager Telecom,
Maharashtra Telecom Circle,
6th Floor, A wing, BSNL Admn Bldg,
Santacruz (W), Mumbai-400054.

No. SNEA/MH/Cir Corr/2017-2018/62

Dated 24th December 2018.

Sub: Request for review the decision to opt for FTTH and Mobile connections of AirTel by surrendering all MTNL Connections in Mumbai area.

Ref: 1. Letter No. CGMT/MH/Admn-I /Misc Corr/2018-19/16 Dated 12/12/2018.
2. Letter No. CGMT/MH/Admn/FTTH/ Mobile/2018-20/6 Dated 16/12/2018.
3. Letter No. CGMT/MH/Admn/FTTH/ Mobile/2018-20/7 Dated 16/12/2018.

Sir,

With reference to above subject and letters under reference, DGM Admn Mumbai has conveyed three important decisions of the competent authority of Maharashtra Circle for landline & Mobile connections for office and residential use of employees working in Circle office Mumbai and also for BSNL employees residing in MTNL Mumbai area. .

1. Vide letter under reference 1, approval has been conveyed for change of all office landline connections provided by MTNL, which is a Govt PSU with the FTTH Connections being provided by a private company AirTel.
2. Vide letter under reference 2, approval has been conveyed for giving freedom to the Executives and Non Executives of BSNL residing in Mumbai area to opt for FTTH landline connections from Private Operators by surrendering the present FSRTC provided by MTNL Mumbai.
3. Vide letter under reference 3, approval has been conveyed for giving freedom to the Executives and Non Executives of BSNL working in Circle Office Mumbai to opt for Mobile connections from Private Operators by surrendering the present Mobile connections **being provided by BSNL** as well as being provided by MTNL Mumbai.

Naturally, such decision from the Circle Head of Biggest Telecom Circle of BSNL, neglecting its own Mobile connections and opting for connections of private

operator without any tendering formalities has caused much unrest among the employees of BSNL not only in Maharashtra Circle, but same has affected moral of the employees of BSNL throughout India. We have received many calls and queries about this decision and its impact on working of Govt PSUs BSNL & MTNL and undue benefits to AirTel a private company.

As usual, these decisions are being propagated as dynamic decisions being taken by you as CGMT MH Circle by some of the officers who are given responsibility of propagating your each and every action as best action without going to any details. We are happy to see that all such officers working under your total control have put their entire energy in conveying the message that all the three decisions are taken in the larger interest of BSNL and it is well within the guidelines and powers of these authorities.

Nothing has mentioned in letter as reason for change of landline numbers in Circle office Mumbai from Govt Company MTNL to Private Company, and the name of new service provider is not mentioned in this letter. But it is open secret that **all the landline numbers are taken only from single private operator AirTel by surrendering all the existing Landline connections of MTNL.**

BSNL and MTNL are two sister concerned PSUs dealing the Telecom Services on Pan India basis and both are in need of support of each other due to demarcation of area for each PSU. Since formation of BSNL in 2000, MTNL and BSNL are working together with certain synergy and we have seen many conflicts over the period, but neither MTNL nor BSNL has taken such extreme step to shift the total services of either PSU in last 18 years. But as you are getting good support from BSNL Corporate for your any right or wrong decision and now reasons are known to all, you have dared to take such decision, which has damaged the image of BSNL as well as MTNL. **This decision will continue to adversely affect not only the future of MTNL but it will also adversely affect the future of BSNL and its workforce.**

When we have received many such calls and complaint about changeover by BSNL from MTNL services to AirTel Services, we have collected information from many of the concerned officers. The point in favour of this decision are as follows.

- i. It is informed that for use of landline connections used by BSNL from MTNL through EPBX, BSNL was paying approximately Rs Three lakhs per month and with AirTel FTTH connections, the expenditure will be reduced to 50% of earlier expenditure i.e. Rs 1.5 lakhs per month.

- ii. It is also being informed that certain senior officers will be provided with 45 GB free data per month along with this new FTTH office landline being provided by AirTel.
- iii. Further, it is informed that these FTTH connections are giving more data speed as compared to MTNL Connections.
- iv. It is further informed that with AirTel connections, there is no need of separate Cable TV connections and with this FTTH connection; one can watch all the TV channels free of cost.
- v. You as CGMT MH want to teach lesson to the MTNL officers who dared not to attend your calls for reconnections of disconnected connections of BSNL due to Non-Payments of bills.
- vi. To teach lesson to the certain officers and leaders of MTNL Unions who have dared to damage OFC cable laid by BSNL in MTNL duct at Fountain and did not allow BSNL to restore it for period of about one month.
- vii. The Quality of services of MTNL are deteriorating day by day.

Without taking any action on MTNL for breach of MoU, just by giving above justification and reasons, all these landline connections of MTNL are surrendered and all these connections are taken from AirTel.

It will not be exaggeration, if someone says that since last one month, BSNL Maharashtra Circle seems to be directly opposing MTNL services, which is Govt PSU as that of BSNL and is directly and officially promoting services of private companies and mainly only that of AirTel. The steps taken in support of AirTel are as follows.

- i. All office connections of Circle office Mumbai are handed over to AirTel without any tendering formalities as per CVC guidelines to deal with business of lakhs of rupees.
- ii. Apart from this promotion of only AirTel services is being done by certain officers for replacement of all FSRTC's used by the Executives as well Non Executives of BSNL residing in Mumbai area.
- iii. In strange attitude all the office as well as FSRTC provided by MTNL in residences of executives and non-executives of BSNL are being shifted from MTNL to AirTel.
- iv. Thus, about 1000 Landline connections of MTNL are being closed by BSNL and all these valued customers are directly/indirectly handed over to AirTel.

- v. In residential colonies of BSNL all over Mumbai, only AirTel is given free access and no any other private operator is given entry to provide the Landline/FTTH connections in the residence of the Executives.
- vi. Your office has taken arbitrary decision to change over all landline services from 01/12/2018 and all the landline connections provided by MTNL are stopped and work for AirTel connections has started before the orders were issued by DGM Admn Mumbai on 12/12/2018.
- vii. That means, some nexus has been formed between certain officers of BSNL Mumbai and AirTel and hence works have been started without any official letter for same.
- viii. When the MTNL services are being closed for poor quality of services, we have seen the quality of services provided by AirTel is worst because till today about 50% new connections provided by AirTel are not working and the response from representatives of AirTel is very poor.
- ix. There are certain issues as AirTel connections stops working in case of power failures and on restoration of power, one has to reset the modem provided with FTTH connections.
- x. There is mismatch of the technical data of the connections provided at desktop and configuration made thereof in system of AirTel.
- xi. When one-month period is over since AirTel has started providing connections, but till 50% connections are not working and definitely, it was not case with MTNL landline connections.
- xii. AirTel is not providing services at cheapest rate and there are other operators who are offering cheaper services.
- xiii. As per CVC guidelines for any such business/transactions which is involved payments of lakhs of rupees per month and Crore of rupees per year, the Open tender should have been called giving equal opportunity to all the service providers in Mumbai area.
- xiv. The company quoting lowest rate should have been given opportunity to serve BSNL and we are sure the cost cutting would have come down to less than lakhs as many of DIDs or service providers are providing services at cheaper rate.
- xv. It can be seen that Govt Departments like Railways and other PSUs also have gone for Open tender for having competitive rates for telecom services.

- xvi. Though there is no much port out of the BSNL/MTNL Mobile connections, but definitely efforts are being made by some officers to indirectly promote only AirTel Mobile in BSNL Office.
- xvii. This is highly objectionable as now it is being discussed where these officers are working for BSNL or working for AirTel. It is totally unfortunate that not only MTNL connections, **but here attempts are being made to port out BSNL connections to AirTel as about all officers in Mumbai area are using BSNL Mobile connections and with this order BSNL's own connections are being diverted to AirTel.**

We do not say that the quality of services provided by MTNL is good and best available in the market. But the services provided by AirTel are also not of the best quality as being propagated or the services provided by AirTel are not the cheapest services among the telecom service providers in Mumbai. The problems of quality of service is also seen with AirTel services and hence this cannot be reason from shifting services by the PSU, of the PSU to private operator.

Further the claim that the charges are reduced by 50% per month are not correct as MTNL was providing about 600 connections and now AirTel is providing about 450 connections. Naturally, when 150 connections are reduced in total working connections, the total cost will be reduced accordingly. Further for MTNL and BSNL, being two PSUs, the charges and payments was always issue but finally money was being paid or adjusted between two PSUs. Here your decision to change over the connections from MTNL to AirTel, is not going to benefit either MTNL or BSNL, as now money of Govt PSU will go in hands of Private Operator AirTel.

Further, AirTel has not provided EPBT along with landline services and for that BSNL has to provide EPBTs for all 500 connections and it costs Rs 650 per EPBT and Total cost comes to be more than Rs 3.25 lakh as one time investment. Apart from this, henceforth BSNL will have to bear the maintenance cost for all these EPBTs as AirTel is not bound to do so.

Further due to surrender of MTNL services, BSNL has to make arrangement of 40 Boss Secretary system are diverted from Jalgaon SSA to Circle office Mumbai and its cost is Rs 1500.00 per set and total cost comes to be Rs 60,000.00 .

Apart from this cost of EPBT and Boss Secretary System, BSNL has to pay Transport cost of about one lakh for transportation of EPBT from Pune and transportation of Boss Secretary System from Jalgaon SSA to Circle Office Mumbai. This about Rs Five lakhs have to be beared by BSNL as cost of opting for AirTel services. With such amount, BSNL would have reconnected electricity supply

disconnected by MSEDCL at least for some of prominent BTSs/Exchanges. But unfortunately, while processing file for AirTel services, all the points are kept on hide and proposal is moved in file, as it is best deal in the interest of BSNL.

The agreement or Business Deal between BSNL and AirTel is not made public and it has been maintained as Top Secret creating more doubts and confusion thereof about involvement of BSNL officers in this deal.

It is being propagated that BSNL is saving about 1.5 lakhs by opting to AirTel, but we have deliberately forgotten that about 2000 connections of BSNL are used by the staff and officers of MTNL residing in area of BSNL. If similar vindictive action is initiated by MTNL to stop all connections of BSNL by giving causes of poor quality of services and non-payments and all the executives and non executives of MTNL are permitted to shift from BSNL to any other private operators, then BSNL will also have to face such losses at par with MTNL. Unfortunately, in both the cases beneficiary will be private operator which ever may be chosen by MTNL.

BSNL is facing financial crises and such decision would have saved lakhs of rupees on landline connections and it would have been highly appreciated by one and all. But just by creating picture that BSNL is saving one lakh per month by shifting from MTNL to AirTel will not solve the problem to root cause, rather It will adversely affect the Business of BSNL and MTNL.

It is also seen from the financial trends that the financial condition of AirTel is also not good and if market conditions do not improve there are chances that AirTel may close its business in Telecom or sale it to any other operators as done by other telecom companies. Thus, the uncertainty about quality and continuity of Telecom services by AirTel continues and this will definitely affect the services being provided by AirTel to BSNL.

It may also be seen that Hon. MoSC, Govt Of India has replied in query to one of Hon MP that the matter of carrying out a strategy and build a roadmap to merge /synergise both MTNL and BSNL is being examined and in such case BSNL will have to again opt for MTNL connections and there are chances of better communication and relations between officers of both the PSUs and present action will be of no use.

This approach by your office to hand over the work /business of Cores of rupees to single private Operator AirTel without going through tendering formalities required in any PSU for obtaining competitive rates is direct violation of the CVC guidelines on the subject. **We all should thankful to Vigilance cell that no action has been taken by them on such direct violation of basic principles and it is**

required that before Vigilance team comes into picture this decision of opting for AirTel connections needs to be reverted or stopped.

It has been mentioned in letters for change of Mobile and landline connections by the Executives and Non Executives in Mumbai area, that some of employees have complained about the quality of services being provided by MTNL is deteriorating day by day. **We are surprised to see that the present management of Maharashtra Circle which is taking each and every decision against interest of employees, is here showing deep concern expressed by few of employees about services of MTNL.**

If management was really concerned about views of employees of BSNL, **then 12% arbitrary cut on medical bills applied only in Maharashtra Circle should have been stopped as per demand of about all employees.** But nothing has been done on this when same has been protested by all Unions and Associations, but only for changing services from MTNL to AirTel, the views of certain employees are quoted and taken as support to arbitrary and illegal decision to give indirect rather direct entry to AirTel in BSNL offices and residences of thousands of employees.

After consolidating information, we put on record that the decision to change over MTNL connections used by BSNL to AirTel connections is nothing but one more adverse decision by you as CGMT MH Circle and we strongly believe on this by having look at different actions on your part to deal with the issues of BSNL.

Though, officially, it has not mentioned in the letters, but certain officers were seen propagating in replies to queries raised by certain officers on What's App groups that MTNL has disconnected the landline connections for non-payments. The repeated requests for reconnection were not accepted by MTNL even after matter was taken up by senior officers from BSNL including you as CGMT MH. It is also propagated that ED MTNL Mumbai and even CMD MTNL also were contacted by senior officers from BSNL and no one has responded to request by you and other senior officers in BSNL and these certain important connections quoted by you were not reconnected with assurance of payment in due course.

It is understood that matter has been further stretched due to disconnection of OF Cable laid by BSNL in MTNL duct in Fountain building by certain officers /leaders of MTNL and resistance to reconnect the cable even after repeated request by BSNL. It is matter of investigation, where BSNL was right in laying cable in MTNL duct without due permission of MTNL or MTNL is right in breaking the

services of BSNL through this OFC. It was expected as mature decision to resolve conflict at higher level and not to stretch it as being done at lower level.

But unfortunately this conflict between BSNL and MTNL both being Govt PSUs was not handled properly and it has resulted in total dispute between BSNL and MTNL. Till MTNL has not taken any decision to opt for connections of Private operators by forgoing the connections of BSNL as thousands of employees and officers of MTNL are residing in BSNL area and are using BSNL landline, Broadband and Mobile connections. But BSNL in your leadership has taken such illegal and unethical decision to changeover all the Telecom services from Govt PSU MTNL to AirTel.

Your love and affections towards AirTel is not new, as we have seen that when you have joined in Maharashtra Circle as CGMT MH, you have taken Mobile connection of AirTel as additional connection and since last two years, you are using it on office expenses. It means the day you have joined in Mumbai there were problems in MTNL Mobile services, but no such decision for change of total services from MTNL to AirTel was taken.

But, now when you have some conflict with MTNL officers, due to poor response even by senior officers in MTNL to your request, you have taken such arbitrary and anti PSU decision. You have given way to your extra ordinary love and affection towards AirTel by officering them about 1000 landline connections of BSNL and about same number of Mobile connections of MTNL as well as BSNL to AirTel and it is unofficial big deal for AirTel.

It is part of discussions in BSNL as well as MTNL that as done by certain earlier officers, you are also favouring to AirTel, to have certain obligations from AirTel after your retirement, which is due in next 20 months. Some officers have also pointed out that by taking review of present financial conditions of BSNL, your good self may say goodbye to BSNL and join private company AirTel as you are energetic to render services even after superannuation retirement. We do not believe it, but when such unjustified actions are taken in favour of private operators, we cannot stop such rumours.

Now, if only disconnection for non-payment is reason, then we can see that not only MTNL, but BSNL also disconnects many of the connections as it is time bound method and action adopted in ERP. In this manner, telephone numbers of many of the Govt Offices are disconnected for such Non-Payment even by BSNL.

It can be seen that the electricity supply of hundreds of exchanges have been disconnected by MSEDCL throughout Maharashtra Circle, but I am sure we cannot

use similar method as that of MTNL for MSEDCL as there is no option for MSEDCL and we cannot just change over due to disconnection on non-payment.

Further, we are sure, if same condition occurs for AirTel, that BSNL do not pay the outstanding payments, AirTel will also disconnect the connections provided to BSNL and in no case AirTel connections will be working even after BSNL continues to keep outstanding amount.

It is important that BSNL and MTNL are not competitors of each other as both are having its defined area and we can make any deal with such operator, but not at all with private operator who is competitor to BSNL all over India except small area of MTNL. Further, we make you aware that such deal with AirTel will definitely affect the Enterprise Business of BSNL and nobody can control it at later stage. It gives picture that by shaking hands with competitor AirTel, BSNL has lost the confidence to run the business and it is most dangerous for survival of BSNL.

Being PSU, we at BSNL is in need of certain obligations from other PSUs and Government and we should keep similar approach with other PSU and respect each other, which seems to be missing this particular deal.

We have following options for alternative services of MTNL, but nothing has been used and directly preference is given to AirTel.

- a. When, you and other officers in Circle office Mumbai, strongly believe that Mobile services provided by AirTel are excellent quality services, then we should have opted only for Mobile connections **and there was no need of landline /FTTH connections either from MTNL or from AirTel.**
- b. BSNL Circle office Mumbai is having its own Internet LAN connection for all officers and Staff working in Circle office Mumbai. Apart from this Wi-Fi, services through BSNL Mobile are recently made available in Mumbai Circle office. In IQs, Conference Hall, UT section, CGMT Office etc have free Wi-Fi network and data services can be provided by BSNL Itself and no need to pay AirTel for same. As such, data of AirTel will not be of that much for office work use as being propagated and BSNL is paying and will continue to pay extra monthly-unwanted cost for it to AirTel.
- c. It was quiet possible to have BSNLs own EPBX system for internal communication for which wiring is readily available and only required was will power to go with such economical proposal and to think on benefits of BSNL and not to think benefits of AirTel as being dine now.

- d. It was quiet possible to ascertain the utilisation of NCNGN services in place of MTNL or AirTel landline connections, but it seems nothing has been thought seriously about it.
- e. BSNL itself is providing WINGs services and fully marketing it and this could have been best option instead of shifting to private operator for landline connections.
- f. Same situation was aroused in BSNL Panvel office of Raigad SSA and we are happy to see that said problem has been solved by Raigad SSA without opting to private operator and given top most priority to BSNL. BSNL Circle office, should follow the activities of Raigad SSA, to resolve the issue of quality of service or the matter of economy.
- g. For any reason, MTNL is unable to maintain its BTS, BSNL can help them in mtce of BTS or BSNL can take over mtce of some of BTS of MTNL for better services at least in BSNL office Premises.
- h. It can be seen that the services provided by R-Jio are cheapest as on today, and it was only matter of economy then BSNL should have opted for RJio services. Further R-Jio is sharing many towers of BSNL, as is business partner of BSNL. With such existing business, R Jio may have accepted the proposal of BSNL with the cheapest rates and best quality of services. Even R Jio may have provided free of cost services at least for some time to grab the business from BSNL.
- i. It is also being propagated that already BSNL Corporate office has opted for private Operator services in BSNL CO Delhi, which is not factual as landline connections of MTNL are working in BSNL Corporate office and not at all surrendered.
- j. In Delhi, due to issues with MTNL Mobile Services, roaming pact has been approved with AirTel and in case of MTNL services are not available, then only AirTel services are taken by BSNL and not as regular services as taken in Maharashtra Circle.

While taking such important and sensitive decision, the recognised Associations/Unions were neither officially consulted nor meeting was held to discuss the plus and minus of such anti PSU decision. As recognised association, we have tried our level best to have meeting with you, but as usual, we have not received any response from you.

Further decision on the provision of FSRTC and its financial reimbursement limits is within the powers of BSNL Corporate office and any CGMT has no powers

to taken decision only in relation to specific Circle. We have come to know that no such approval has been conveyed by BSNL Corporate office for opting to AirTel and as such this is illegal decision on part of BSNL Maharashtra Circle.

It is unfortunate that this decision is taken within period of two weeks without going to the much depth of the issues at present and in future about the working of BSNL as well as MTNL.

This is also direct violation about the Memorandum of Understanding between two PSUs MTNL & BSNL and may be violation of MoU with DoT. This is very serious matter as till today no one from BSNL as well as MTNL has dared to opt such openly and blindly for services of private operators and has not put such extreme and unethical allegation when both the PSUs are in same business.

We have seen many officers from PSUs are carrying only services of BSNL or MTNL as their respect of PSUs and many have shared it openly in public addresses. But this decision on part of MH Circle to opt for private services will make them also to change their mind.

Since some of the AirTel connections have been started in Mumbai, the Executives and Non Executives are not dialling from these numbers as immediately query comes from next side form which number you are calling? Then he/she has to explain about AirTel services adopted by BSNL and reasons thereof.

Some of Executives and Non-executives are feeling shy rather shameful to dial from Private Operator landline services, when his own company is leading company in landline services and further specifically he/she feels awkward to call to EB customers from AirTel Numbers.

We must understand that there are certain issues with BSNL services in certain areas and if BSNL applied formula of changeover of services of MTNL due to poor quality of services, it may be boomerang for BSNL as similar action may be taken against BSNL. This point needs to be given serious consideration.

It is quite possible, that now AirTel may use it as marketing funda that now BSNL is using AirTel landline connection as there are serious issues and hence private customers may leave MTNL/BSNL and may join AirTel on such appeal by AirTel Marketing team.

By such unethical action, BSNL will be losing ethical right to convince the customers to opt for BSNL services & this will definitely affect BSNL customer base.

We must accept that in the recent past, the relations of BSNL MH Circle are spoiled with MTNL, CCA and even disputes are seen among NRUs like WTR, WTP with MH Circle and about all are aware about its reasons.

For namesake, we agree with AirTel connections in BSNL Head office of biggest Telecom Circle of BSNL, due to poor services by MTNL, who will guarantee that none of AirTel number is faulty and will AirTel assure that they will not disconnect services even after no payment of bills for months together.

It is right time to stop the services offered by AirTel at this stage itself, as AirTel has not charged any amount for installation of FTTH Connections in BSNL Office; about 50 % connections are not yet started. There is no issue if these AirTel connections are surrendered by BSNL by giving reasons of poor quality of services as that of MTNL.

You are aware that many of the associations and Unions of MTNL has already raised this matter with your good self as well as BSNL Corporate office and even with Hon Minister of State Telecommunication (MoSC) Govt of India and office of MoSC has taken serious view on it. Hence, there is need of immediate correction on part of BSNL Maharashtra to avoid any complications in day to come.

It would have been better, if any of the officers dealing with this issue would have brought to your kind notice all such issues damaging BSNL and MTNL and then there was no need of raising such issue from our side. **But we put on record that now days due to your one sided decisions by your good self, no one dares to even share such issues with you and there is no question of any opposition thereof for any issue and in such attitude all are just joining hands for promoting AirTel services in BSNL office.**

Further, it will be highly appreciated if the names of the so-called BSNL employees, who have made serious complaints about services of MTNL in Mumbai, are disclosed so that MTNL can approach all these affected employees of BSNL and take sincere efforts to improve services.

It is need of time that these employees needs to be made aware that they can approach BSNL/MTNL staff for attending faults and there is no chance to meet any representative of the AirTel in case of any complaints and in such case they will have to approach only call centres. We have seen that after one month more than 50% AirTel connections are not working in BSNL office, but no employees is able to contact AirTel and he has to approach only OSD to % CGMT MH Circle.

We are sure, these employees of BSNL may not be aware that there such complaints if any are being used for justification to surrender MTNL Services and opting for services of private Operator AirTel.

Further, with such complaints of employee, it would have been appropriate that action is taken against MTNL for poor quality of services, or the services of

MTNL should have been stopped. Simple appeal or direct decision to surrender MTNL landline services and closing landline connections on complaints of employees of BSNL was correct and highly appreciated step in the interest of BSNL and no one would have opposed it. But complaints by few of employees cannot be taken as base for shifting services of MTNL to AirTel.

We have consolidated all these issues as per feedback from all our active comrades and many have shared with us that stand of BSNL Maharashtra Circle to opt for AirTel connections is not correct, ethical, legal and in the interest of either BSNL or MTNL but is in totally favour of private company AirTel.

In view of above we request your good self:

- A. To review the decision of opting for AirTel services by BSNL and immediately stop the services being taken by BSNL from AirTel.
- B. If it is firmly decided by our good self that the services of MTNL are worst and we cannot opt for MTNL landline services, please go ahead with it and surrender it but do not opt for AirTel services and please stop use of all Landline connections in Circle office Mumbai.
- C. In this case, there is no need of the landline services in Circle office Mumbai which will save about Rs three lakhs per month or Rs Thirty Six lakhs per month.
- D. For internal communications among Circle Office, we can install on EPBX through NCNGN or AN RAX of BSNL.
- E. The promotions of AirTel services being started by BSNL officers at office as well as residences may be please stopped at this stage itself.
- F. Further in case it is firmly decided to surrender the BSNL Mobile connections being used by all the Executives and Non Executives in Circle Office Mumbai along with few MTNL Mobile connections working in Mumbai, **and then please go for fresh and open tender calling for Bid from all the eligible Telecom Service Providers including MTNL.**
- G. If anyhow MTNL needs to be expelled from BSNL Circle office Mumbai as firmly decided by you, **then please take initiatives for black listing MTNL as service provider so that MTNL cannot take part in the tender called by MTNL, which will be correct procedure.**

Hope, over the period of last one month, the response of MTNL also changed as the OFC adamantly disconnected has been allowed to be restored by MTNL officers. There is positive response from MTNL definitely due to such extreme pressure created by your good self and atmosphere is again created so that the

conflict can be discussed and settled among the different officers of BSNL and MTNL and there is no need of action on part of BSNL for black listing MTNL for poor quality of services and non-co-operation to BSNL in maintain services of valuable customers.

We are hopeful, by now all the issues and adverse effect on future of BSNL, MTNL and its employees due to surrender of MTNL services by BSNL Circle Office Mumbai and opting for AirTel services has come to your kind notice and your good self will take review of it in the larger interest of BSNL as well as MTNL. **Hopefully all the three letters issued by DGM Admn Mumbai will be withdrawn accordingly and he may be suitably advised not issue such orders by violating guidelines on the subject.**

We are confident that our views will be taken positively and matter of use of Landline and Mobile connections in Mumbai is reviewed immediately in favour of PSUs without waiting for any action from Vigilance Cell as well as office of MoSC on the basis of complaints received by these good offices.

With warm regards,

Encl: AA

M. S. Adasul
Circle Secretary,
SNEA Maharashtra.

Copy to:

1. CMD BSNL for kind information and with request to look into this serious issue affecting both the PSUs, BSNL as well MTNL and its business.
2. Director CFA BSNL Board, for kind information n/a please.
3. Director HR BSNL Board for kind information n/a please.
4. ED MTNL Prabhadevi, Dadar Mumbai for kind information and with request to seriously look into issues raised by CGMT BSNL MH Circle about quality of the services being offered by MTNL.
5. GM Vigilance Mumbai for kind information please.