

## Service Related Issues Raised by DS

Following are the SSA wise issues related to BSNL services from DS of respective SSA in CEC of AIGETOA held on 23<sup>rd</sup> AUGUST in Kolkata.

### 1)ASANSOL:-

- Scarcity of staff at DGP MSC there are only 2 jtos working in 3 MSCs,2GMSCs,Sig-GW,HLR etc. Earlier 10 jto were working for 1 MSC.
- Frequent cut of OFC media . Alternate routes for DGP-KOLKATA should be taken from PGCIL/Railtel
- No separate power plant for ZTE Nodes.
- DGP -KOLKATA media route fail.

### 2) PURULIA:-

- Mobile and broadband data speed is very low.
- WIMAX fault issues are not take up by Vendors.

### 3) KHARAGPUR:-

- Scarcity of AGM & DGM level officers.
- Frequent media failure.
- WIMAX fault issues are not taking up by Vendors (ICOM) and no spare card is supplied by vendor.
- MLLN card shortage

### 4) GANGTOK:-

- Non receipt of cables , joint connectors from store.
- WIMAX services very poor.
- Mobile Services degraded outside of city.
- Many HQ don't have SDE /DE .
- SRD recruitment year 2011 of A. Tripathi case.
- CSC don't have proper staff.

### 5)CIRCLE OFFICE:-

- Association interfere are required for Hospital empanelled from circle administration specially for Kolkata.
- Transmission /WIMAX/BB speed issues should be taken with circle level.
- Stay in quarter is very dangerous due to non maintenance at CTTC/P&T/TF/Patuli even after regular persuasion with competent authorities.

#### 6)SILIGURI:-

- Non receiving of cables , joint connectors from store.
- Core issues : BB/WLL/WIMAX cards not issued timely. CDMA handset and modem qualities are very bad.
- WLL MSC : Billing are not generated from feb-2015 ,revenue leakage.
- Rearrangement of group C and D staff at SSA level.
- CSC manning should be done by Sr. TOA/JAO level due to poor response of TM/RM .

#### 7)MALDA:-

- Frequent OFC cut due to NHAI road widening work.
- Kanon-FX order not complied on time hence delayed in services provisioning .
- MNP portout case increasing due to poor services.
- DG/PP issues. DG off at night.
- CDOT/E10B/BB card repairing delayed.

#### 9) EZBC:-

- Shortage of staff as per nodal center norms.
- Kanon-FX order not complied on time hence delayed in services provisioning specially in case of postpaid to prepaid conversion.
- Stay in quarter is very dangerous due to non maintenance at CTTC/P&T/TF/Patuli even after regular persuasion with competent authorities.

#### 11) BANKURA:-

- Very poor services to customers due to not availability of cards of LL/BB/Mobile/WIMAX even after regular persuasion with competent authorities.
- Many lines are damaged due to laying of water pipeline and no guidance from management for handling such situation.
- STD services are regularly barred in service connection.

#### 12) RAIGANJ:-

- Services are very poor in Raiganj SSA . In case of WIMAX 4-5 BTS are installed but never worked.
- No Vehicle available in ISLAMPUR SDCA as it is 110 km Raiganj HQ.