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the General Secretary



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No: SNEA/CHQ/DIR(CFA)/2018-21/05

Dated 27.08.2020.

To

**Shri. Vivek Banzal,
Director (CFA),
BSNL Board, New Delhi.**

Sub: BSNLCO instructions dated 21.08.2020 regarding enrolment of spouse or ward of BSNL/DOT employees, retired employees or their wards for FTTH channel partner as MSO/TIP and order for transferring the connections to other TIPs. Our suggestions reg:

**Ref: 1. BSNLCO No: 64-253/2017/NWP-BB/FTTH Dated 13.03.2019.
2. BSNLCO No: NPBB/11(13)/3/2020-NWP-BB Dated 21.08.2020.**

Respected Sir,

BSNL Corporate Office vide letter No. 64-253/2017/NWP-BB/FTTH dated 13.03.2019 had authorized Circles to allow persons including spouse or wards of BSNL/DOT employees or retired BSNL/DOT employees having proprietorship/ partnership firm with an objective of providing BSNL Telecom Services for business model case I to IV as TIP/Channel partners. It was a major policy decision to promote BSNL FTTH connections as the performance of LCOs were not upto mark. The above direction from Corporate Office had received very good response from the retired/ working employee community of BSNL/DoT and we could witness several initiatives from many of them including BSNL' well wishers by joining hands wholeheartedly to promote the premier service of BSNL, FTTH, by registering BSNL exclusive channel partnership in BAs. **Majority of them are BSNL exclusive channel partners, providing FTTH connection of BSNL alone.**

It may be noted that growth and revenue from FTTH services took an exponential curve ever since such a model of BSNL exclusive LCO franchisees was evolved in many BAs. The same has been evident as many BAs could achieve much more than the targets assigned by the Corporate Office as far as provisioning of FTTH connections is concerned. The number of FTTH connections provided from the OLTs of BSNL exclusive channel partners in less than one year is almost double than the number of FTTH connections provided from the OLT in last 3 years by the LCOs providing services for many operators. These figures reveal the real success of such as model of FTTH provisioning.

Most of the LCOs are on non-exclusive basis and using the same OLT for providing connections of BSNL and other service providers. Earlier the performance of such MSO/LCOs and Franchisees were not at all good. They were using large number of BSNL leads for promoting the services of other service providers for better commission and other advantages. It was a big cartel. Since the entry of BSNL exclusive LCOs, that cartel broken. Most of the LCOs subsequently realized that if they are not providing BSNL connections, BSNL will have its own Exclusive LCOs for provision and thus they forced to provide BSNL connections also. It can be verified from the field units. The BSNL exclusive channel partners owned by the wards of retirees/BSNL serving employees are giving good threat to such LCOs/Franchisees. BSNL

should not promote those LCO/Franchises transferring BSNL lead to other service providers. There should be competition. BSNL will not be able to check them without exclusive LCOs. In the long run, exclusive LCOs will be an asset for BSNL and will compel other LCO/Franchisees to provide and promote BSNL FTTH connections. While many LCOs have taken the BSNL Franchisee ship just for name sake and to stop others from provisioning BSNL connections in their service area, we need to reckon the fact that these exclusive channels partners only are doing the real business.

All of a sudden, vide letter No. BSNLCO-NPBB/11(13)/3/2020- NWP-BB dated 21.08.2020, BSNL CO has directed Circles to terminate working of such franchisees being run by near relatives of working/retired employees of BSNL/DoT and to migrate those FTTH connections to other TIPs without any sort of discussions with well performing Circles. It is understood that the Corporate Office has become a prey to certain allegations raised from some Circles due to certain inter-union rivalry and the complaints from those Franchisees having vested interest and their monopoly is broken by the BSNL Exclusive TIPs by wards or retirees. Such an order in haste could be detrimental to business prospects of BSNL. Those issues could have been very well dealt within the BA/Circle by the Administration in the best interest of service. In case of misuse by any of the incumbents, action deemed fit as per provisions of the Rule should have been taken against those who fails to comply with rules. Otherwise purification of the procedures could have been initiated.

Further, it may be noted that, the instructions to transfer the existing connection to other TIPs is nothing but gross violation of the agreement already executed and reflect only utter disregard to such agreements. It will not stand under legal scrutiny other than damaging the reputation and credibility of BSNL which is already low. They invested heavily as per BSNL policy in force and unilateral decision from BSNL will lead to litigations.

It is felt that BSNL CO has gone to the extent of burning down one's own house to smoke out a rat thereby creating a blockade against the growth and timely development of BSNL' premier network service in the country. BSNL seems to have no visible plan whatsoever to promote and provide FTTH connections using its own resources even from the existing spare ports in OLTs but has directed to provide the same under case II, III models only. Before issuing such a detrimental order, BSNL Corporate Office could have taken at least potential Circles into confidence.

Hence, it is requested to review the order issued on 21.08.2020 and to consider allowing all BSNL well wishers including relatives of BSNL/DoT employees and retired employees to enroll themselves as BSNL exclusive LCOs which would ensure 50% of the revenue generated by such LCOs gets added to BSNL revenue. It is also requested to bring back confidence among the BSNL employees and other genuine channel partners who are really involved in the process of revival of BSNL by promoting BSNL premier service, FTTH, even to the remotest part of the country.

Further as a precaution the employees can be posted other than the station in which the LCO is registered. It may be noted that spouse or wards can be Franchise of BSNL Competitors under the prevailing rules which prohibits the franchisee ship of BSNL. If the present rules not permits, it is the time to change the Rules. We should do everything to promote the business by taking adequate precaution and ensuring that employees are fully dedicated for the assigned duty.

With kind regards,

(Sebastin. K)

Copy to: 1. Shri. P. K. Purwar, CMD/BSNL for information and n/a please.

2-5: DIR(Fin)/DIR(EB)/DIR(CM)/DIR(HR), BSNL Board for information and n/a please.