



ALL INDIA GRADUATE ENGINEERS & TELECOM OFFICER'S ASSOCIATION

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No: CTD/AIGETOA/13-14

Dated at Kolkata the 08th Jan 2014

To
The Chief General Manager
Calcutta Telephones, BSNL
Kolkata-700001

Sub: **Manning of Vital Telecom Node viz Transmission Hub on Sundays & Holidays to avoid undesirable delay in restoration.**

Respected Sir,

In the recent times under your leadership, Calcutta Telephones is leaving no stone unturned to maintain at least previous year's revenue, but it is very unfortunate to see that we are still unable to provide the best quality of services to our esteemed platinum Customers.

You must be aware of the undesirable situation that occurred on 04-01-14 (Saturday evening). Two major "48 pair" Fibres between Dumdum & Cossipore and between Dumdum and Saltlake was cut and all Leased Circuits and ISDN lines of premium customers went down for long time. The restoration of the lines took long time and could be completed only in the evening of 05.01.14 (Sunday).

Airport Authority of India has expressed its dissatisfaction about our quality and availability of services.

Had there been manning on holidays at important transmission nodes like Dumdum and Saltlake, this untoward situation could have been avoided. Presently, crucial nodes like Transmission Hubs at important areas, MLLN NMS at Telephone Bhawan etc. has manning on holidays.

It has also been observed that in the ring connectivity, systems are running on single arm because faulty arm is not being repaired on regular basis. Naturally, when the single working arm gets damaged, there is complete blackout of services in those areas.

Keeping in view of the scarcity of manpower in transmission wing, GM(HR & Admin) has posted good numbers of SDEs (From Andhra to CTD) in Transmission unit. However, if scarcity is being felt for manning important nodes, we may plan to post our DR TTAs (2013) batch who are going to start their induction training soon.

Therefore, it is requested that we may kindly implement the following proposals with immediate effect to improve the quality of our services:

1. Manning at important Transmission Hub on Sundays and Holidays.
2. Strengthening of Transmission Route maintenance Team in each area to cope up with fibre cut and to maintain ring connectivity at its best.
- 3. Immediate formation of route maintenance team in important areas like South Area.**

In Kolkata, we are under the immense competitive environment and the only way to retain the lost glory is to provide best quality of services, above SLA of 99.5.

I strongly believe, if we could be able to implement this proposal, we can definitely avoid these situations in future, which tarnishes the image of our organisation and the brand BSNL.

Moreover, we assure you of our all possible support and coordination for betterment of Services of Calcutta Telephones.

Together We can, We have and We will.

Thanking you

Yours faithfully

Sd/-
(Deepak Kumar Sahoo)
CS/AIGETOA

Copy to:

1. PGM/HQ/CTD
2. Sr. GM (HR & Admin)
3. GS/AIGETOA