



All India Graduate Engineers & Telecom Officers Association

Calcutta Telephones District
(The Recognised Representative Association of BSNL)

Circle President
Saikat Das
Mobile: +91-9432000019

Circle Secretary
Sayantn Sikder
Mobile: +91-9432000871

Circle Treasurer
Arvind Shukla
Mobile: +91-9433000303

All communication to Email: aigetoakolkata@gmail.com

AIGETOA/CTD/2024-27/16

Date: 22.07.2024

To
The CGM/KoITD
Kolkata Telephones, BSNL
34, BBD Bag ; Kolkata 700001

Subject: **Deteriorated mobile service throughout Kolkata Telephones – reg.**

Respected Sir,
AIGETOA KoITD seeks your kind attention over the subject matter mentioned above.

Sir, from last few days, we are in receipt of huge number of complaints from the different stakeholders like employees, partners and customers over the abysmally poor mobile services throughout Kolkata Telephones area.

A considerable amount of calls are not maturing, getting dropped, poor voice quality and no data service over our mobile network.

Sir, as you're well aware that, due to the tariff increase of the other TSPs, very large numbers of customers are porting in to BSNL mobile service. In this opportunistic situation, dissatisfied customers may cause severe damage to our futuristic aspirations. Also to mention that, our data service has become even more severe. It has deteriorated in such an extent that, executives are unable to mark their attendance by using our mobile data service.

We're well aware that, our mobile network is being switched to the 'indigenous 4G technology', and due to this, network may get disrupted for small period. But such a poor service for a prolonged time is neither desirable nor worthy.

So sir, we request to your good self, to put your personal attention over this serious matter on **TOP PRIORITY**.

Thanking with,

Place: Kolkata
Date: 22.07.2024

yours sincerely

SAYANTAN SIKDER
Circle Secretary
AIGETOA KTD

Copy to:

1. CP/AIGETOA CTD for kind info, please.