

Telecom Executives' Association of MTNL DELHI CIRCLE

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No. TEAM/CIRCLE/ 2013-14/7

Date 09-07-2013

To,

CGM(WS)

Delhi, MTNL

CGO Complex,

New Delhi.

Subject: Neglecting attitude of Management towards maintenance of wire less services provided by MTNL.

Respected Sir,

We would like to remind your good self about the verbal discussions held on many occasions regarding the subject under reference. Many assurances were given at the time of discussions for betterment of Wireless services but we are not observing even one percent sign of improvement. Whereas the services are being deteriorated day by day and public perception about Dolphin is becoming negative. We would like to draw your kind attention once again on the subject with some of our observations. These quoted observations are based on public complaints and our office bearers serving & residing in different parts of Delhi – NCR who are the frequent users of Dolphin connection.

- 1) It is very common complains that signals of GSM are very week in all most all areas including Kidwai Bhwan and Khurshid Lal Bhawan complexes which are faces of MTNL in New Delhi. .

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- 2) A) our office bearer working at kidwai Bhawan and residing in Sec-3 Rajendra Nagar Shaibabad equipped with mobile connection 9868136667 told us that on both locations one common fault has been observed that while dialing to some number located in same building This complaint , we have got even from Ex. E.D. MTNL Delhi.

case no. i) there may be various type of announcement e.g the number is incorrect, the dialed number is out of reach /out of coverage area or number is switched off.

Case no. ii) if we get the other number luckily and conversation is on, then there is a case where one person is going on talking and other person is not getting any thing. He is simply holding hand set and thinking that connection is out.

Case no. iii) if power is off in between the conversations the call will be failed immediately and mobile will not have any signal. Here we would like to underline one interesting factor for your kind reference that at the same time if we use our second private 'sim' of other service provider from same mobile , we get uninterrupted conversation with quality of service.

B) our many other office bearers residing at Narela, rohini, Dwarka, Noida, Faridabadetc also have same type of problem in making Mobile to mobile, landline to our mobile or our mobile to land line. As soon as power goes the signals don't reach to mobile.

3) In our city if we enter to Yamuna bridges of different areas then just before 1/2 Kilometer from start of bridge to the 1km away from end point of bridge signals are OFF. These types of black hole in the network exist all around city. Whereas in NCR areas this count of black hole points further increases.

4) Availability of 'dongle' for mobile internet is very limited . Even if it is available then there are cases where attendant sitting on counter might not be aware of its use and plans of usages for subscriber.

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5) The service connection of GSM are barred with ring tone and other features. Most of the connections are not having facility of 3G network. The executives/employees of MTNL are big ambassador of GSM services rendered by MTNL. In spite of providing best services to these , they are being deprived of many facilities . As a result they are not in a position to motivate to even their own family members for new connection of Dolphin Net work.

Sir, It is very clear from above illustrations that we are damaging the reputation of this great organization knowingly by not providing the quality of service. We are running these services since last 13 years and even the service providers which entered in this field just few years back they are having much more share of subscribers than us in Delhi & Mumbai. Our BTS sites are neither having Battery back up nor Engine alternator back up , as a result subscribers are facing above mentioned problems. Many black holes have been left in the network intently so that services to those points cannot be reached and in turn loosing the subscriber base. Availability of demanded services is very poor that is why people are forced to buy other service provider's product. Our brand ambassadors (our employees/executives) equipped with GSM connection are being deprived for all latest technologies that is why they cannot convince to the single person of society. We are sorry to mention that we are neither adopting the market strategies nor the standard of quality of service.

Sir, in past we had discussion to many officers of MTNL on many occasions in informal and formal manner. We even suggested many points for improvement of services. We patiently watched for the outcomes. But now we feel that sitting idle and waiting for worst is not advisable for us.

We sincerely request your good self to take a serious note of the points raised by us & kindly have a visit on particular locations (if needed our association's representatives are ready to accompany you) and restore the problem by taking requisite steps for the same.

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We will further wait for 15 days and thereafter will analysis the points raised by us once again. If we feel that even after this exercise we don't get any result , we shall be forced to start our protest trade union activities for survival of MTNL.

With Regards

Yours Sincerely

Rg
(RAM GOPAL)

Copy to :

- 1) Dir. (Tech.) for information necessary action please.**
- 2) General Seceratry TEAM for taking up the matter with corporate office please.**
- 3) Office copy.**