

**THE GANDHIDHAM
CHAMBER OF COMMERCE & INDUSTRY**

(ESTD. 1953)

"CHAMBER BHAVAN", Plot No. 71, Sector 8, Post Box No. 58,

GANDHIDHAM - Kachchh - 370 201.

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(M)

No. GCCI / 788

Date: 15.03.2019

Shri Sanjiv Singhvi,
General Manger,
Bharat Sanchar Nigam Ltd.,
Bhuj - Kachchh

Sub: Submission for complain redressal and much needed service quality improvement

Dear Sir,

Greetings from GCCI.

Once upon a time, the people of Kachchh district were feeling proud of becoming consumer of BSNL and now they do not hesitate to express their dissatisfaction towards detroiting and faulty services and infrastructure of BSNL.

Kandla - Gandhidham complex is a fast developing area and at initial stage of service of BSNL were quite helpful to carry on their activities through BSNL services. But in a present fast developing and changing scenario, BSNL is failing in totality to meet the requirements and expectation of the people of this township.

In this connection, we specifically draw your attention towards the followings:

- For complain of not working of land line numbers, the message is being received with confirmation of assigning the repairing jot at one of the staff member but no one attends the repairing job thereafter for many days. Hence, status-quo remain for indefinite period.
- The mobile number of staff which has been period through message is always found non-working and if at all by chance if it rings then nobody lifts resulting no response.
- Day-to-day the standards of BSNL service is deteriorating.

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- No qualitative and quantitative improvements in infrastructure of BSNL.
- In this competitive scenario, mere reduction in tariff will not suffice. It should be very well backed-up by qualitative front and back-up with prescribed time limit.
- A total change-over of complain redressal mechanism is a need of the hour.
- Even internet services of BSNL through devices of broadband wi-fi are also not up to the mark as consistent speed and interruption are routine problems.

In view of the above, we are of the strong opinion that BSNL should regularly and periodically organise "Open House Meet" at different locations for the redressal of complains.

Your immediate response is awaited.

Thanking you.

Yours faithfully,



Dinesh Gupta

President

Copy to: ~~Shri Manoj Sinha, Minister of State for Communication, Delhi~~
Executive Engineer, BSNL Gandhidham