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NATIONAL FEDERATION OF TELECOM EMPLOYEES

BSNL

(Regn. No. 4906 dated 17/9/2001)

MS-II, Q. No. 21 & 17, Atul Grove Road, New Delhi-110001

TF10/4(a)

Dated:- 07-05-2018

To,

Shri N.K. Mehta
Director
(Enterprise) and CFA
BSNL, New Delhi.

Subject:- "Hangama" service on landline phones – reg.

Sir,

Kindly recall the discussions of 2nd instant on the subject.

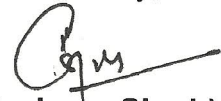
We have stated that the "Hangama" service has been provided to willing landline subscribers for entertainment. This is being done as per agreement arrived at between corporate office and private agency. The revenue so earned is shared between BSNL and private agency.

However, there is wide spread complaint particularly in Maharashtra circle that unwilling subscribers are also been charged for "Hangama" service causing annoyance to them. You will agree the unfair practice is tarnishing the image of BSNL.

We, therefore, request you to take urgent remedial action to calm the subscribers and to prevent their migration from BSNL.

With regards,

Yours sincerely,


(Chandeshwar Singh)
General Secretary