



Regn. No. HR/019/2018/02138
All India Graduate Engineers & Telecom Officers Association
Punjab Telecom Circle
(The Recognised Representative Association of BSNL)

Circle President

Vikas Gupta

9417333133

cpaigetoapb@gmail.com

Circle Secretary

Yogesh Chhabra

9465807060

csaigpb@gmail.com

Circle Finance Secretary

Vineet Bhandari

9417200095

cfsaigpb@gmail.com

No. AIGETOA/Punjab/CS/2020-21/88

Dated: 16/12/2022

To,

Chief General Manager Telecom
Punjab Telecom Circle
Chandigarh.

Ref. No. (1) AIGETOA/Punjab/CS/2020-21/63

(2) BSNL/BN/Comprehensive AMC of BharatNet Phase-I/T-725/2022 dated 09.04.2022

Sub: Regarding absolute failure and poor performance of M/s Fastway Transmission Pvt Ltd in maintaining the outsourced network which is badly affecting the services and demotivating the employees in field units owing to the decision of higher management to extend the tender to such an agency which was already expected to exploit BSNL & BBNL resources in their favour being one of their biggest competitor in the market.

R.Sir,

At the outset, we would like to draw your attention towards the ref. letter and discussion regarding Fastway wherein we have already shared our apprehensions regarding repercussions of allotting the tender to M/s Fastway since they are one of our biggest competitors in the market. There are huge number of complaints against M/s Fastway regarding their fault handling and non compliance of tender clauses, some of the points are stated below for your reference and n/a pl –

- 1. Fault restoration time is extremely high in most of the cases** and M/s Fastway is not at all able to maintain the outsourced network smoothly due to lack of professional team as well as non-adherence to tender clauses which is badly affecting the services. However our transmission teams are still playing a vital role in maintaining the outsourced network for smooth functioning of services.
- 2. Non-availability of various TEC approved store items with M/s Fastway** such as OFC 24F, 48F ribbon, 96F ribbon, PLB, SJC, etc to execute the emergency maintenance work of OFC network of BSNL as well as BBNL network which is outsourced as per Tender.
- 3. No Fault response team has been deputed at most of the locations** which leads to unusual delay in rectification of fault.
- 4. No patrolling teams have been deputed anywhere by M/s Fastway** to ensure preventive maintenance of OFC and avoid the cable cuts to ensure smooth functioning of services.
- 5. Usage of non-standard, low grade splicing machines as well as other items** leading to huge loss while executing various joints which further badly impacts various services.

6. **Overhead cables are not being done underground by M/s Fastway** and also the cables were left overhead after rectification of faults.
7. **Non-submission of various reports to BSNL Tx. teams as per tender.** Neither Weekly/fortnightly/monthly reports nor any other reports such as GPS Fault location report, etc. are being submitted timely by FMA.
8. **Non-availability of Ribbon splicing machine with M/s Fastway.** Although ribbon OFC maintenance has been outsourced at many locations but still maintained by BSNL due to non-availability of same with the vendor.
9. **Denial to attend faults having packet loss until any GP is down** due to which various other services working from the same cable keep suffering.
10. **No BSP has been deputed at various locations till date.**

Furthermore, many clauses are missing in the tender due to which Transmission teams have to continuously maintain the outsourced OFC. ***All the work related to outsourced cable should be carried out by the vendor such as any fault in outsourced cable should be rectified by vendor whether any GP is affected or not. Secondly BBNL fibers to TIP/vendors as well any other requirement from outsourced cable should be executed by vendor*** and not by BSNL transmission teams to have a robust network with proper accountability of vendor.

Keeping in view the above mentioned points, it is requested to look into the matter on priority and strict action is highly anticipated in this regard to keep the workforce motivated and save the image of BSNL in the market. It is also came to notice that proper penalty is not being imposed on M/s Fastway which must be reviewed immediately and possibilities to revoke the tender must be explored to ensure smooth functioning of services and utilize the BBNL network efficiently by extracting the potential accordingly.

Yours Sincerely



YOGESH CHHABRA
(Circle Secretary)
AIGETOA Punjab

Copy to:

1. The General Secretary AIGETOA for kind info and n/a pl