



All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi

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GS/AIGETOA/2020/05

Dated 23.01.2020

To,

Shri Vivek Banzal Ji,
Director (CFA), BSNL Board,
BSNL Corporate Office, New Delhi

Subject: Kind attention towards failure of CRM Server of CDR East Zone, ITPC Kolkata-Regarding

Respected Sir,

This is to bring to your kind notice that the CRM Server of CDR East Zone of ITPC Kolkata is out of order since 18th January, 2020. We have been apprised that the some fault in the CRM server of CDR East Zone has happened causing crippling of all commercial activities e.g. provisioning, shifting, plan up-gradation etc of landline, broadband, FTTH connections in entire East Zone of BSNL. This has resulted in severe customer dissatisfaction and even loss of revenue due to non booking of new connections and other activities in the zone. The system is faulty since last six days and not restored till date. We came to know that M/S TCS Team has been called to diagnosis and rectify the fault but the issue is still unresolved. This is a seriousness situation due to excessive delay in restoration of the fault even after deployment of the specialized team.

Therefore, we seek your kind intervention for early restoration of the fault. If required, senior personnel of support team may be deployed to resolve the issue and early functioning of the server. It is also requested to kindly get the issue enquired to know the reason of repetitive failure as we came to know that the server was got down in Dec-2019 also i.e. just a month back.

With warm regards,

Sd/-

[MD. WASI AHMAD]
General Secretary

Copy to:

1. The CMD BSNL, New Delhi for kind information Pl.