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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No. 14-7/2018-BBVAS (Vol.-II)

Dated: 28.09.2018

To

The General Secretary,  
BSNL Employees Union,  
Central Head quarters,  
Dada Ghosh Bhawan, 2151/1,  
New Patel Nagar, Opp. Shadipur Bus Stand,  
New Delhi-110008.

**Subject: Complaint regarding services provided by M/s Hungama in Maharashtra Telecom Circle- reply reg.**

**Ref.: Letter no. BSNLEU/604(DEV) dated 07.09.2018**

1. Kindly refer to the letter under reference above, vide which complaints of M/s Hungama for their Value Added Services in Maharashtra Telecom Circle was conveyed. The same has been forwarded to CGM, Maharashtra Telecom Circle for their comments please. Meanwhile, this office was already pursuing with MH Telecom Circle to send the complaints received in this regard vide this office letter dated 10.07.2018 in some other reference. MH Telecom Circle in their reply dated 16.07.2018 has reported the issues of forced activation complaints of BBVAS services by M/s Hungama.
2. Accordingly, M/s Hungama was asked to get the cases/issues resolved on priority in co-ordination with the concerned officer In charge of the Circle and submit the action taken report, jointly signed by Maharashtra Telecom Circle & M/s Hungama to this office vide this office letter dated 25.07.2018. Reply in this regard was received from M/s Hungama dated 02.08.2018 which was forwarded to CGM, MH Telecom Circle vide this office letter dated 10.08.2018 for further action and their comments.
3. Meeting of M/s Hungama, MH Telecom Circle and Nodal officer from GJ Telecom Circle was scheduled at BSNL CO, New Delhi on 07.09.2018 which has to postpone on telephonic request of MH Telecom Circle, Nodal officer, Gujarat & M/s Hungama as joint meeting of MH Telecom Circle & M/s Hungama was already held at Mumbai on 05.09.2018.
4. Minutes of Meeting (MoM) dated 06.09.2018 issued by GM(S&M)- CFA, MH Telecom Circle, has been received in this office wherein, it has been conveyed that the issues/ complaints are discussed in detail with regard to Aurangabad SSA. It is also conveyed that there was some communication gap at SSA level so number of complaints were escalated. A joint meeting with SSA shall be conducted to resolve the complaints and to educate about the product & pricing of BBVAS services. With regards to complaints that customers receive calls to enhance the BB speed & sending SMS to 56677, the call recording were shared with detailed investigation & activation logs but none of the SSA have reverted back on these issues. Further, details of call records of all cases of Aurangabad SSA shall also be shared. MH Telecom Circle will also share contact details, e-mail ids of all BSNL officers of SSAs with M/s Hungama.
5. Apart from the above, MH Telecom Circle has also conveyed that the detail report shall be sent to BSNL CO, New Delhi, after getting the detail investigation for further course of action in this regard. The report is still awaited. This Cell is pursuing with the MH Telecom Circle for the report and will be intimated subsequently.

This issues with the approval of the Competent Authority.

AGM (BBVAS)  
BSNL CO, New Delhi

Copy to:

1. PPS to Director (CFA), for kind information please.