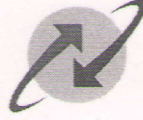


Public Grievance Cell, 1st Floor, Room No. 223,
o/o the Chief General Manager Telecom
North East- I Circle, CTO Building,
Shillong – 793 001
Ph: 0364-2220628, Fax : 0364-2223639
Email: pgcellshg@gmail.com



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

Dated at Shillong the 7th September 2020.

To .

Shri Debashish Reang
[REDACTED]

Sub:- CPGRAMS case regarding –“FTTH connection and unjustified charges for new BSNL FTTH connection”.

Ref: - [REDACTED]

Sir,

With reference to above cited subject, on receipt of the complaint, the case has been examined and verified by the concerned person of BSNL, O/o GMTD, Tripura SSA, Agartala and as per reply received from O/o GMTD, Tripura SSA, Agartala, it is to intimate that “The premises of customer is 700 meter away from the splitter point and the connection being temporary in nature, it is physically and financially not viable.

Regarding unjustified [REDACTED], by the FTTH franchisee, the vendor has been instructed by the concerned person of BSNL, O/o GMTD, Tripura SSA, Agartala not to charge anything extra from the customer in future .”

Thanking you for bearing with us.

This is for your kind information and assuring best services.

Yours faithfully,

Dy. General Manager (HR)
O/o Chief General Manager
N.E-I Telecom Circle, Shillong

Copy to :-

1. The Dy. General Manager (PG), BSNL, Corporate Office, Public Grievances Cell, IR Hall, Eastern Court, New Delhi for kind information. This is with reference to CPGRAMS Registration No. DoTEL/E/2020/24550 dated 27.7.2020 please.
2. The AGM (HQ), O/o GMTD, Tripura SSA, Agartala with reference to his letter No. IPG & F/CPGRMS/Case/TRP/2020-21/275 dated 3.9.2020 please