



**ALL INDIA BHARAT SANCHAR NIGAM LIMITED
RETIRED EXECUTIVES' ASSOCIATION**

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No. AIBSNLREA/CHQ/2017/25

Dated 30.08.2017

To
Shri Rajnish Kumar Misra,
Advisor (Operations),
Telecom Commission,
New Delhi 110001.

Sub: Harassment meted out by Ahmedabad Telephones to a subscriber (079-2766533) by not providing either hard copy or soft copy of telephone bills and thereafter disconnecting the telephone.

Sir,

We bring to your kind notice how a subscriber, that too a retired employee of Gujarat Telecom Circle residing in Ahmedabad, is being harassed by Ahmedabad Telephones by not providing him either the hard copy or soft copy of his telephone bills and then often disconnecting the said connection on alleged non-payment.

2. Shri B M Bhavsar, Retd AGM of Gujarat Telecom Circle has been provided with a telephone connection with number 27665333 at his residence. He is not being supplied with either the hard copy or the soft copy of his monthly telephone bills and he is made to pay the bills by sending an sms threatening to disconnect the telephone. In the process, there had been some double payments which remain unsettled despite his repeated requests. This shows how the authorities in Ahmedabad Telephones can be insensitive to the problems of the customers and create further problem for them.

3. In view of the above, we shall request you to kindly intervene in the matter and advice Gujarat Telecom Circle to stop harassment being meted out to Shri B M Bhavsar and resolve his problems connected with his residential telephone connection with phone no. 27665333.

With kind regards,

Yours sincerely,

(S Basu)
General Secretary

Copy to:

1. Shri Anupam Srivastava,
Chairman & Managing Director,
Bharat Sanchar Nigam Limited.
2. Dr P K Hota,
CGM Telecom,
Gujarat Telecom Circle.