

Record note of the meeting held on 28/05/2018 between BSNL (Co-Developer) and DSL (Developer), Co-Developers, Units of Dahej SEZ at Dahej SEZ

Representative present in the meeting is as per annexure – A.

Rep. of DSL, welcome to officers of BSNL and units of Dahej SEZ and given brief the purpose of meeting to the participant. Many times during review meeting, units complain about poor services of BSNL and frequent cable cut of internet. DSL represented the matter to BSNL very strongly and then it was decided that senior officer from BSNL will visit Dahej SEZ and have one to one meet with units of Dahej SEZ to understand the depth of problem to resolve positively.

Rep. of DSL requested all the represented to give their introduction including officer of DSL and BSNL. After completion of introductory round, meeting was open for discussion.

Mr. S. K. Tiwari, IT – Head of OPaL brief the issue being faced by OPaL. It was stated that OPaL having lease line and facing problem of frequent slow down of internet at Dahej SEZ plant including even their data center and server at Vadodara. Their existing data center and server is totally depended on BSNL. In case poor signal there whole works Logistics, Material management, e-tender, marketing etc. largely affected. OPaL has to suffer a big financial loss due to slow down of internet.

Rep. of BSNL replied that they have visited the Dahej SEZ and nearby area. The problem of caused due to cable cut during taking up infrastructure activity nearby area. This is beyond BSNL control, even whenever reported, BSNL team immediately take the matter for repair. BSNL also planning alternative and permanent solution through use of latest technology after consulting their technical team for OPaL so as to provide continues and reliable service.

Many units represented that they faces problem of non- availability of internet due to cable cut, slow internet speed. Rep. of BSNL stated that cable cuts happen mostly at the time of cleaning of drain, digging etc. It was requested to consult BSNL team before taking up any digging activity to avoid such problem.

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Rep. of M/s. Torrent represented that they calls to BSNL – Dahej SEZ office but it was not responded. Rep. of BSNL inquired the matter and learnt that

Torrent needed services / facility to connect Surat and Dahej office. Taken contact no. of Surat official and assured that Surat BSNL officer will contact Torrent to understand the requirement and facilitate.

BSNL rep. explained the FCT phone with latest technology which is SIM based land line phone and requested units to avail the facility.

Rep. of units stated that they are not getting bills / invoice without tax even though they are in SEZ.

Rep. of BSNL replied that necessary amendment has made in BSNL system and they have trained and instructed to officer at BSNL, Bharuch office to look into. However, they will again co-ordinate with their team and do the needful to issue without tax invoice 'ZERO'. However if such complaint of billing is again received same may please be mail to mohanrao1204@yahoo.co.in and gm_bch_guj@bsnl.co.in under CC to dgmeb1.bsnl@gmail.com please.

Rep. of units stated that they mobile tower signal is not strength.

It was replied by BSNL rep. that BSNL tower provide good signal, however any defect / technical issued is found, it will be resolved.

Many Rep. of units complained about non receipt of invoice / bill on time. Rep. of BSNL inquired the fact with their team and assured that they are sending the bill through courier and getting acknowledgment. However, BSNL will send bills through email and requested units to updates their email id with BSNL office.

One of the rep. of unit stated that their fax is not working and can send fax but can't receive the fax. BSNL rep. inquired the status and informed that there is technical problem in assigning no. fax no. was noted and assured that they will rectify the problem shortly.

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Rep. of DSL requested BSNL to open Customer Service Center in Dahej SEZ area to facilitate units. Rep. of BSNL stated they already have one SCS in Dahej area. So at present it is not possible. However, on requested of DSL, BSNL agreed that at least one officer will regularly available on every Working Wednesday between 11 AM to 1 PM at Dahej SEZ part- 1 office to listen SEZ customers and resolve the issue. DSL will provide one room for sitting of office. BSNL will also keep register for visitors.

Rep. of BSNL informed to participant that in case of any fault in telephone, first book online complaint on Lease line Complaint Call Center: **1800 425 1957** in BSNL system to attend.

BSNL team will explore the possibilities to improve their services i.e. lying of additional cable, instrument, / equipments so as to ensure constant and reliable internet services.

Rep. of DSL requested BSNL team to marking with stone wherever BSNL cables laying so minimize the damage. BSNL agreed and replied that it will be taken care.

BSNL team given assurance that they will identify the possible problem and after consultation with their technical team do the needful and ensure to provide more reliable services to OPaL, their data center, server and Dahej SEZ customers.

Rep. of BSNL also gave update on other services with latest technology at affordable rate like Web hosting, Cloud services, Co-location of Server , Centrex, SIP Trunking, etc., All India Centrex facility to landline holder of BSNL etc and requested all units to avail the same.

The meeting was concluded with vote of thanks.

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Annexure – A

Sr. No.	Name of Unit / Dept.	Name of Representative	Designation
1	Bharat Sanchar Nigam Ltd. (BSNL)	P. K. Shukla	DGM (EB)
2	BSNL	S. J. Trivedi	DGM (CFA)
3	BSNL	S. L. Meena	GMTD
4	BSNL	Amit Chavda	SDE
5	BSNL	Dhiraj Aggarwal	SDE (EB)
6	BSNL	Ahwani K R	NAM(EB)
7	BSNL	V. R. Radadiya	AGM Plg. Bharuch
8	BSNL	Mayur Rana	JTO- Dahej
9	Dahej SEZ Ltd.(Developer)	Niraj Shah	Manager (infra)
10	Dahej SEZ Ltd.	Hitesh R. Jadav	Asst. Manager (SEZ & Mktg.)
11	M/s. Annie Chemie Pvt. Ltd.	Ashfa Que	Director
12	DIC Fine Chemicals Pvt. Ltd.	Bhavik Jadav	Executive (IT)
13	Holtec Asia Pvt. Ltd.	Piyush Patel	Head – Maint.
14	APPL Industries Ltd.	Daxesh Bhatt	Sr. Executive
15	Torrent Power Limited	Pragnesh Patel	Executive – Admin.
16	Benzo Chemical Ind. Ltd.	Kartik Patel	Sr. Liaison
17	-do-	Jay Patel	Executive (HR & Adm)
18	ONGC Petro Additions Ltd.(OPaL)	S. Jerome Rodrigues	DGM (IT)
19	OPaL	Akaljit S Gill	DM (IT)
20	Sapthagiri Hospitality Pvt. Ltd.	Mayur Shah	Chief Engineer
21	Camlin Fine Sciences Ltd.	Dharmendrasing	Head – Eng.
22	Thermax ltd.	Manish K. Sheth	Head- HSE
23	Hindusthan M-I Swaco Limited	Jinesh Modi	Purchase Officer
24	Glenmark Generics Limited	Alkesh Patel	Executive
25	CS Performance Chemicals Pvt. Ltd.	Pritesh Jadav	HR – Officer
26	Ajanta Pharma Ltd.	Ram Karke	Sr. Manager – HR
27	Coromandel International Limited	Bijay Singh	Security Officer