



भारत संचार निगम लिमिटेड
BHARAT SANCHAR NIGAM LIMITED

No. 7-1/2014-WS&I

Dated 26th Aug. 2014

To

The Chief General Managers,
All Territorial and Non-Territorial Circles,
Bharat Sanchar Nigam Limited

Subject : Address of Hon'ble MoC&IT during HOCC held on 21-22 Aug' 14

Sir,

As you know, during the recently held Heads of Circles Conference, Sh Ravi Shankar Prasad, Hon'ble MoC&IT while reaffirming Government's support to BSNL, also gave a strong message to BSNL to take determined actions for improving Quality of Services, enhancing customer satisfaction, improving market share and other suitable measures for expanding revenues. He stressed on the importance of change in mindset of all employees in tune with the market requirements to transform BSNL into a customer focused organization. He dwelt at length on the Government's Digital India Program and directed BSNL to ensure timely completion of targets assigned under NOFN project. Hon'ble MoC&IT also emphasized the need for strict monitoring and inspections by senior officers.

Video of the address of Sh Ravi Shankar Prasad in the HOCC on 22-8-14 has been uploaded on BSNL Intranet. It is requested that his address may be given wide publicity in your Circle and SSAs so that the message reaches all sections of employees.

Madhu Arora
GM(Restg/WS&I)

Copy to:

1. CMD/Functional Directors/EDs for kind information please
2. General Secretary BSNLEU/NFTE and General Secretary ALBSNLEA/SNEA/AIGETO.A/AIBSNLOA for giving it wide publicity among their members