



**MESSAGE**

Dear colleagues,

I have taken over as Director (Enterprise) on 1<sup>st</sup> August, 2015 and am very eager to work with all of you to bring back its past glory to BSNL. I joined BSNL in May 2014 and I am extremely grateful for the wholehearted support I have received from you in discharging my duties as Executive Director (IT, CA) and OSD (Enterprise Business). This has made me feel completely at home and I seek the same support from all of you while I continue with my wholehearted efforts to contribute meaningfully to BSNL through teamwork.

To my mind, one of the most pressing issues confronting BSNL today is timely delivery of services to the customer along with service assurance which will also ensure achievement of the sales targets. Since we are accustomed and more willing to put all our efforts into sales of products, it is imperative that with our immense technical talent pool, we must graduate to offering innovative plans which are total IT solutions for our customers so that they get all services at a single window. Now that we have a strong IT team which is capable of designing customized IT solutions for our customers, we need to employ this to our advantage in offering state of the art systems to clientele. We have to move beyond mere bandwidth sales and infuse added value to our vanilla products through continuous improvement and innovative offerings. I find that BSNL with its superior technical capabilities definitely has a competitive edge provided we imbue the spirit of accepting challenges amongst the rank and file at all levels. I am confident that this can be extended to service delivery and assurance and my goal is to achieve this with your support.

On several occasions, it emerges that we are unable to deliver services due to shortages of materials. I am committed to remove any such bottlenecks and urge you to bring such instances at the very first instance to my notice. I am open to suggestions which contribute to the success of BSNL and its enterprise business plans and look forward to your feedback. The task before us is onerous and leviathan and with undaunting dedication and commitment we will strive to achieve it as a team.

I take this opportunity to also wish you a very happy Independence Day and greetings for the forthcoming festivals.

*N. K. Mehta*  
4/8/2015

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