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

पी.के. पुरवार

अध्यक्ष एवं प्रबन्ध निदेशक

P.K. PURWAR

Chairman & Managing Director

Dear members of the BSNL family,

I convey my heartiest greetings for a healthy and prosperous New Year 2022 for you and your families.

The year 2021 was a very challenging period for the whole world due to the Covid-19 pandemic. BSNL was also affected and we also lost so many of our colleagues. I pay heartfelt homage to them.

The last year has been very challenging for the telecom industry as a whole and BSNL in particular. However, I am very delighted to share that despite all odds, BSNL has become EBIDTA positive after 4 years. We sold more than 22 lakhs sims in the month of December, 2021 and we achieved 19 lakhs FTTH connections landmark. Our collection has also crossed Rs 1400 crores in December, 2021. All the above indicators are clearly telling us that we are on the growth trajectory.

All the above feats would have not been possible without the dedication, hardwork and commitment of our employees. I am fortunate to have a great, self-motivated team of officers, officials and our field staff. On this occasion, I would like to appreciate the efforts, hard work and dedication put in by each one of you in reviving our beloved company during these tough times.

I would also like to congratulate the employees who have been promoted recently. The recently implemented restructuring has given the organisation a lean structure in line with the objectives of VRS 2019. Within the scope of approval given by the BSNL Board, all efforts will be made to cater to the career aspirations & progression of all streams of employees.

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The Government of India is also very keen for BSNL's revival as Strategic CPSU. The 'Proof of Concept' for launching 4G services is expected to be available by March, 2022. Following that, we hope to launch 4G services commercially, increase our market share and bring BSNL back to its past glory.

As we know that BSNL is a customer centric company and customers are our lifeline. Our EB, CFA and CM teams should do brain storming and come up with innovative ways and plans to offer a delightful experience to our esteemed customers and enhance revenue. Accounts Managers should interact compulsorily with commercially important customers once a month.

I would like to urge you to give best service experience to our esteemed customers. As I have directed earlier:

- 90% of landline/BB faults should be cleared within 24 hours on all days.
- All BTS fibre faults to be attended within 24 hours.
- Leased line faults should be cleared on top priority and services should be restored as soon as possible, meeting all parameters of the SLAs.
- MTTR of OFC cuts should be below 4 hours.

I urge each one of you to work hard with renewed enthusiasm and dedication and I am sure that we will make tremendous progress on all fronts in the year 2022.

Warm Regards,


P.K. Purwar