

**ALL INDIA  
BHARAT SANCHAR NIGAM LIMITED  
EXECUTIVES' ASSOCIATION  
Central Headquarters, New Delhi**



**Key Note Address delivered by Shri Prahlad Rai, General Secretary in the Open Session and Seminar on “Role of BSNL in the Telecom Sector of India” on the occasion of 5<sup>th</sup> All India Conference of AIBSNLEA and Annual General Meeting of AIGETOA held at Mysuru on 17<sup>th</sup> June 2016**

.....

It is indeed a matter of great pride and privilege for me to have such a distinguished gathering on the occasion of the Open Session and **the Seminar on “Role of BSNL in the Telecom Sector of India” on the occasion of 5<sup>th</sup> All India conference of All India Bharat Sanchar Nigam Limited Executives' Association and Annual General Meeting of AIGETOA** being held here in Mysuru, the city of Heritage after the 4<sup>th</sup> All India Conference held at Nashik (Maharashtra) on 10<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> November, 2013. AIBSNLEA was formally launched on 1<sup>st</sup> May 2004 by integrating ten separate Associations which were earlier representing Group -‘B’ and promote source Group ‘A’ officers of different disciplines in the Department of Telecommunications. We, the members of AIBSNLEA belonging to various disciplines of BSNL i.e. Telecom Engineering, Telecom Finance & Accounts service, Telecom Civil, Electrical and Architectural Engineering, Telecom Factory Services, Telecom Personal Staff, Corporate Office Secretariat Staff, Telecom Official Language Officers etc., are playing the pivotal role in the development, maintenance and operation of Telecom. Our delegates of AIBSNLEA & AIGETOA present here are the true representatives of plus 30,000 strong BSNL executives and have come to attend this AIC from every nook & corner of the country from Kashmir to Kanyakumari and Lakshadweep to Andaman & Nicobar. We have assembled here, to discuss and find out ways and means for all out growth of BSNL which gives us our daily bread and also discuss the issues to our career prospects. I am sure the Financial Year 2016 will give us a ray of hope and happiness to elevate BSNL to a top Telecom Company in India.

**2.** At the time of formation of BSNL from a Govt. Department to a corporate entity, BSNL faced unique challenges, in which serious doubts were raised about its capability to sustain productivity and profitability. But with true grit determination, dedication and sincerity, BSNL has belied these misconceptions and sustained its position but after the year 2009-10, 2010-11, 2011-12, 2012-13, 2013-14 and 2014-15 BSNL has made losses of Rs. 1823 Crore, Rs. 6384 Crore, Rs. 8851 Crore., Rs. 7884 Crore., Rs. 7020 Crore. and Rs. 7265 respectively, which is a matter of serious concern for all of us. This Financial Year 2015-16 the BSNL has made loss of Rs. 3607 Crore which is almost half of the previous year. BSNL has made an operational profit of more than 2000 Crore. this year.

**3.** India’s telecom network is the third largest in the world on the basis of the customer base and it has one of the lowest tariffs in the world enabled by hyper competition in the market. The total telephone connections as on 30.04.2016 are 1059.8 million out of which

102.49 million are provided by BSNL. BSNL has been at 5<sup>th</sup> position as an operator with market share of 9.67%. The present tele-density in the country is 83% and total wired line broadband connections as on 31.03.2016 are 16.98 million, out of which 9.94 million are provided by BSNL. We have been at 1st position as an operator with broadband market share of 58.54% as on 31.03.2016. We are also the leading service provider in fixed-line (with customer base of 16.94 million), internet/broadband and national long distance segment. BSNL is privileged to be the first service provider offering 3G Services to its customers. We have rolled out 3G services in 3714 cities across the country.

**4. CMD BSNL has announced some major initiatives for the benefit of its valued costumers which includes unlimited Free Night Calling facility on land line phones from 9.00 PM to 7.00 AM, free incoming calls on roaming for Mobile customers, increase in minimum Broadband speed, services of BSNL Buzz and Speed pay, there is a steady progress in the business of all our verticals viz. CFA, CM and Enterprise etc. There is an opportunity to increase our revenue through these initiatives. BSNL has been adding more than 22 lac new GSM connections every month since last three months. The mobile number portability also has become positive. BSNL registered the highest growth rate among all operators in providing new wireless connections for consecutive months during February and March 2016. There is 40% increase in Mobile data, crossed the figure of 300 TB mobile data usage in single day. BSNL has upgraded 1 million landline ports with NGN. Installed more than 2500 Wi-Fi Hot sports at 1200 locations across India. This figure is 10 time more than what was expected. BSNL has exceeded Hon'ble PMs target on skill India initiative under Skill India Training Programme. BSNL has become active on social media and started resolving customer grievances received on Facebook/Twitter. This AIC may suggest methods for making more popular to these schemes and to reduce the operational cost, and stoppage of unwanted expenditures. In addition to this National Mobile Number Portability has been implemented, we need to improve our quality of service to not only to retain our customers but to attract new subscribers.**

**5. We are confident that under the leadership of Shri Anupam Srivastava, CMD, BSNL, we will be achieving the targets set by the Govt. Over the past 15 years, assets of BSNL have grown almost more than double with an assets base of about 56,393 crores at the time of its formation, now the asset base has become more than 1,71,935 crores. BSNL's present customer base, which is about 102.49 million including Wireline Phones, Mobile & WLL (F/M) subscribers also. It has about 37.52 million line basic telephone capacity, 8.12 million WLL capacity, 92.00 Million GSM Capacity. In pursuit of our mission for better life for rural communities, backbone infrastructure is being created to provide broadband connectivity to Village Panchayats, Common Service Centers, Schools, Colleges and Universities. BSNL have provided 34868 Fixed Line Exchanges, 5.77 Lakh VPTs, 48052 Rural GSM, 11349 Rural CDMA Towers and 11.20 Million Broadband connections in the country. Special focus is being given to broadband connectivity to Common Service Centers (CSCs), Panchayats, Colleges and Universities. Hence, the role of BSNL in the Telecom Sector of India is very important. But now in the area of landline telephones, lots of disconnections are taking place and our market share declined which is another matter of serious concern to all of us. We reassure our best co-operation and support to Hon'ble CMD in achieving the targets set by the Government to make BSNL number one telecom company.**

6. AIBSNLEA is holding its 5<sup>th</sup> All India Conference here at Mysuru after the 4<sup>th</sup> All India Conference held at Nashik (Maharashtra) in the month of November, 2013 when big changes in Telecom Sector are in the offing. In the rapidly changing scenario in telecom, the regulatory regime and competition in telecom are a fait accompli. We are not afraid of competition. With all the constraints around, our colleagues in BSNL in all major cities and other places are facing competitions with exemplary courage. In a bid to fall in line with the international standards, the Telecom Regulatory Authority of India (TRAI) has proposed certain standards to be ensured for quality of service along with provision of imposing penalties, if the prescribed quality of service is not maintained, technological innovation, the rise of the customer-driven markets and regulatory actions are dictating new management styles. Now, there is pressure on us not only to increase DELs i.e. number of telephone connections but also to retain the customer base, especially the creamy layer by rendering quality service & good customer care.

7. At the time of formation of BSNL, the then Hon'ble MoC Shri Ram Vilas Paswan assured that BSNL would be granted **Maharatna** status but even the **Navaratna** status to BSNL has not been conferred after completion of about 16 years of its formation. BSNL was meeting all the parameters/guide-lines set by the Department of Public Enterprises at that time. Now, though BSNL has become loss making due to various reasons beyond its control, the Govt. must consider granting it Navratana status to help it in faster decision making & recovery. BSNL being a Mini Ratna PSU does not have the autonomy / authority to procure the needed equipment on its own. Delay in finalization of Tenders and getting necessary approvals for procurement of equipment from the controlling Ministry are a major bottleneck in growth of BSNL to forge ahead in a competitive market.

8. The Govt. based on TRAI recommendations, has completely phased out the Access Deficit Charges (ADC) by 30<sup>th</sup> Sept 2008. It was assured that BSNL would be suitably compensated in the form of ADC for meeting the obligations in respect of rural telephony or other un-economic services but it has been withdrawn in 2008 and only Rs.6000 Crores in lieu of different activities as subsidy has been paid to BSNL in F.Y. 2008-09, 2009-10, 2010-11 and this was also withdrawn in July, 2011. BSNL is having 26160 digital telephone exchanges in Rural areas. BSNL the major service provider of universal services in rural, remote, in-accessible and hilly areas, provided reliable service connectivity across the country including ice-lands, should be fully compensated for the losses in providing these services from the USO fund.

9. National Telecom Policy (NTP) 99 does not envisage recovery of any license fee from BSNL (then DoT) in respect of its fixed line services. In respect of GSM line services the license fee was to be paid by BSNL but the same was to be fully reimbursed being a National service providers having immense rural and social obligations. BSNL has been paying the license fee in respect of basic services and cellular services also. Accordingly, BSNL has suffered a total financial loss of Rs. 41,000/- Crores up to 31.03.2016. Further it is facing the recurring financial loss of Rs. 1200 Crores per annum on the payment of license fee and Rs. 1750 Crores towards USO contribution per annum contrary to NTP'99.

Union Cabinet approved the National Telecom Policy-2012 (NTP-2012) on 31.05.2012. The Cabinet also approved introduction of Unified License and authorized the Department of Telecommunications to finalize the new Unified Licensing regime with the approval of Minister of Communications & IT. The policy has benefited the Private Operators but nowhere any preferential treatment to BSNL/MTNL has been offered being

the State own PSUs. The merger and acquisition policy should not be for enabling trade in license and spectrum by the unscrupulous players' quick profits.

**10.** It is understood that certain authorities in Govt. believe that Rural Operation of BSNL are in fact profitable. It is with this laughable and irresponsible attitude that recommendation of TRAI for paying a compensation of Rs.1250 Crore. for the period up to July, 2014 has not been yet implemented, whereas BSNL has been incurring the expenditure even with borrowing at high interest cost. Similarly, Rs.18,500 Crore. were arbitrarily and in an unfair manner taken away from BSNL as 3G and BWA Spectrum Charges and Govt. even after the decision of refund of Rs. 4700 Crores BWA Spectrum Charges to BSNL is still dragging its feet on refund of BWA Spectrum pending charges about Rs.2000 Crore.

**11.** BSNL has been requesting to DoT for financial support in order to make its wired line services/rural telephony financially viable by compensating the losses of Rs. 44,000 Crores incurred by BSNL due to difference in ADC which was admissible to BSNL earlier. Despite repeated requests by BSNL Management to DoT, this has not been made good. BSNL has continued to render services in unviable rural remote and difficult areas. Now ADC has been stopped all together. BSNL being 100% control Govt. PSU, it can't go to the Govt. against Govt. decisions even if they are not favorable to BSNL. Whereas, the Private Operators have liberty to approach TDSAT against Govt. decisions. For example Private operators have gone to TDSAT against the CAFs related penalties and have been given relief. Such reliefs have not been made applicable by DoT to BSNL.

**12.** After formation of BSNL in Oct 2000 the Govt. of India permitted BSNL to offer GSM Services only in year 2001-2002. BSNL could roll out its GSM Mobile services on 19<sup>th</sup> October 2002, within a short duration of three years BSNL managed to acquire number two slot in market share in GSM Mobile services in the year 2005 and remained at number two position for around two years. Subsequently Tendering Process for procurement of GSM Mobile Equipment was held up due to Court cases followed by delay at the level of Ministry of IT and Communications in granting necessary approvals. This caused considerable delay in procurement of GSM Equipment for BSNL. The episode of the scrapping of Tender of 45.5 million GSM lines is still fresh in our memory and it is a glaring example of interference. Only after prolonged agitation by all the BSNL Unions/Associations in July 2007, the Ministry allowed BSNL to place order for 50% of the quantity of the approved Tender i.e. 23 Million GSM Lines. Had the Tender been cancelled in full then Market share of BSNL would have been in a far worse situation. Again the Government cancelled the Tender for 93 Million GSM lines floated by BSNL more than five years ago and twice floated 5.5 Million GSM line tender. Cancellations of these tenders have affected the supply of GSM Equipment's and expansion plans of BSNL. The 15 million GSM lines tenders could be finalized with the great efforts of our CMD, BSNL Sh. Anupam Shrivastava the then Director (CM) which has given relief in North and East Zone. But West Zone is suffering due to M/s ITI un-helping attitude. Now Phase- 7+and Phase- 8 expansion of GSM lines will improve the quality of service of BSNL

**13.** Arbitrary deployment of ITS officers in BSNL has also adversely affected the Viability of BSNL. Around 3.5 lacs of staff belonging to Group-'B', Group-'C' and Group-'D' cadre have been absorbed in BSNL w.e.f. 01/10/2000. Absorption of all Group-'B', Group-'C' and Group-'D' Employees in BSNL was completed in 2003. Also majority of Group-'A'

Officers from DOT belonging to Finance, Civil, Electrical, Architectural and Telecom Factory wings have been absorbed in BSNL in the year 2005. But senior managerial cadre in BSNL consisting of around 1000 Group A Officers belonging to ITS cadre have not yet been absorbed in BSNL even after a continued deemed deputation status for 15 long years. These 1000 Officers belonging to ITS cadre are fully determined not to join BSNL. They have already availed the benefits of sixth Pay Commission along with regular promotions given by the controlling Ministry as deputationists in BSNL, and they have been enjoying all the perks/higher designations in BSNL. But they do not want to belong to BSNL. This small number of officers working on deputation in BSNL, who constitute the senior managerial cadre, want to continue as Govt. Officers and enjoy the benefits of BSNL. But the actual fact is that the senior managerial level in BSNL does not want to belong to BSNL but work in it on deputation as an outsider till their retirement without having any stake in welfare and growth of BSNL, which is jeopardizing the careers and livelihoods of lakhs of employees who had believed the government and even today have the conviction in BSNL.

**14.** Imposing VRS to 1 Lakh Employees in BSNL is not justified at this juncture. The current Executives strength of BSNL as on 31<sup>st</sup> March 2016 is about 42,000 and non-executives staff strength is about 1, 70,000. The staff strength of BSNL is going to be reduced to 20% i.e. one fifth of its current strength by the year 2017 on account of superannuation and it shall be further reduced to 30% of its current strength by the year 2018-19. Hence, imposing VRS to one lakh employees in BSNL will over burden the existing employees as well as it will be difficult to main about 34,000 telephones exchanges in the country. Moreover, VRS in no way has helped MTNL viability since it was imposed thrice.

**15.** Privatization / Disinvestment of BSNL can only help the Government to meet its budgetary deficits because BSNL shall not be allowed to utilize any of the revenue earned by its disinvestment for the growth/ expansion of BSNL. After formation of MTNL a Navaratna Company 44% of its shares have been offloaded in the Market but it has not led to any improvement in performance of MTNL or increase in its Market Share.

How will privatization / disinvestment help BSNL in its growth or increase of its market share? Only a motivated workforce, a committed management and faster decision process in finalization of Tenders, procurement of equipment and clearance of associated bottlenecks can help BSNL in its growth and increase of its Market Share. Only a strong and growing BSNL can keep the Telecom Prices in check and will not permit free rein to private operators to form cartels and fleece the Public. But for the PSUs like BSNL the customers would have never got Telecom Services so cheap as of now.

**16.** Various illogical interests being paid by BSNL to Govt. of India, which is directly affecting the viability of BSNL. BSNL should be exempted from paying building tax, paying excise duty on SIM cards, paying exorbitant electricity bills by applying the logic of low usage of power instead of electricity being charged on the basis of power plant capacity, VTMs revised penalty charges and heavy charges being paid to municipality and panchayat for erecting towers whereas they are not charging anything from electricity companies.

**17.** Govt. should issue Instructions to all Govt. Departments/Autonomous Bodies where the Govt. of India bears the cost of telephone expenditure for taking the telecom services

from BSNL only to support BSNL as it has done in case of National Carrier Air Line. BSNL is operating in a very stiff competitive environment with sharp reduction in tariffs in order to serve the people of the Country as a responsible PSU. BSNL is maintaining the rural network with very low tariff for serving the rural India. In addition to this reimbursement of ADC charges is also withdrawn which has adversely effected the financial position of BSNL. The fixed expenses of the company are also increasing year after year. It is observed that some of the Government Departments/Autonomous Bodies are inclined to switch over to private network for various reasons. The Ministry of Finance has issued instructions to all the Government Departments / Autonomous Bodies for undertaking the air travel by Air India only for both domestic and international travel where the Government of India bears the costs of air passage to support the Air India.

**18.** In pursuance of New Telecom Policy 1999, the Govt. of India decided to corporatize the service provision functions of DoT. Accordingly Govt. of India decided to transfer the business of providing telecom services in the country presently run and entrusted with the DTS and DTO as was provided earlier by DoT to the newly formed company viz. Bharat Sanchar Nigam Limited w.e.f. 01.10.2000. The assets and liability of present Department of Telecom Services and Department of Telecom Operations which earlier formed part of DoT were transferred to Bharat Sanchar Nigam Limited except Sanchar Bhawan and few other buildings but in true sense till date all these assets have not been transferred to BSNL rather DoT administration is trying to take back the assets of BSNL on the pretext of opening TERM Cell / CCA Offices and Training Centers which is contrary to the Govt. of India Orders. Hence DoT should immediately transfer the Assets to BSNL as per Govt. of India Order.

**19.** Land, building, A&P, Cable, experienced workforce are our assets. All these assets are to be gainfully deployed to fetch additional revenue. There are vacant lands and large vacant space in buildings. These spaces are to be commercially exploited to get hundreds of crores additional revenue every year. Formation of special task force for this purpose will speed up to achieve the objective. Commercial hoardings in CSCs and other BSNL buildings, commercial advertisement in the telephone bills will also fetch additional revenue.

**20.** Recently Government has taken a decision to create BSNLs own Tower subsidiary Company for its tower business. The cabinet, in its meeting held on 05.08.2015 has given the "In-principle" approval to the proposal for hiving off the telecom tower infrastructure of BSNL into a separate subsidiary company which will be fully owned by BSNL. Consequent to approval, DoT constituted an inter-ministerial group consisting of representatives of DPE, DoP PW and DEA for working out the capital structure and organizational structure of the new company after market valuation of its tower assets holding for consideration of the Union Cabinet. The Inter Ministerial Group has now submitted its report to Govt. for consideration.

**21.** BSNL Management has taken up the matter with DoT for modification in payment of pension contribution from highest of IDA pay scale to the actual basic pay from BSNL. As the case was referred to DoP&PW and DoP&T by DoT and DoT submitted that Ministry of Finance (Dept. of Expenditure) has not concurred the above proposal. Hence the Pension contribution in respect of absorbed BSNL employees are to be recovered as per the previous methodology.

**22.** Merger of BSNL & MTNL: In the UPA Government the Empowered Group of Ministers (EGoM) recommended to provide Pension to MTNL employees under Rule-37A., after 3<sup>rd</sup> PRC, the pay scales of BSNL & MTNL employees will be made equal which has got approval of Cabinet and orders are issued. It is also proposed that as per synergy and PAN INDIA presence to review both the PSUs, EGoM has also suggested merger of BSNL & MTNL. EGoM's recommendations are yet to be send to Cabinet for approval. Meanwhile some study groups were formed in DoT to examine the issues related to financial matters, technical matters and HR issues. We have given our views in this regard and demand that before the merger of BSNL and MTNL these issues needs settlement to avoid complications.

**23.** Despite having a definite edge over the Private Operators in many areas, BSNL has some weaknesses too. The main weakness lies in its structure itself i.e. the Management believes and possesses a work culture which does not suit the need of the hour. There is no denial that the dependency on other Departments/ Organizations like Planning Commission, Department of Electronics, Department of Expenditure, Department of Telecommunications and Department of Public Enterprises delays the decisions. BSNL has to be given the freedom to decide its own issues. After all, it is the BSNL Management which is responsible and accountable to the Public whereas others are not. In this background, BSNL needs to be given the full autonomy in decision making both on functional and financial front. In the process of decision making, innovative ideas and bold initiatives need not be distrusted and overcome by the age old DoT systems and procedures of ensuring safety and propriety.

In the modern management concept, it is also necessary to decentralize the administrative and financial powers for not only reducing the burden on the top management but also to give adequate freedom to the lower formations. Unfortunately, a typical DoT work culture is still continuing in BSNL, which tends to keep the powers centralized and prevents any move in positive direction. The BSNL again suffers most in the absence of a sense of team spirit. The conviction of team leaders to live in isolation keeps them away from the realities. In the challenging current business scenario with highly competitive market conditions and customer expectations in terms of quality of service, BSNL will have to gear up itself to improve its performance in achieving excellent growth in all spheres. Accordingly, BSNL needs to take immediate steps to motivate its works force, their skills and profile through trainings, seminars, moral education and attractive incentive schemes etc. so that it meets the challenges and increases its profitability in future and also prevents the brain drain.

**24.** As a service association we cannot remain silent spectator to the problems of our cadres. As already stated, our members are frustrated due to non-settlement of the following pending grievances:

- (a) Implementation of E-2, E-3 standard IDA Pay scales to JTO and SDE equivalent executives in BSNL.
- (b) Implementation of Khan Committee report on CPSU cadre hierarchy - Change of designations on each Time Bound upgradation on functional basis up to SG- JAG level as assured at the time of absorption in BSNL
- (c) Scrapping of the MT RRs and DGM RRs
- (d) 30% Superannuation benefit to BSNL recruited employees as per DPE guidelines.

- (e) Filling up of the vacant SAG/JAG, STS Group 'A' / Grp "B" posts in BSNL of all streams.
- (f) Regular / adhoc Promotion from JTO (T) to SDE (T) and JTO (TF) to SDE (TF) of seniority and LDCE quota.
- (g) CPCs from SDE (T) to DE and DE to DGM (Engg.)
- (h) CPCs from JAO to AO , AO to CAO and CAO to DGM.(F)
- (i) CPCs from SDE(C/E) to EE(C/E), EE (C/E) to SE (C/E) and SE (C/E) to CE (C/E).
- (j) Extending NFSG Grade to DGM (Adhocz0 promoted from Gr. "B"
- (k) Early settlement of Pay anomaly cases wherein senior Executives are drawing less pay than their juniors.
- (l) Allow all existing SDEs (C/E) promotion up to EE level by amending EE(C/E) MSRRS.
- (m) Early settlement of Pay anomaly cases wherein senior executives are drawing less pay than their juniors.
- (n) Date of effect of Implementation of revised IDA Pay Scales for the Executives (C/E/Arch., PAs/PSSs) w.e.f. 01.10.2000 on notional basis.
- (o) Diversion of 50% MT quota CAO posts to the seniority quota.
- (p) Special drive for recruitment of JTO's/ JAO's for tenure/deficit circles and consideration of Rule-8 transfers.
- (q) FR 22 (I) a (i) pay fixation to Officiating JTOs.
- (r) Pay loss to JTOs/JAOs recruited after 01.01.2007.
- (s) Fixation of pay in respect of Departmental Outsider TTAs appointed as JTOs.
- (t) One time placement of SDE to Sr. SDE Grade.
- (u) Restructuring of Assistant Directors (OL) cadre.
- (v) Sanction/creation of new posts of PPS in the field offices with all HAG level Officers and One time relaxation to steno Grade-III for their promotion to PA cadre.
- (w) Extension of E1+5 advance increment benefit to JTO (SRD) / JAO 2013 batch and PA Cadre.
- (x) Increment of promotions through LDCE quota.
- (y) Inordinate delay in settlement of disciplinary cases
- (z) Distribution / review of SAG level officers in Telecom Operations Stream in Territorial Circles and SSAs and financial Powers to TDMs/DGMs
- (aa) Under BSNL MRS, Indoor medical facility needs as review.
- (ab) Implementation of DPE OM dated 02.04.2009 on 78.2% IDA Pay fixation for pensioners, withdrawal of 60:40 provision from Rule 37-A and IDA Pension revision of BSNL pensioners in 3<sup>rd</sup> PRC.

The increase in the number of total connections provided by BSNL is phenomenal, though the total market share has decreased because of overall growth in the total number of connections provided by all the operators. The Group B officers and officers promoted there from are playing crucial role in such a phenomenal growth by BSNL. But the Officers need motivation to perform tirelessly for the growth of the company because only a contended workforce can deliver up to the desired level of customer satisfaction. It is therefore, imperative that the Management settle the HR issues concerning all the executives as enumerated above.

We shall fail in our duty if we do not recognize the effort of BSNL Management wherein about 700 DGMs have been promoted recently. Similar action is required to fill up all vacant JAG/STS/Group-B level vacant Posts in BSNL



**Hon'ble Sirs,**

Our intention is definitely not to burden you with our cadre problems. What precisely we want to convey to our esteemed audience and the dignitaries sitting on the dais, is that telecom is moving towards faster growth and more and more customer friendly services and in the days to come we shall have to earn more and more confidence of our customers and make them delighted through our faultless and customer friendly services. We assure all of our members will strive hard for this. We all together devote ourselves to the service.

Now, while concluding, I thank you all for giving me a patient hearing and at the same time we reaffirm our resolve that we shall not be found wanting in discharging our responsibilities even in the new environment and will move forward along with all of you to make India of our dreams, a reality. We also reassure our esteemed customers that these Associations AIBSNLEA & AIGETOA will do everything at its disposal to ensure the best possible telecom services in terms of **"affordability, quality and transparency"**.

Thank you all,



(Prahlad Rai)  
**General Secretary**