



SPEECH

OF

THIRU A. RAJA

**HON'BLE UNION MINISTER OF
COMMUNICATIONS AND INFORMATION
TECHNOLOGY**

AT

***THE INAUGURATION OF
BHARAT SANCHAR BHAWAN***

AT

JANPATH, NEW DELHI

ON

31ST JULY, 2007 AT 02.30 P.M.

Friends,

I am thankful to staff and officers of BSNL for inviting me to inaugurate their new building - **Bharat Sanchar Bhawan** - and giving me an opportunity to share my feelings and concerns with you which are critical for the growth of BSNL and Country as a whole.

Friends, BSNL, on its formation, faced unique challenges, in which, on one hand the hierarchy inherited was a legacy system engineered and accustomed to peculiar Government style of working in a more or less monopolistic environment; and, on the other hand, it was expected to migrate to corporate style of functioning in a highly competitive and technologically emerging business environment. Under these circumstances 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. Progress made by BSNL during 6 ½ years of operations reveal that BSNL not only succeeded in expanding its size as well as basket of services but also significantly strengthened its assets base and financial strength. While BSNL has been able to retain its landline base and has marginally increased from 32.40 million to 32.93 million, 28.42 million mobile connections and 10.20 Lakhs Broadband connections have been provided in this period. During the financial year 2006-07 itself the mobile net work has increased by over 95 lakhs

telephone connections and 3.90 lakhs broadband connections at a financial turnover of Rs. 39,715 Crores with profit of Rs. 7,805 Crores. All this was achieved when BSNL was competing with private operators who have deployed much younger & qualified work force. Technology is available to all operators but what makes the difference is the men behind these technologies. The aim of BSNL is to sustain as market leader is highly at risk with a large work force in 40 years plus age bracket. This needs to be improved by systematic manpower planning, in both short terms, as well as long term. The current system of human resource management does not permit any preferential treatment or compensation to performer's vis-à-vis non-performers. Appropriate motivational steps, linked with accountability at all levels, are now the need of the hour.

In the light of challenges in the current business scenario with highly competitive market conditions, path breaking changes in business environment, technology arena and customer expectations in terms of range of services and their quality, BSNL will have to gear up itself to improve its performance and achieve sustained growth and excellence in all spheres. Accordingly, BSNL needs to take steps to align its work force & their skills & profile so that not only it shapes itself well for realizing the vision, mission and the objectives but increases its profitability in future.

I suggest that BSNL's vision should be to become the largest telecom service provider in the South East Asia and to provide world class State-of-art telecom service and telecom infrastructure on demand at affordable prices to the country. The objective of BSNL should be to become Leading Telecom Service Provider, build customer's confidence through quality and reliable service, including provision of Broadband on demand.

I compliment the officers of BSNL for having envisioned such a grand and modernistic edifice for their Corporate Office. I am told that this Building has been constructed on a plot area of 2.27 Acres with a plinth area of 16314 Sq.mtr which shall accommodate about 800 employees of BSNL. This multistoried complex is equipped with Integrated Building Management System controls, excellent ambience, state of art conference halls, CMD's & Director's chambers and efficiently designed work spaces incorporating work station concepts. It also provides dedicated meeting rooms for holding deliberations with our esteemed clients in an exclusive environment. The staff amenities have also been envisaged by way of providing a functional and aesthetic canteen; Gym cum yoga center; a library; and, ATM facilities. The stellar efforts of the Civil Engineering & Electrical Engineering Staff including that of the Consultants are writ large on the face of the building. I appreciate their relentless toil in completing this dream project.

I would also like to mention here that after 35 years of glorious service Shri Sinha CMD BSNL is demitting office today. I personally wish him every success and commend his excellent performance as a Telecom Officer of this great country. Shri A.K. Sinha, CMD BSNL has spent a life time for development of DoT and then BSNL. On behalf of all of us present here, I thank Shri Sinha for his invaluable contribution and guidance in the progression of BSNL and Indian Telecom Industry and wish him a healthy and peaceful retired life. I am sure that he will remain continuously in service of society and our great nation. I extend my best wishes to his family members also.

Allow me to thank all of you, once again, and, may success come to BSNL and its staff and officers through the doors of this new building namely **Bharat Sanchar Bhawan**.

Thank you very much.