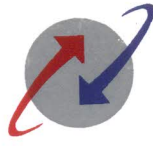


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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

अनुपम श्रीवास्तव
अध्यक्ष एवं प्रबन्ध निदेशक
ANUPAM SHRIVASTAVA
Chairman & Managing Director

Dear Colleagues,

I wish you and your family good health and prosperity in the year of 2016. I wish that enormous joys and happiness surround you throughout the New Year and may the year ahead be the beginning of all good and beautiful things in your life.

I also take this opportunity to share with you that as a result of various customer centric initiatives taken in the recent past by the BSNL Management and with the support of BSNL employees Unions, Associations and employees, BSNL posted an operating profit of Rs.672 crore in the Financial Year 2015 reversing the trend. Here, I would also like to caution all that we should not be complacent over the current performance of the company. We have to go a long way in competing with our competitors, to bring the company to its past glory. Let us aim to reach higher with a challenging spirit in a united effort. The next two years are very critical. We need to improve our services, become more customer friendly, more responsive to the problems, grievances of our customers.

BSNL will be investing Rs.7,795.99 crore in 2015-16 for expansion of communication network capacity in various telecom services.

BSNL has completed the roll out of ERP in all Circles and to derive the full benefits of this massive effort, we need to start using it more and more. It is one of the largest deployment of ERP in the telecom industry. Its benefits can be derived only when all transactions are made on-line and all the modules are used by all the Circles.

Govt. has assigned BSNL important projects of Bharat Net, NFS, LWE etc, for implementation. We have to ensure that we live up to their expectations by timely completion of these projects.

On 30th December, 2015, all of us in BSNL took a pledge to give "Service With a Smile" (SWAS 😊) to all our esteemed customers. Let us stick to the pledge for next 100 days and then beyond and once again win back the confidence of all our esteemed customers.

I trust that with your persistent efforts and whole hearted support we would succeed in reviving the past glory of our company and strengthening BSNL's position in the market.

With best wishes for upcoming festivals of Lohri, Makar Sankranti, Pongal, Basant Panchmi and Republic Day.


(ANUPAM SHRIVASTAVA)