

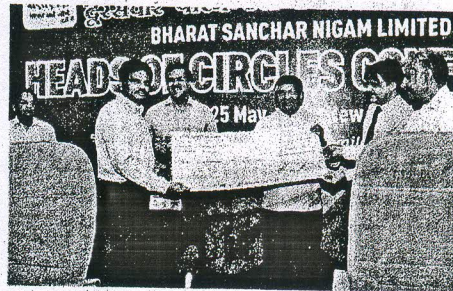
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Leading the communication

Bharat Sanchar Nigam Ltd (BSNL) organised Heads of Circles Conference (HOCC) on May 24 and 25 at the BSNL Corporate office in New Delhi. The objective of the conference was to brainstorm on vital issues concerning BSNL's performance, financial health, to give shape & direction to the company's future initiative and to set a roadmap of desired growth for the current financial year.

Minister of communication and IT Ravi Shankar Prasad inaugurated the Heads of Circles Conference (HOCC). Prasad also distributed the prizes to various circle heads for their outstanding achievements during the financial year 2015-16 in various categories such as CFA, mobile, EB, VLR, mobile portability, highest number of mobile connection provision, sale team of project Udan etc. Secretary DoT, JS Deepak was also present at the function.

Prasad praised the BSNL for its performance during last year and said that BSNL needs to play a pro-active role as there is tremendous scope there. India is growing towards a new direction and people are becoming more literate about



smartphones. There is a lot of opportunity for BSNL and in the fast changing scenario BSNL can play a vital role. BSNL also need to focus on quality of service. Besides conventional methods of resolving customer complaints, BSNL needs to reach customers through the social network. The complaints received on social sites also need to be resolved timely.

JS Deepak praised the efforts and initiatives taken by BSNL and expected BSNL to lead the telecom industry from the front.