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भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

विवेक बाँझल

निदेशक (सी.एफ.ए.)

बी.एस.एन.एल. बोर्ड

VIVEK BANZAL

Director (C.F.A.)

B.S.N.L. Board

D.O. No. Dir.(CFA)/Misc.Corr/2021/1

Date : 17.05.2021


Dear Shri

As you are all aware that today we are passing toughest phase. However, as a customer service organization, we need to be at the forefront to ensure that our customers remain connected amidst the lock down.

Today is World Telecommunication Day and the theme is "accelerating digital transformation in challenging times", which is echoing our sentiments and spirit with which we are working towards this transformation on 24 x 7 basis. During this pandemic, we have changed the way by IT enablement, how we run our network, we add customers and we serve our own frontline teams along with our partners. The credit goes to all the Circles who have implemented the IT initiatives collectively developed by the in-house team of support circles like ITPC and BBNW.

I am confident that this journey of digital transformation will not stop despite the challenges, we are facing. We shall continue to serve our customers by providing efficient and quality service with a smile.

I wish you all the best on the World Telecommunications Day.


(Vivek Banzal)
17/5/2021

**All Chief General Manager
BSNL.**