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

राकेश कुमार उपाध्याय
अध्यक्ष एवं प्रबन्ध निदेशक
RAKESH K. UPADHYAY
Chairman & Managing Director

No. BSNL/20-7/SR/2011
Dated, the 12th September, 2012
13

To

All Heads of Territorial Circles,

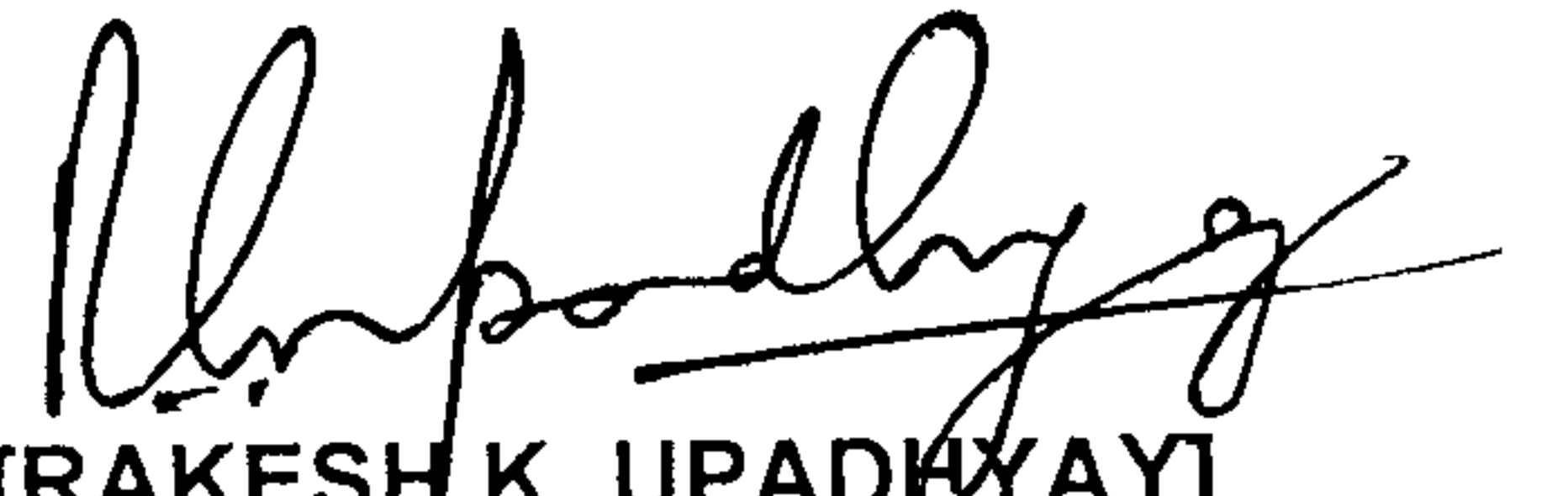
Sub: **Extension of "Customer Delight Year" for one more year - regarding**

This is further to this office letters of even number dated 27th April, 2011 and 20th July, 2011 regarding observance of Customer Delight Month and then Customer Delight Year on the cali given by the staff unions/associations.

Needless to mention that BSNL has been able to improve its services and marginally its revenue too. Even one of the press report indicated that BSNL is bouncing back. Encouraged by this development, it has been decided to continue with the "Customer Delight Year" programme for one more year.

I am sure when the management has been able to make available the requisite material to the field units and the unions and associations are making all out efforts to improve the services, nothing can prevent the company from re-gaining its past glory. At the same time, I request you to extend help and support to the unions and associations in their stride for improving the customer satisfaction and experience.

With best wishes,


[RAKESH K. UPADHYAY]
13/9/2012

Copy for info to :

1. All Board Directors, BSNL
2. All EDs, BSNL C.O.
3. All PGMs/Sr.GMs/GMs, BSNL C.O.