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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

D.O.No.23-1/2007-Trg

June 15, 2012

Dear Shri.....

Sub: Launching of 'Employee Suggestion Scheme 2012'

It gives me immense pleasure to announce the launch of '**Employee-Suggestion Scheme 2012**' from the BSNL management through which it is intended to open a direct channel of communication from our staff members on issues relevant to the growth and progress of BSNL in our area of delivery of telecom services.

We are of firm opinion that every employee is a valuable resource of BSNL and based on his/her working experience in BSNL, will have many suggestions to offer with respect to the services we offer to our customers. Such suggestions, coming out of deep insight of our employees, may help BSNL chart out a roadmap on how to better its business strategy, increase customer base, improve maintenance operations, smoothen internal processes and improve customer satisfaction with respect to mobile, landline and data services. BSNL management would be immensely benefited through this wealth of technical ideas, by incorporating into various strategies for making it more profitable and a better run organization.

In order to provide access to our staff members for offering their valuable suggestions, employees may click on the existing portal on the Intranet i.e. '**Training Desk**' at www.intranet.bsnl.co.in. On the opening homepage of BSNL Intranet, selection of "Training Desk" key on the left side menu shall allow the employee to access this portal and submit his/her technical suggestions to the management.

Every employee who contributes through his/her suggestion on the above portal will get an acknowledgement number, which he/she can retain for future reference. All such suggestions would be collated by my secretariat at the level of GM(C&M), for further examination, deliberation, evaluation and incorporation into our processes, wherever deemed fit.

In the first phase this scheme is being launched for a period upto **31st August, 2012** during which BSNL Management shall make focused efforts to listen to the voice of the employees of BSNL to improve delivery of our services.

I urge you to use your good office to give wide publicity to this initiative so that valuable suggestions of our employees may reach the management for BSNL's progress & growth.

To

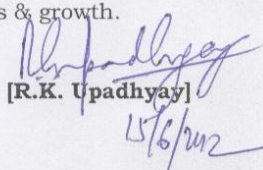
All Chief General Managers, BSNL

Copy for information to:

1. All functional Directors, BSNL Board
2. All Executive Directors, Corporate Office
3. All Sr. GMs / GMs at Corporate Office
4. General Secretaries, Associations / Unions

Copy for necessary action:

1. GM (Admin/Trg) – For proper up keep of above interface – Training Desk
2. GM (C&M) – For due follow up on the collated suggestions.


[R.K. Upadhyay]