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

पी.के. पुरवार

अध्यक्ष एवं प्रबन्ध निदेशक

P.K. PURWAR

Chairman & Managing Director

No. 3-6/2022-RSTG

Dated: 24.02.2023

To

All CGMs, BSNL

Sub: 'Top Leaders of BSNL' Award Publication.

At the outset, I would like to appreciate the efforts put in by all our circles to achieve the targets. Moreover, some circles have shown consistent revenue growth as well as all round performance in terms of Q3 IPMS weighted scores.

This could not have been possible without the dynamic leadership of the concerned CGMs. Such that all employees of BSNL may be inspired and guided by their efforts, the bios of the concerned CGMs and brief write-ups on the initiatives they have taken have been published in Volume I of the '**Top Leaders of BSNL**' award publication (enclosed). This publication shall also be uploaded on the BSNL website and on the intranet.

I urge all employees to read this publication and feel inspired to take initiatives for better service delivery, customer care, revenue growth and reduction of operational costs. Volume II of this publication will be based on annual performances for the FY 2022-23 and it will recognize top performing circles, BAs and individual employees.

With best wishes to all,


(P.K. Purwar)

TOP LEADERS OF BSNL



VOL I

FEBRUARY, 2023

Top Leader of BSNL

SHRI SANDEEP GOVIL, belongs to the 1986 batch of Indian Telecommunications Service. He has recently joined the BSNL Board as Director (Consumer Mobility).



His hobbies are travelling, listening to soft music and outdoor games.

Then CGM Rajasthan

Possessing wide experience and very professional in his approach, as CGM Rajasthan, he focused on the growth in all verticals for improvement in revenue and adopted a multi-pronged strategy. FTTH and SIM sale were increased month on month with motto of **“do better than your best”**. Competition feeling among BAs was generated to have inclusive growth in all BA/OA. Closed monitoring was the key. **Weekly VC meetings with all BA/OA** resulted in improving the shortfall in results. IVRS OBD calls in his own voice were made on each EB day (Thursday), SIM day (Monday) and FTTH day (Tuesday). On these days all staff and officers were to work for demand generation. Achievers were recognized through certificates distributed on 26th January and 15th August. Motivational/Technical sessions through external speakers were also organized. Vertical heads were made responsible for pursuing with all OAs for improving the performance every month.



Top Leader of BSNL

SHRI P MURLI MOHAN, belongs to the 1990 batch of Indian Telecommunications Service. He completed his B.E in Electronics and Communication Engineering from Andhra University College of Engineering & secured University 5th rank in the year 1988. He did his MTech from IIT, Madras.



His hobbies are playing cricket/ shuttle, reading research material on MIMO Antennas, visiting New Places in India and promoting New initiatives of staff.



CGM, Core Networks South

A very enterprising officer, he has adopted a multi pronged strategy to grow the business. VSAT is the primary revenue earning business of CNTx-South Circle, where new leads were generated from major companies like NDRF, ONGC, DoP, Indian Bank, PNB etc. Less explored areas of Business were paid more attention and new leads generated/business acquired under Dark Fibre leasing, Shared Infra structure, CDN/IPTV services. For the New services like SDWAN (Software Defined Wide Area Network) and SECaaS (Security as a Service), CNTx-South has been made as the Nodal Unit and empanelment of System Integrators has been successfully done and new businesses are being acquired. IFMC/Fleet Management Services PoCs were conducted in CNTX-South circle and empanelment is under process. AMC arrangements were made and fault rate has been greatly reduced and brought to single digit.

Top Leader of BSNL

SHRI RAMESH KUMAR GOYAL, belongs to the 1987 batch of Indian Telecom Service. He is BE (Electronics & Communications) from Delhi University and Post Graduate in Public Policy Management from MDI, Gurugram.



His hobbies are travelling, listening to music and reading books. He has a keen interest in astrology.



CGM, Core Networks North

A very dynamic and focused officer, he has vast experience of working in various fields of telecom, both in India and abroad. He has a wide exposure of working in HR field as well and has worked in various capacities during last 34 years in different organizations like BSNL, MTNL, TCIL, TEC, DOT etc. Presently, he is posted as CGM (CNTX-North) and is responsible for the Development, Operation and Maintenance of long distance telecom network in Northern regions spread over 8 states. Two enterprise platinum units of BSNL are operational in CNTX-North area. He has taken many initiatives for improvement in quality of service and revenue growth which includes rehabilitation of OFC network, timely clearance of faults by using various IT tools, regular meetings with field staff, optimal utilization of telecom equipment, traffic analysis and re-routing of traffic in a timely manner and regular meetings with enterprise platinum customers.

Top Leader of BSNL

SHRI DEBASIS SARKAR

belongs to the 1987 batch of Indian Telecom Service. He is BE in Electronics & Telecommunication from Calcutta University and MBA from IMT Ghaziabad.



Philately and quizzing were his hobbies in school days. Now he spends his spare time with non-fiction books, songs & movies.



CGM, Kolkata Metro District

He took over the charge of CGM, Kolkata in 2022 and since then, has taken a number of key initiatives for improvement of service quality across Mobile, Enterprise business, FTTH, BB& LL. He has focused on using in house IT tools for mobile network mtce, use of NoC optimally, supporting the FTTH partners through partner support group (PSG) in service delivery & taking care of EB service assurance through a dynamic Customer Relationship Management team. He has also focussed on FTTH penetration to new areas & acquisition of new EB customers, fostering a symbiotic relationship with SLA partners, CM Franchisee, FTTH partner & SI/ Revenue share partner in EB Vertical for mutual benefit. Implementing new avenues of revenue by renting out of building by vacating huge amount of covered space and direct interaction with the internal stakeholders & customers for understanding the issues relating to service delivery & revenue gain. He has untangled old issues and taken quick decisions, thereby preventing penalty outflow.

Top Leader of BSNL

SHRI PK SINGH, belongs to the 1985 batch of ITS. He was awarded Sanchar Padak for speedy restoration/ provisioning of telecom services in the aftermath of the devastating Tsunami that struck Andaman & Nicobar islands on 26th December 2004.



His hobbies are Yoga & meditation, reading books, listening to light/ sugam/ classical music, cooking and baking and learning languages.

CGM, Chhattisgarh

A very dynamic officer, he has taken many initiatives. He has focused on rehabilitation of critical OFC routes. MNG-PAN & CPAN equipment has been re-located at critical stations i.e. Bastar & Korba to complete the ring. Other measures include, increase in number of TIP from 137 to 224, judicious planning of OLTs in the untapped areas having less/no competition, implementation of FTTH failure communication to multiple levels i.e. TIP, BBC & NIB, target allotment to TIPs & BBCs and its regular review and closing of low loading exchanges & ensuring the conversion of working connection into FTTH, thereby reducing MTTR (and SLA Penalties) & increasing customer satisfaction and Revenue growth. In EB, focus has been given to non-conventional business i.e. M2M, Multicast & Wi-Fi and total solution services (instead of selling only BW) to various state government departments to add revenue and compensate price-fall effect. Increase in average IN Revenue per day by more than 7% over last year through extensive SMS/OBD to customers & Retailers.

