

Interview With BSNL CMD Anupam Shrivastava

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In a no holds barred discussion with TeleAnalysis, Anupam Shrivastava, the newly appointed CMD of telecom behemoth, talks about the various steps the state run telco is taking under his leadership to turn around things. Brimming with optimism, he says the company can be back to its glorious days and be profitable by 2018-19. Excerpts

Q. BSNL is very active in government projects. What is the status of projects like NOFN, NFS (network for spectrum), LWE (left wing

extremists) and North East?

BSNL is executing projects worth Rs 25,000 crore (\$4 billion) in the next 2-3 years. The projects which BSNL is executing include: NFS for Defence; NOFN for BBNL; LWE for left wing extremists states and North East project for improving connectivity in North East. All these projects are under implementation except North East project where BSNL is planning to float EoI (expression of interest) by next month.

Q. What is BSNL's mobile expansion plan for Phase 7 and Phase 8?

In Phase 7, BSNL is investing Rs 4,804 crore for creating 15 million additional mobile capacity. The capacity addition will take care for both 2G and 3G. In Phase 7, BSNL is building 27,000 towers of which 15,000 will be for 2G and 12,000 for 3G. Presently, BSNL has around 97,000 towers.

BSNL has till date completed 60 percent of Phase 7 expansion and the project is planned to be completed by June, 2015. Phase 7 will help in plugging the gap of 2G, removing blind spots in mobile network and increasing data capacity by 30-40 times.

On the mobile infrastructure, we are working on Phase 8 strategy. Phase 8 will have four parts. First part will focus on Wi-Fi integration. Second will help in increasing data carrying capacity. Third will focus on intra-circle roaming which will help in sharing of 2G and 3G network with other mobile operators in the country and fourth part will focus on classical expansion of 2G and 3G network in BSNL.

Q. What are you doing to enhance customer support services for BSNL customer?

We have around 18 call centers in 20 circles for mobile services. We are also planning call center for CFA department which will focus on customer complaint, customer feedback, VAS and enhancing reach to BSNL consumers.

We are planning enhanced CDR billing which will take care of fixed line, mobile and also leased line.

