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REVIVAL TALK

Plans on anvil to revamp ailing BSNL, MTNL's performance

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NEW DELHI: Soon, a network operation centre is likely to be set up in the chamber of the communications minister to monitor the performance of Bharat Sanchar Nigam Ltd (BSNL) and Mahanagar Telephone Nigam Ltd (MTNL).

The move is part of the government's revamp plan for the two telecom majors that aims to improve their functioning.

Communications and IT minister Ravi Shankar Prasad met senior executives of the two public sector undertakings (PSUs) on Friday in this regard. Interestingly, both PSUs are vir-



■ Prasad: consumer interests

tually headless. While BSNL chairman and MD RK Upadhyay has been given an extension till June 30 and MTNL has been without a CMD after AK Garg retired on May 31, 2014.

Speaking to *HT*, Prasad said:

"Yes, BSNL and MTNL have been bled to death. I am sorry to say that the way these two PSUs have been managed, leaves a lot to be desired... The first is to provide them infrastructure support, before we expect anything."

Prasad told executives during the meeting that they will have to perform for consumer interests. "I will give you (BSNL/MTNL) the support but you will have to give me in return best customer service," added Prasad.

On the network operation centre, the minister said: "I will be able to monitor and preview working of all BSNL/MTNL towers. Whichever circle records the highest deficiency, questions will be asked."