

## ***“ Customer Delight Month ” - JAC leaders discuss with the new CMD***

The JAC leaders met the new CMD, Shri R.K.Upadhyay, and the Board of Directors yesterday, the 03-05-2011, and discussed about the ongoing “Customer Delight Month”. Leaders of BSNLEU, SNEA, AIBSNLEA, BSNL MS, NFTBE, BTU, etc., attended. From the management side Director (HR), Director (CFA) and Director (CM) were also present.

Leaders of the JAC apprised the CMD about the implementation of the Customer Delight Month and solicited his support for the same. They brought to the notice of the CMD, the acute shortage of the materials such as cables, drop wire, jointing kits, modems, telephone instruments, etc. The leaders also urged upon the CMD to take immediate steps for the procurement of GSM equipments and also to take necessary remedial measures to overcome the shortcomings in the CDR system.

- The CMD expressed his happiness that the unions under the banner of the JAC have undertaken the “Customer Delight Month” to improve the quality of the services.
- He further stated that the “Customer Delight Month should not be viewed merely as the programme of the unions, but also as a programme of the management.
- He requested the leaders to give wide publicity for the programme, through news papers, as well as through the TV channels, so that the message will reach the general public. He suggested that this publicity work should be done especially at the SSA level in the regional languages.
- The CMD also stated that the Director(HR) would be the nodal officer at the Corporate Office level, to coordinate with the JAC, for the effective implementation of the “Customer Delight Month.”
- As regards the shortage of materials, he requested the Director (HR) to make the necessary diversions.
- The CMD also stated that those SSAs which perform well in implementing the “Customer Delight Month” would get due recognition.
- As regards the difficulties experienced in the CDR system, the CMD directed the Director (CFA) to discuss the issue with the union leaders within the end of this week and find suitable remedial measures.

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