

Union Minister of Communications Shri Jyotiraditya Scindia Chairs Interactive Session with BSNL Field Officers; Emphasizes Service Excellence and Ground-Level Empowerment

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Union Minister of Communications, Shri Jyotiraditya M. Scindia, chaired a high-level interactive session today with Junior Telecom Officers (JTOs) and Sub-Divisional Engineers (SDEs) representing Bharat Sanchar Nigam Limited (BSNL) circles from across the country. The meeting was held at Sanchar Bhawan, Department of Telecommunications.



The interaction focused on strengthening BSNL's service delivery mechanisms, addressing operational challenges at the field level, and incorporating innovative suggestions from frontline officers into the organization's monitoring and implementation framework.

During the session, the Union Minister emphasized the need to achieve Six Sigma standards in service delivery. He underscored that the reliability and robustness of BSNL's infrastructure are central to ensuring customer satisfaction and enhancing the organization's competitiveness in the telecom sector. He

directed that actionable suggestions emerging from the interaction be examined and integrated into BSNL's monitoring systems for time-bound follow-up.

The Union Minister further stated that such interactive engagements with field officers would be institutionalized on a quarterly basis to ensure sustained dialogue and closer coordination between field units and policy leadership.

Special emphasis was laid on expediting matters related to Right of Way (RoW). It was directed that communication regarding RoW policies and procedures be effectively disseminated to ground-level staff to enable better coordination with local bodies and facilitate timely project execution.

Encouraging officers to maintain high standards of professional commitment, three guiding principles reflecting the spirit of service, accountability, and national commitment were emphasized.

The Union Minister reiterated that BSNL's transformation is dependent upon empowering its officers at the ground level and aligning operational efficiency with strategic objectives. He expressed confidence that through continuous engagement, accountability, and a customer-centric approach, BSNL will further strengthen its role in India's telecom sector.



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