

**ALL INDIA GRADUATE ENGINEER
TELECOM OFFICER'S ASSOCIATION
(AIGETOA)**

CENTRAL EXECUTIVE COMMITTEE MEET

ON

17-01-2010 TO 18-01-2010

-VENUE-

**17-01-2010: SABHAGAR, EASTERN COURT CTO BUILDING,
NEW DELHI**

**18-01-2010: 9TH FLOOR, CONFERENCE HALL, BSNL
CORPORATE OFFICE, NEW DELHI**

EVENT CHART OF CEC OF AIGETOA

Day One - 17th January 2010

10:00-1:30 Hrs

1. Inviting guests to the dais
2. Welcome Speech -by Shri Amit Roy Circle Secretary, AIGETOA Co-Office.
3. Norms for the CEC - By President , AIGETOA
4. Reports of Circle Secretaries of All India.

13:30-14:00 Hrs - LUNCH TIME

14:00-18:00 Hrs

1. Speech by Shri R. P. Shahu General Secretary, AIGETOA
2. Interim elections of vacant CHQ Office bearers, Constitution Amendment, AIC (Date, Location, and Norms)
3. Discussion on other agenda points of CEC and passing of resolutions of CEC.
4. Vote of Thanks by Shri Ravi Sheel Verma AGS, AIGETOA-CHQ

EVENT CHART OF CEC OF AIGETOA

Day Two – 18th January 2010

10:00-13:00 Hrs

1. Inviting all guests to the Dias
2. Conclusion of CEC Day one and Future Agenda & Action of AIGETOA

13:00-14:00 Hrs- LUNCH TIME

14:00-18:00 Hrs

(Open Session on “**Better Customer Care and Greater Autonomy for BSNL**”)

- Inviting all guests to the Dias with welcome bouquet.
- Welcome Speech –by Shri Amit Roy, Circle Secretary, AIGETOA Co-Office
- The meeting was addressed by :
 - Smt Madhu Arora GM (Restructuring) in her speech highlighted the various initiatives which has been taken as a part of Project Shikhar. She requested AIGETOA to actively participate in the various activities involved with Project Shikhar.
 - Shri D.P. De GM (Establishment) motivated the executives for better work and said that department is always committed to take care of their executives.
 - Shri Shakeel Ahmed GM (Staff Relation) in his address emphasis on business process re-engineering & more use of IT enabled services in bsnl and said that the young executives should participate actively to give best experience to our customers.
 - Shri S C Sharma (General Secretary, ITSA) said that all the employees should work very hard to attain the goal of BSNL. He further said that every executive should be prepared to take initiatives by himself to attain the ultimate aim of providing best customer care. He also suggested the

participants to send their suggestions in regard to the customer care and other organizational objectives to platforms so that good suggestions may always be taken care of.

- Shri Shilohu Rao (President, AIGETOA) in his address said that AIGETOA is fully committed to the cause of BSNL. He further said in his speech that our members want to impart sweetness in the organization. Shri Rao further assured the participants that AIGETOA is always with the management on the issues which are for betterment of BSNL and its customers. President also requested for better employee care by management because if employee is happy then only he can concentrate fully on organizational objectives which in turn will result in the better service to its customers. The mindset of “Customer is King” is the need of the hour in our work culture and this attitude should be supported by the boundary spanners of the human resource and this alone provides means of sustenance to us. Only happy customer can give us good business and sustained profits.
- Shri R P Shahu, GS AIGETOA stressed upon the need for very strong and effective customer care and said that AIGETOA is fully committed to the organizational objective of delighting our customers with high quality telecom services and customer service levels of the highest quality. He also extended his complete solidarity to the BSNL Management in the furtherance of these laudable objectives. GS further said that while we the direct recruits are fully committed to best and delightful service to the external customers of the company, the management should take care of its internal customers i.e. the employees of BSNL. Shri R P Shahu said that though this is not the right platform to raise the issues but still management should take care of the issues pertaining to direct recruits specially the 2005 pay anomaly issue which is creating a huge gap between those getting the fitment and those not getting it. GS also said that early resolution of these issues will go a long way in boosting the morale of all the young executives of BSNL who in turn will lift no stone unturned to take our company BSNL to greatest heights.
- Director CFA, Shri Rajesh Wadhwa expressed his pleasure over the topic of the open session and said that with such kind of initiatives and young blood at work, our customer base is definitely going to increase. Director CFA further said that he expects us to go all out for providing best customer care and delightful experience to our customers.
- Director HR, Shri Gopal Das in his speech said BSNL expects a lot from the young executives of the company. He said that the executives should work whole heartedly for the betterment of the company and for providing best service to our customers. Director HR further said that though this is not the platform to discuss the HR related issues as the same can be discussed in the

meetings with association but said that management is equally concerned about the issues of direct recruits. Regarding 2005 batch fitment, Director HR said the issue will be discussed in the management committee meeting and it is for the management committee to take decision. AIGETOA sincerely hopes that management committee will take decision in favour of the 2005 batch.

In the end, Ms Rekha, executive committee member from Delhi Chapter gave Vote of Thanks. She on behalf of AIGETOA, thanked all the participants for sparing their valuable time. On behalf of AIGETOA, She assured the management and other dignitaries present in the meeting that members of AIGETOA are fully committed to the great cause of taking our mother BSNL, the bread and butter provider to the greatest and unattained heights so that one and all will say one day “BSNL Best hai Sabke Liye.”

Session End with National Anthem