

**BHARAT SANCHAR NIGAM LTD.**

**BHARAT SANCHAR NIGAM LIMITED**  
(A GOVERNMENT OF INDIA ENTERPRISE)  
SR CELL, Corporate Office  
8th Floor, Bharat Sanchar Bhawan,  
Harish Chander Mathur Lane,  
Janpath, New Delhi-110 001

No.BSNL/20-5/SR/2016

Dated:

09-08-2016

To

1. All CGMs, BSNL
2. GM (Admn.), BSNL C.O.

Sub: Service with a Smile (SWAS)' programme in BSNL on 10.08.2016 at Corporate Office – regarding

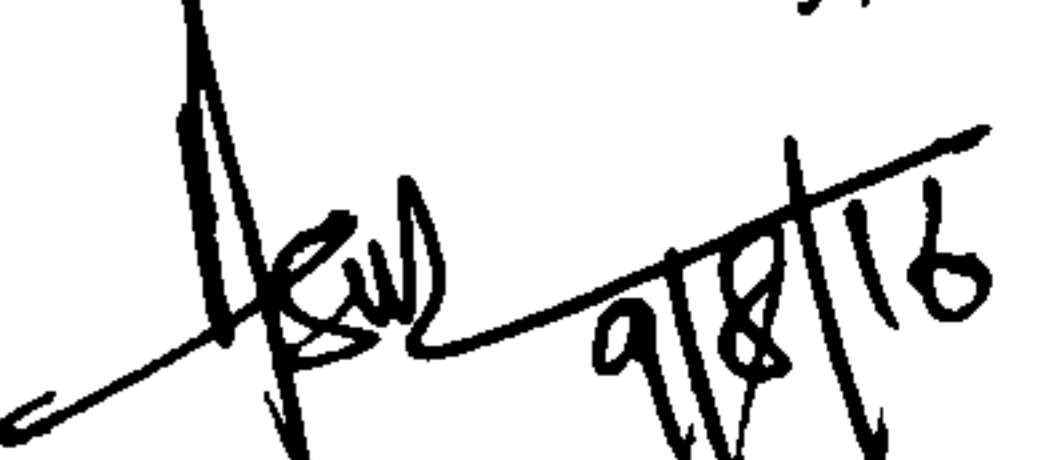
Ref: Director(HR) D.O. Letter of even number dated 29.07.2016( available on [www.intranet.bsnl.co.in](http://www.intranet.bsnl.co.in))

Sir,

Please refer to Director(HR) DO letter dated 29.07.2016 mentioned above wherein instructions are issued to organize events to popularize the various products and schemes of BSNL among the public. These events will start with a oath/pledge ceremony on 10.08.2016 at Corporate/Circle HQ/SSA. Copy of the oath/pledge to be administered by the Heads of Circles/SSAs at Circle & SSA Head Quarters on 10.08.2016 is enclosed for this purpose.

Encl As above.

Yours faithfully,

  
(A.M.Gupta)  
GM (SR), BSNL C.O.

## PLEDGE

We the employees of BSNL, do hereby, solemnly pledge to have a dialogue with each of our valued customers and serve them with a smile in conformity with our objective "CONNECTING INDIA".

## शपथ

हम बी० एस० एन० एल० के कर्मचारी सत्यनिष्ठा के साथ यह शपथ लेते हैं कि हम अपने हर एक सम्माननीय ग्राहकों के साथ संवाद को बढ़ाएंगे व "कनेक्टिंग इंडिया" के उद्देश्य को ध्यान में रख कर, हम मुस्कुराते हुए ग्राहकों को सेवा प्रदान करेंगे ।