

O/o General Manager (WDC & Dev)  
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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No: AT/DGM (WDC)/ITPC Pune/2018-19/

Date 02-10-2019

**Appreciation Letter**

Dear Jay Sharma,

BSNL would like to acknowledge the contribution made by you in the following initiatives carried out at CRM

- Data reconciliation between CRM (Customer Relationship Management Module) and other modules of CDR
- CWSC (Central Web Self Care Portal) and CRM (Customer Relationship Management Module) Reconciliation
- Bulk Account Finalization for Pending accounts in CRM (Customer Relationship Management Module)
- Automation for CRM (Customer Relationship Management Module) 5GB free trail Updations
- Email ID and mobile number reconciliation between CRM (Customer Relationship Management Module) and Billing Module
- Automated Raising BB (Broad Band) disconnection orders
- Automated Plan Change in Bulk
- Go Green Initiatives
- Updation of Email Id and Mobile numbers in Bulk
- CRM Portal for updation of all activities related to CRM (Customer Relationship Management Module)
- Docket Clearance with daily pending count mostly in single digit only

overall resulting in reduction of errors, fallouts and complaints, saving of several manhours and revenue on account of automation and optimization of customer data.

Your proactive efforts in taking new initiatives beyond the scope of defined assignments and streamlining the operational activities is highly appreciated.

We hope your enthusiasm and positive attitude continues.

This letter is to let you know that we are aware of your good performance and passion for work.

Keep the same spirit and enthusiasm in all your future endeavors.

With Best Wishes.

Date: 02.10.2019

Place: Pune

DGM (WDC O&M)  
IT Project Circle  
Pune

To,  
Shri. Jay Sharma  
Tata Consultancy Services (CRM/CWSC)  
IT Project Circle, Pune -411019