**1.1 Introduction**

**1.2 Services Provided by BTCL**

**1.2.1 Telephone Service**

**1.2.2 Internet Service**

**1.2.3 Miscellaneous Services**

**1.3 Problem Identification**

**1.3.1 Managerial problems:**

* Lack of proper human resource personnel
* Existing HR department not capable to complete tasks properly
* Existing HR personnel cannot compete with other companies

**1.3.2 User’s Problem:**

User satisfaction should be the one of the prime goals of an organization. But BTCL can ot fulfill the user needs properly which is a great bummer to their advance. The basic problems gathered from the users are as follows,

**1.3.2 (a)**

**Telephone based issues:**

* Cable-based landline system is redundant and troublesome
* Surrendering a landline came as a problem for the BTCL customer, who was unsure of getting her deposit back.
* High rate of call drops
* Total dependency on physical wire system
* Distortion of underground copper cable

**1.3.2 (b)**

**Internet based issues:**

* Power failure of ADSL and LLI machines
* Too much fluctuation in ADSL speed and latency
* Not enough support stuffs are available when asked
* Overall internet connection quality is not assured

**1.4 Conclusion:**

In this chapter a general overview was given about the BTCL system, its services and services related problems. From the chapter we get a clear idea of how the system works and what major and minor issues are present which are needed to be looked upon. There is no system which is out of problems so there might be some of them which are being recorded in this chapter. Although all the problems couldn’t be identified, the major problems were sorted out thoroughly.