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Pohela Boishakh background*



A glimpse of our Batali Hill office located in Chittagong.

Editorial

Being the sixth volume of our newsletter, makes it a special one, after all the changes and transformations it has gone through. After half a dozen publications we find ourselves at a monthly format filled with facts, information, productive tips and various other content.

In this issue we continue in the same trend, showcasing some of the inner workings of AKTL combined with different information on other topics, snippets of news from the telecommunication industry and our usual tips towards improvements in the workplace. We start the issue on a note with the CMO of Robi, Mr. Pradeep Shrivastava in a farewell visit with our higher management, before he left his active role at Robi. We also continue to recognise the ourstanding performers in the AKTL family from each of our operating zones.

We however end this issue on a happy note with the start of the Bengali New Year or Pohela Boishakh. We hope you all enjoyed yourself on the day as well as enjoy reading this issue, and any feedback, as always, would be deeply appreciated.

Editor



The picture above shows the outgoing-Chief Marketing Officer (CMO) of Robi, Mr. Pradeep Shrivastava, higher management of AKTL and Executive VP of Robi. He was on a farewell visit to our AKTL headoffice at Uday Tower in Dhaka. Mr. Shrivastava was CMO of Robi for a period of two and a half years, during which the company showed healthy growth. The picture shows him being presented with a crest by our Director, CI, Mr. Abul Kasem Khan. We wish Mr. Shrivastava all the best in his future endeavours.

Above picture from left to right- Mr. Sohel Mehmud (GM- Head of Operations and Internal Control, AKTL) Mr. Nazrul Islam Salim (GM-Head of Sales, AKTL) , Mr. Abul Kasem Khan (Director, CI, AKK), Mr. Pradeep Shrivastava (Outgoing CMO- Robi Axiata Ltd.) and Mr. Nazir Ahmed (Executive Vice-President, Market Operations, Robi Axiata Ltd.). There is a further picture of the meeting in Page-3 of this publication

Telco Industry Snippets:

- **Mobile handsets in Bangladesh:**

Bangladesh mobile handset market has been captured almost fully by the Chinese products which offer cheaper price and attractive look. According to National Board of Revenue (NBR), 96.46% of the total imported handsets came from China during July-December period last year. The declared value of those sets made up 91.54% of total handset import value of the country. The country imported 1.36 crore mobile handsets at over \$240bn from 19 manufacturing countries in the world in six months.

Even local brands such as Symphony are imported from China, even though they claim to be produced in Bangladesh.

- **Telcos want Vat-free mobile service for ‘internet revolution’**

The government could see a 2-4% jump in economic growth if all people have access to mobile service and 3G mobile broadband. The mobile phone operators want no value added tax (Vat) on their service as the Internet use is poised for a “revolution” in Bangladesh with the launch of the third generation (3G) and mobile financial services (mfs). The demand came as Association of Mobile Telecom Operators of Bangladesh (Amtob) placed their budget proposals recently at a pre-budget meet with National Board of Revenue (NBR). Amtob said the government could see a 2-4% jump in economic growth if all people have access to mobile service and 3G mobile broadband.

- **GP to recover its outstanding bills worth Tk100cr**

BTRC approves appointing third-party to collect dues

Grameenphone is now set to launch a massive drive for recovering its outstanding bills worth around Tk100 crore from its 575,000 post-paid defaulted subscribers since its inception in 1997 through appointing an aggressive third-party. Bangladesh Telecommunication Regulator Commission (BTRC) has recently given the permission to appoint a firm for collecting the longstanding dues in response to an application sent by Grameenphone authorities. The country’s leading mobile phone operator, which is now having 4.82 crore active customers across the country. Now, GP will share information about the defaulted post-paid subscribers, who have already switched off their mobiles, with its appointed agent to trace out the defaulted subscribers.

- **BTRC to introduce pre-paid system for IGW’s**

A good number of operators have so far failed to pay their outstanding bills in the last six months

Bangladesh Telecommunication Regulatory Commission (BTRC) is going to introduce a pre-paid payment system soon for the international gateways (IGW) as a good number of operators have so far failed to pay their outstanding bills in the last six months.

To ensure proper realisation of the bills from the international termination calls, the telecom operator will take the crucial decision at a meeting at BTRC office in the capital, according to BTRC sources. Engineering and operations division of BTRC has already proposed three different slabs for different call termination limits. According to the proposal, IGWs will have to pay a deposit worth Tk10 crore as pre-paid balance against 10 lakh minutes per day, Tk30 crore against 30 lakh minutes per day while Tk50 crore for up to 50 lakh minutes termination volume.

And in International telecom news:

- **Vodafone wins full control of India division**

Global mobile phone giant Vodafone has taken full control of its Indian subsidiary in deals worth £1.0 billion (\$1.7 billion, 1.2 billion euros), it confirmed on Friday. “Vodafone announces that it now owns 100 percent of its Indian subsidiary, Vodafone India Limited (VIL),” the group said in a statement. The company added it completed a deal in March to lift its VIL stake from 84.5 percent to 89.03 percent, after buying a stake from Ananjit Singh and Neelu Ananjit Singh. It then acquired the remaining 10.97 percent from Piramal Enterprises Ltd. The combined cash consideration for both transactions was 101.418 billion rupees or £1.0 billion.

Continued from Page 1



The above picture is continued from the front page of this publication, showing a group photo with all participants of the meet at the boardroom of our office at Uday tower.

Director, CI's visit to our RSP's and DP houses in the CTG Metro Area

As part of an initiative to constantly improve efficiency, evolve and monitor previous changes, our Director, CI, Mr. Abul Kasem Khan paid a surprise visit to our different DP's and RCP's in the Chittagong Metro Area. He conversed with customers and staff at the different locations, and re-assured members of the AKTL family that with hard work and determination, we can always reach higher levels of efficiency and better quality of services offered to our customers. This personal visit held quite a pivotal role in the continual improvement of the company as some of our employees in Chittagong have not met him face-to-face. It was a source of encouragement for quite a few employees as well as letting them know how much their hard work means to the continual growth of the company. At AKTL, this improvement and follow-up are pivotal parts of our distribution business, together with keeping our customers happy.

The pictures below show our Director's visit to different parts of our operations in Chittagong. On the left, he can be seen with the CTG Metro-3 team, together with the RM., AGM of HR of AKTL and others. On the right, he can be seen at a Robi Sheba Point (RSP), where he interacted with both the waiting customers and staff.



The following section highlights and congratulates the stand-out performers in the AKTL family for the month of March, 2014:

Best Performing Area-In-Charge (AI)

CTG METRO



Mr. Faridul Alam
Metro-3

OUTER



Md. Asadul Habbib
CTG Outer North-2

Best Performing Territory-In-Charge (TI)

CTG METRO



Md. Selim
METRO-2

CTG North



Md Shahadat Akber
CTG Outer North-4

CTG South



Mr. Subrata Chowdhury
CTG Outer South -3

COX North



Mr. Mohammad Zakaria
COX North-1

COX South



Mr. Megnath Chandra Dey
COX South - 2

Best Performing Sales Representatives (SR)

CTG METRO



Mr. Prasanta Biswas
Metro-3

CTG North



Md. Golam ali Bablu
CTG North-4

CTG South



Md Monir Uddin
CTG South-2

COX North



Md. Saiyed Abu Rasel
COX North-4

COX South



Mr. Babul
COX South- 1

Better ways to interact with your boss

We provide different scenarios in which one can converse/interact with their bosses

We continually provide different tips in improving productivity and efficiency in this section of our newsletter, but this time we look into ways that we can improve our ways in communicating with our bosses; however it must be said that these tips are not just confined to interactions with your boss, they can be used in everyday life. In the following text we list seven things one should try to avoid saying to the one person you're not related to, that controls a big part of your life. If you read carefully, they also include lessons on how to manage up, get ahead and not self destruct.

- “How do I do that?” When your boss asks you to do something, once you understand what he's talking about, your job is to say, “Sure, no problem; you can count on me.” Then go off and figure out how to do it and, of course, get it done. That's how you take on more responsibility without being more trouble than your worth. It's a good thing.
- “I don't have the time.” Nobody ever has the time. We're all continuously being asked to do more with less, including your boss and his/her boss, as well. It comes with the territory. Just figure out how important it is and prioritize. If it means something else has to fall off your plate, so be it. Tell him/her that.
- “No.” Unless it's illegal or unethical, a single situation cant be thought of where it's a good idea to say no to your boss. You can ask questions, push back, or negotiate, but don't say no unless you've got a great resume and don't need the job. You're just asking for trouble. And don't get creative. “I'd rather not” will have the same result.
- “Take my job away, I just dont need it” Maybe your boss is ruthless and abusive and acts out his childhood aggressions on employees he thinks of as his own personal slave. No one should care. When you're ready to call it quits, do it professionally. Don't burn bridges; it will come back to haunt you later on in your professional life.
- “It wasn't me; he did it.” If you're responsible, own it. If it's not your responsibility or your fault, explain it, for all that's worth. But do not point fingers at someone else. Ever. Yes, I know that some executives and political leaders do that sort of thing. Believe me, I know. They're incompetent, they're unprofessional. Don't be like them.
- “That guy's an idiot.” Whether it's a coworker, a customer, a vendor, or pretty much anyone, don't think for a minute you can vent to or conspire with your boss like he's your buddy. He's not your buddy. And you run the risk of sounding petty, disrespectful, or critical of someone who may be more important to the company than you are. Also, he'll wonder what you say about him behind his back and never trust you.



Bosses are real people, just like you and me. And they're human, just like you and me. But they're in a unique position, and that warrants thoughtful interaction. In general, if you keep it professional, keep it about business, and have some level of respect, that's what you'll get in return. And if you take on responsibility, hold yourself accountable, and get the job done, you'll go places.

Quote of the Month:

*“An investment in knowledge pays the best interest.”
-Benjamin Franklin-*

Benjamin Franklin (January 17, 1706 [O.S. January 6, 1705 – April 17, 1790) was one of the Founding Fathers of the United States. A world-famous polymath, Franklin was a leading author, printer, political theorist, politician, postmaster, scientist, inventor, civic activist, statesman, and diplomat.



“WE ARE KNOWN BY THE COMPANIES WE KEEP”

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In 2012, AKTD was converted into a separate entity named AK Khan Telecom Ltd (AKTL). Today, AKTL is one of the largest distributors of Robi Axiata Limited in Bangladesh. AKTL has a very large distribution and supply chain set up with an efficient sales force covering a large geographical area of the south eastern part of Bangladesh under the Chittagong Region. AKTL is also operating bKash® M-commerce in Bangladesh for Robi Axiata Limited. AKTL has Point of Sale (POS) coverage of more than 36,000 in its operational area throughout with distribution hubs operating directly and through sub-dealers as channel partners.

Did you know?

In 1998, the then CEO of web-based company Excite, Mr. George Bell, a company which was immensely popular back in those days (now bought out by Ask Jeeves; Ask.com) turned down the chance to buy Google from its founders Larry Page and Sergey Brin, for only less than 1 million US Dollars. It was a decision that came back to haunt them as Google turned out to be one of the most successful web-based companies of all time, now with a market value of around US\$ 400 billion according to different sources, including Bloomberg's Business Week.

As Bangali's, we cherish Pohela Boishakh as one of the most celebrated events of the year. This year even through the unbearable heat and humidity, thousands of people rushed to Ramna and the university area in the country's capital and its surrounding areas to enjoy themselves in what is the start of the New Year in the Bangla calendar.

The tradition of Pohela Boishakh (1st month of the Bangla Calendar) is typically starting the day or lunching on Panta-Ilish (Rice with Hilsha fish), together with all assortments of sweets and traditional delights. To add to the gastronomical delights, there are special musical, artistic and cultural programmes which took place all over the country, celebrated by most citizens of the nation. The indigenous people of Bangladesh celebrate the coming of the new year with their own lovely traditions and festivities, making the most of the start of a New Year.

At AKTL even some of our Robi Sheba Points were decorated in a manner reflecting the joyousness of the coming of the Bangla New Year as shown in the picture below. Similarly, other outlets were also decorated for the day.

We hope you all had a great day on Pohela Boishakh this year, together with your family and friends and may the new year bring happiness and hope, granting you all your wishes that have been made. Shuvo Noboborsho!

One of our Robi Sheba Points in CTG Outer-2, Sitakundu, beautifully decorated aesthetically for Pohela Boishakh. There were also an assortment of sweets inside the outlet, making it quite festive, during the 14th of March.

