

## LEADER'S SPEAK HINDUSTAN TIMES MEDIA MARKETING INITIATIVE

## “Last year was historic as RailTel posted its highest ever consolidated income”

Last year, RailTel made history as it entered the stock market as a listed entry. RailTel CMD, Puneet Chawla spoke about the present projects, the future aspirations, and more. Excerpts

**Q: How has your overall management philosophy changed after the pandemic?**

A: RailTel's focus shifted to delivering digitalisation projects as a result of the need to work from home or remotely caused by the pandemic. Our emphasis changed to delivering end to end solutions involving telecom services, IT Services, Data Centre Services and project execution. Further, RailTel believes in employee-first policy and safety of our employees has always been of paramount importance for us. We asked for physical attendance only on need basis. All kind of support was provided for the workforce who needed to be on ground.

**Q: How did Covid affect RailTel's operations? And what steps did you take to rectify them?**

A: When the country was hit by Covid-19 pandemic and went for an unprecedented lockdown, we had to modify our regular operations and adapt to the situation overnight. With our inhouse video conferencing, e-office and



**Puneet Chawla**  
CMD, RailTel

ERP, RailTel shifted from office working to remote working in no time and without any hiccups. To run the two data centres and 4 Regional Network Operation Centres and One Central Network Operation Centre, minimal physical workforce of 2-3 employees, on rotation basis, were deployed. Majority of the maintenance work was shifted to various internal Network monitoring platforms and used Virtual Private Network tools for remote monitoring. Only, skeletal workforce was deployed on the ground for essential physical maintenance of network and for exigencies.

**Q: What diversification plans, revenue opportunities are you looking at in the coming years?**

A: Covid-19 pandemic has accelerated digitalisation of business operations which has opened up plethora of opportunities for us. We are focusing more on services which facilitate remote working as hybrid office is the need of the hour.

Home broadband solutions are also seeing a never before expansion with offices and schools moving to digital platforms. Our retail broadband service RailWire's subscriber base has grown by 3.1 times since April-20. Now we are aggressively expanding our network of Access Network Partners to cover more ground to reach even more rural and far-flung parts of the country.

**Q: What have been RAILTEL's achievements in the last one year?**

RailTel posted its highest ever consolidated income of Rs 1,411 crore in FY 20-21 which is a growth of 21 per cent over consolidated income of Rs 1,166 crore in FY 19-20.

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