

CACHE
INTERNET
IP ADDRESS ICX
TELESHEBA GPON
TELEPHONE IPLC
ALAAP CO-LOCATION VPN
BACKHAUL INTERNET DOMAIN
HOSTING DATA
NIX
LEASED LINE INTERNET TRANSMISSION
REAL IP BROADBAND
IGW

Let's grow together

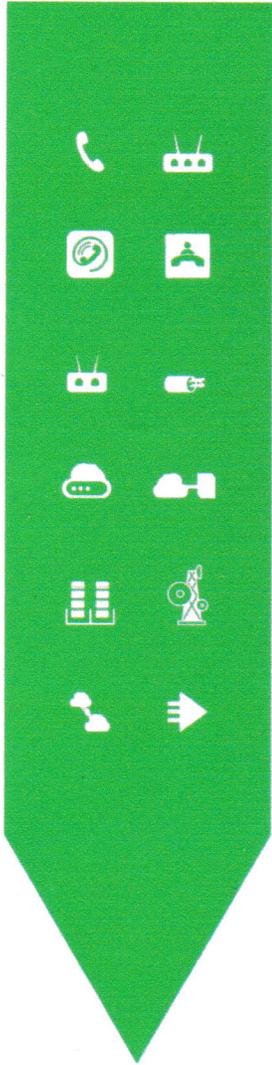
DIRECTORS' REPORT

2023-2024



দেশ ও মানুষের সেবায়

Bangladesh Telecommunications Company Limited



DEAR SHAREHOLDERS

On behalf of the board of directors of Bangladesh Telecommunications Company Limited (BTCL), we have the pleasure to welcome you to the 16th annual general meeting of BTCL and present the annual report of the company comprising of audited balance sheet, profit and loss account, cash flow statement, and statement of changes in equity as on 30 June 2024.

BACKGROUND OF THE COMPANY

The telegraph branch under the Posts and Telegraph Department was created in 1853 in the then British India and was regulated afterward under the Telegraph Act of 1885. The Telegraph branch was reconstructed in 1962 in the then East Pakistan as Pakistan Telegraph and Telephone Department. After the independence of the People's Republic of Bangladesh in 1971, Bangladesh Telegraph and Telephone Department was set up under the Ministry of Posts and Telecommunications. This was converted into a corporate body named 'Telegraph and Telephone Board' by promulgation of Telegraph and Telephone Board Ordinance, 1975. In pursuance of Ordinance No. XII of 1979, promulgated on 24th February 1979, Telegraph and Telephone Board was converted to "Bangladesh Telegraph and Telephone Board (BTTB)" as a Government Board. In pursuance of "Bangladesh Telegraph and Telephone Board (Amendment) ordinance, 2008" dated 01 June 2008, (Later on Bangladesh Telegraph and Telephone Board (Amendment) Act 2009) a company namely "Bangladesh Telecommunications Company Limited (BTCL)" was incorporated and registered in Bangladesh under the Companies Act, 1994 as a public limited company. The entire undertaking BTTB was transferred to BTCL through a Deed of Agreement signed between Ministry of Posts & Telecommunications and BTCL on 30 June 2008. On 01 July 2008, BTCL started its journey as a state-owned company. Now, it's growing as an emerging government entity competing with other competitors in the telecommunications market.

MANAGEMENT & MANPOWER

BTCL inherited an organogram along with human resources from erstwhile BTTB since its beginning on 01 July 2008 and has been conducting its operational activities with these resources. In the course of time, the government has formed the 'Department of Telecommunications (DOT)' and retained all the BTTB employees to DOT. Afterwards, the government sent 6,536 employees from DOT to BTCL on deputation on 25 June 2015 to continue operations of BTCL. As of 16th October 2024, a total of 1127 employees from DOT are working on deputation at BTCL.

BTCL Board of Directors has approved its company organogram, which has been implemented on 01 July 2018. A total of 8,703 posts have been created in the approved organogram and BTCL is running now under this organogram. Now, 4216 company employees are working for BTCL.

Operating Licenses

BTCL has ten licenses and one permit in its portfolio to provide different types of telecommunications services. As a legacy telecom operator, BTCL once provided international connectivity through Satellite Earth Station. Now, BTCL is using submarine cable and International Terrestrial Cable (ITC) for international telecommunications. It has been continuing its domestic and international voice communication service, Data and Internet Service, Interconnection and Transmission bandwidth service. BTCL had constructed nationwide transmission network (NTTN) through deploying different generations of microwave technology and afterwards gradually replaced those with fully optical fiber-based Dense Wavelength Division Multiplexing (DWDM) technology and fiber connectivity through International Terrestrial Cable (ITC). However, at present, BTCL owns the following 10 (ten) licenses and 1(one) permit. It is to be noted that, Broadband Wireless Access License is not in operation at present.

- 1) PSTN license.
- 2) International Gateway (IGW) service operator license.
- 3) Interconnection Exchange (ICX) service operator license.
- 4) International Internet Gateway (IIG) service operator license.
- 5) Internet Service Provider (ISP) license.
- 6) ITC (International Terrestrial Cable) license.
- 7) NTTN (National Telecommunications Transmission Network) license.
- 8) Broadband Wireless Access license
- 9) IPTSP (Internet Protocol Telephony Service Provider) license
- 10) Tower Sharing Permit
- 11) National Internet Exchange (NIX)

BTCL NETWORKS AND SYSTEMS

Transmission Network for Nationwide Communication:

BTCL has a robust nationwide optical fiber-based transmission network up to Upazila and Union level. This network is facilitating international connectivity through Submarine Cable and International Terrestrial Cable (ITC) for voice, data, and Internet services. Using the vast optical backbone of BTCL, video conferences of VVIP personnel are regularly being held smoothly to reduce the communication gap between the top administration and grass root level offices. This nationwide transmission network of BTCL mostly consists of optical fiber with a very few exceptions of radio links, linking some remote Upazilas.

The total length of the underground optical fiber cable in BTCL's transmission network was around 6,000 km in 2015. BTCL has recently completed several projects through which all districts have been brought under optical fiber cable network. Bhola is now connected with optical fiber via PGCB optical fiber and with Microwave System. At present, OFC network of BTCL covers 64 Districts, 474 Upazillas and 1216 Unions, providing modern telecommunication facilities and broadband internet through 39,500 km underground optical fibers, which is gradually increasing every year.

BTCL has resources like OFC, tower, building, collocations facilities, power, manpower up to upazilla level. Numerous telecom and mobile phone operators, government entities use co-location facilities, power, tower, transmission facilities, IIG bandwidth, and Internet facilities up to upazilla level. These are Bangladesh Army, BGB, Bangladesh Police, RAB, NAVY, Bangladesh Bank, DG Health, NBR, Air force, Bangladesh secretariat, DC offices, BISDP, Teletalk, Robi, GP, Banglalink, Gas fields, Passport offices, SB offices at various immigration point, Finance department, corporate offices, and most of other private operators. Bangladesh Television and Bangladesh Betar transmitted their signal at different stations through BTCL transmission link.

“Providing modern telecommunication facilities and broadband Internet through 39,500 km underground Optical fibers, which is gradually increasing every year”

To accommodate the subscriber demand and ensure seamless Internet experience, BTCL maintains its 790 Gbps upstream network 24/7. BTCL has a robust and resilience transmission network all over the country. BTCL is connected with SEA-ME-WE4 at Cox's Bazar and SEA-ME-WE5 at Kuakata and ITC at Benapole. The redundancy of the links has been provisioned through optical fiber of the Power Grid Company of Bangladesh. BTCL has the following backhaul capacity to connect with submarine landing stations and ITC cable border point:

Backhaul Capacity from Coxs bazar to Dhaka of SEA-ME-WE4 is 630 Gbps

Backhaul Capacity from Kuakata to Dhaka of SEA-ME-WE5 is 600 Gbps

Backhaul Capacity from Benapole to Dhaka of ITC is 600 Gbps

BTCL has developed a reliable redundant transmission network from Dhaka to all 64 districts. The divisional headquarters like Chattogram, Sylhet, Mymensingh, Bogura, Khulna, Rajshahi, Rangpur, Barishal are connected with more than 200Gbps and 100Gbps bandwidth.

BTCL is enhancing its transmission capacity which will connected all upazila with 100G fiber connectivity and all districts with 400G connectivity with ring and redundancy among each other by march 2025. Eight divisional headquarters will be connected with Dhaka with 800G/1000G DWDM ASON network. It will meet the capacity requirement up to 2030.

IP (Internet Protocol) and Data Network:

BTCL has developed a strong IP network covering all districts and Upazila headquarters. Using its strong IP network, BTCL is providing Leased Line Internet (LLI) and Virtual Private Network (VPN) data services to its customers. BTCL's customer base ranges from Government offices to Private offices and International Internet Gateway (IIG) operators to Internet Service Providers (ISP). Besides, for individual customers, BTCL is providing retail bandwidth through its legacy copper network using ADSL (Asynchronous Digital Subscriber Line) technology in all the district headquarters and in a few Upazila headquarters and Growth Centers. BTCL has started optical fiber based GPON (Gigabit Optical Passive Network) service to meet customers' increasing bandwidth demand in all the 64-district headquarters. BTCL's GPON customer-base is increasing day-by day.

BTCL is providing 5 Mbps Internet services to the Government established Union digital center in 1216 Union Parishad. Thus, BTCL is providing significant support to meet the goal of the government to reach internet to the doorsteps of common people of Bangladesh.

Voice Communication Network:

ANS Gateways/IMS of BTCL provides voice communication services throughout the country by landline phones having 784 local fixed phone Exchanges installed at all districts, upazila and some Growth Centers. The exchanges are connected by ANS gateway through 6 (six) media gateway (MGW) installed at Dhaka, Chattogram, Khulna, Bogura, Barishal and Sylhet. These are connected to Interconnection Exchange (ICX) through 6(six) media gateway (MGW) installed at six places namely, Sher-e-Bangla Nagar (Dhaka), Mohakhali (Dhaka), Chattogram, Khulna, Bogura and Sylhet. The other licensed voice operators e.g., mobile operators and IPTSP operators are also connected to ICX so that inter-operator voice traffic can be easily exchanged. The International Gateway (IGW) for exchanging international calls is installed at Mohakhali (Dhaka) and a redundant International Gateway (IGW) is under installation at Mogbazar.

REVIEW OF ACTIVITIES AND PERFORMANCE OF THE YEAR

2023-2024 was a year of many challenges with prevalence of global economic recession. Despite numerous challenges, the top management has made various efforts to reach that goal. With a view to uphold company's vision "For serving the nation and people", BTCL focused on the nationwide connectivity to ensure the infrastructure necessary for a better tomorrow. BTCL ensures necessary ICT infrastructure and service delivery across the country in this regard. The demand for bandwidth has increased significantly both in the private and public sector. BTCL continues its service in this sector. BTCL provides connectivity to various public organizations. For instance, to facilitate the e-health services and telemedicine, BTCL has already connected 450 Upazila Health Complex along with 235 Community eye centers with necessary fiber connectivity and internet bandwidth. Also, 517 Election commission offices (up to Upazila level) are connected through a secured VPN fiber connectivity provided by BTCL. Moreover, for national security demands, BTCL is providing telecommunication connectivity to the National Security Agencies, Armed Forces, Bangladesh Police etc. It yields a remarkable growth in selling leased line internet bandwidth as well.

To meet the increased demand of bandwidth of mobile sector, BTCL has extended NTTN (Nationwide Telecommunication Transmission Network) services to all the mobile operators of the country in larger scale in 2023-2024 Fiscal Year. It includes optical fiber connectivity, tower sharing and Internet bandwidth. The total optical fiber lease has been raised to 18,400 K.M. to the mobile operators in 2023-2024 FY.

Through these citizen-centric connectivity services, BTCL envisions to be the core backbone provider of Bangladesh. BTCL focused on the upliftment of automation process in service delivery. Under the scope of the project, "Modernization of Telecommunications Network for Digital Connectivity", Business and Operation Support System (BOSS) has been commissioned. Through this BOSS system, all the network equipment can be configured and monitored centrally as well as the service delivery and customer care facility are handled through the same system. This automation enabled the customer's submission of new connection application, package upgradation, complaints, bill query and bill payment for telephone service at fingertips. Now all the services of BTCL are delivered to the doorstep of the citizen from a single online platform and mobile app. Moreover, a state-of-the-art Network Operation Center is established for efficient maintenance of the services.

BTCL is operating its mobile applications-based calling service (OTT) named "Alaap". It is a significantly profitable service from BTCL. It brought a revolutionary strike in the IPTSP service in Bangladesh and is have the highest customer-base on a single service in the history of BTTB-BTCL. It features affordable off-net call, free on-net audio call including HD video call facilities and has the web version available on the Internet. As of 30th June 2024, the number of customers has risen to 16.47 lakh.

As part of rebuilding its image and establishing communication with the present and prospective subscribers, BTCL's digital marketing endeavor has been scaled up. BTCL's presence in social media like Facebook and YouTube has drawn attention of customers regarding the product and services as well as a media of their views exchange regarding the services.

Revenue from international voice call

Revenue from international incoming voice call through International Gateway (IGW) has always been the dominant source of total revenue of BTCL. During 2023-2024, 27.94% of the total revenue came from IGW revenue.

Revenue Share Payment to BTRC

During this fiscal year, BTCL has paid total Tk. 63.18 crore to Bangladesh Telecommunication Regulatory Commission (BTRC) as share of revenue according to licensing condition for different service. Moreover, 3.73 crore BDT has also been paid to BTRC as license fee.

DEVELOPMENT ACTIVITIES

GoB Financed Projects

- Modernization of Telecommunications Network (MOTN)-1st revised is the one of the most prominent projects of BTCL. The main target of this project is to develop the necessary IP, transmission, access, IMS network to increase the tele-density. Already GPON service is expanding to all of 64 districts. This project has successfully been completed on June 2024.
- The project titled 'Switching and Transmission Network Development for Strengthening Digital Connectivity' project, under implementation process, is aimed at ensuring redundancy in providing modern, powerful, and uninterrupted voice and data services. Project implementation period is from January 2019 to December 2024 and estimated cost is BDT 123.42 crore.
- 'Installation of Telecommunications Network at Mirsharai Economic zone in Chattogram' project is under implementation. Under the scope of work of this project, Mirsharai Economic zone in Chattogram will be connected to BTCL OFC network and will be facilitated with modern telecom services including high speed broadband internet service. Project implementation period is from July 2019 to December 2024 and estimated cost is BDT 61.90 crore.
- To strengthen the country's digital connectivity, the implementation of a project titled 'BTCL Internet Protocol (IP) Network Development and Expansion' is being implemented. Under the scope of work of this project, IP accessories and equipment will be installed at district, upazilla and union level to increase the bandwidth to 400G at District level and to 100G in Upazilla level. Project implementation period is from April 2021 to December 2025 and estimated cost is BDT 945.90 crore.
- 'Establishment of Telecommunication Networks in Economic Zones' (Phase I) is under implementation. Under the scope of work of this project, 5 Economic zones will be connected to BTCL OFC network and will be facilitated with modern telecom services

including high speed broadband internet service. Project implementation period is from July 2021 to December 2025 and estimated cost is BDT 95.12 crore.

- The project titled 'Development of 5G-compliant Optical Fiber Transmission Network of BTCL' is being implemented. Project implementation period is from April 2022 to March 2025 and estimated cost is BDT 1059.10 crore. Under the scope of work of this project, high quality transmission facilities up to upazilla for easy and reliable access to broadband system will be installed and the transmission capacity will be increased to 400G at District level and to 100G in Upazilla level.
- The project titled 'Installation of External Telecommunications Network for Rooppur Nuclear Power Plant' is under implementation process. Project implementation period is from April 2022 to March 2024 and estimated cost is BDT 378.84 crore. Under the project, high-speed dedicated external telecommunication network for the Rooppur nuclear power plant will be installed. Revised DPP with project cost of BDT 575 crore and project implementation period up to June 2026 is under process for approval.

Social Obligation Fund (SOF) Financed Projects

- "Extending Telecommunication Facilities (Broadband Wi-Fi) to the People of Haor, Baor and Remote Areas" Project (Breaking Digital Divide) is under implementation process. The goal of this project is the expansion of telecommunication technology services in 12800 spots like educational institutions, hat-bazaars, growth centers, union council offices, etc. located in islands and remote areas including Haor-Baor to provide high speed broadband internet services to the people of these places at affordable prices. Project implementation period is from April 2020 to June 2025 and estimated cost is BDT 449.91 crore.

FUTURE WORK PLAN OF BTCL

- BTCL is planning to propose a project in PPP model to establish a Green Data Center with Solar Power Plant at BTCL land in Hathazari under Chattogram district.

BOARD OF DIRECTORS

The composition of the Board of Directors who held office as on 30 June 2024 was as below (not according to seniority):

SL	Name of Directors	Designation	Remark
1.	Dr. Md. Mushfiqur Rahman	Secretary, Posts & Telecommunications Division, Ministry of Posts, Telecommunications and Information Technology, Bangladesh Secretariat, Dhaka.	Director & Chairman
2.	Professor Dr. Satya Prasad Majumder	Vice Chancellor, Bangladesh University of Engineering & Technology (BUET), Dhaka.	Director
3.	Dr. Mohammad Altaf-UI-Alam	Additional Secretary Ministry of Information & Broadcasting, Bangladesh Secretariat, Dhaka.	Director
4.	Mr. A. K. M. Amirul Islam ndc	Additional Secretary (Telecom), Post & Telecommunications Division, Ministry of Posts, Telecommunications and Information Technology, Bangladesh Secretariat, Dhaka.	Director
5.	Brig Gen Tamjidul Haque Chowdhury, SGP, ndc, afwc, psc	Director, SIB, DGFI (Directorate General of Forces Intelligence.), Dhaka Cantonment, Dhaka.	Director
6.	Mr. Monir Hossain Chowdhury	Joint Secretary Finance Division, Ministry of Finance, Bangladesh Secretariat, Dhaka.	Director
7.	Mohammad Fayazur Rahman Bhuiyan	Director, FBCCI, 60 Motijheel C/A, Dhaka-1000.	Director
8.	Md. Mahamud Hosain FCA	Council Member, ICAB, CA Bhaban, 100 Kazi Nazrul Islam Avenue, Dhaka-1215.	Director
9.	Md. Anwar Hossain	Managing Director, BTCL	Director
10.	Mr. A.K.M. Habibur Rahman	Director General, Department of Telecommunication (DoT), TTC, Tejgaon, Dhaka.	Director (Nominee)
11.	Dr. Md. Taibur Rahman	Joint Secretary, Posts & Telecommunications Division, Ministry of Posts, Telecommunications and Information Technology, Bangladesh Secretariat, Dhaka.	Director (Nominee)

Changes in the Board

During the FY 2023-2024, there were several changes in the Board. Dr. Md. Mushfiqur Rahman, Secretary, PTD joined the board as chairman in place of Mr. Abu Hena Morshed Zaman, former Secretary, PTD in June 2024. In 2023, Mr. A.K.M. Habibur Rahman, then director general of DoT, got appointed as a director of BoD. A. K. M. Amirul Islam ndc, Additional Secretary joined the Board in place of Mr. Md. Mahbub ul Alam, former Additional Secretary (Telecom) in July 2023. In the eve of 2024, BTCL board of director welcomes three new directors Brig Gen Tamjidul Haque Chowdhury, SGP, ndc, afwc, psc, Director, SIB, DGFI, Mohammad Fayazur Rahman Bhuiyan, Director, DGFI and Md. Mahamud Hosain FCA, Council Member, ICAB. Moreover, the Managing Director, BTCL, Md. Anwar Hossain also joined as a board member in this fiscal year.

Directors' Appointment & Re-Appointment

The following Directors of the Board will retire at this Annual General Meeting as per the Articles of Association of the Company. They are, however, eligible for re-appointment:

1. Md. Mahamud Hosain FCA, Director, Board of Directors, BTCL and Council Member - ICAB, Dhaka.
2. Brig Gen Tamjidul Haque Chowdhury, SGP, ndc, afwc, psc, Director, Board of Directors, BTCL and Director, SIB, DGFI (Directorate General of Forces Intelligence.), Dhaka Cantonment, Dhaka.
3. Dr. Mohammad Altaf-UI-Alam, Director, Board of Directors, BTCL and Additional Secretary, Ministry of Information & Broadcasting, Bangladesh Secretariat, Dhaka.

Board Meetings

A total of 13 (Thirteen) board meetings were held during 2023-2024, where about 98 agendas on different issues were discussed by the Board of Directors and necessary directives were given by the Board to run the company smoothly. Also, the 15th AGM of the Shareholders of the Company was held on 29th November 2023.

Appointment of Auditors

As per the Companies Act 1994 and the Articles of Association of BTCL, the statutory auditors of the Company, Mahfel Huq & Co., Chartered Accountants, have been selected. The Board recommends their appointment for the year 2023-2024 at the fee of BDT 4,95,000 (except VAT).

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

During the FY 2023-24 ended on 30 June 2024, the Company has registered gross revenue of Tk. 774.69 crore from operating activities, which was TK. 742.39 crore at the FY 2022-23.

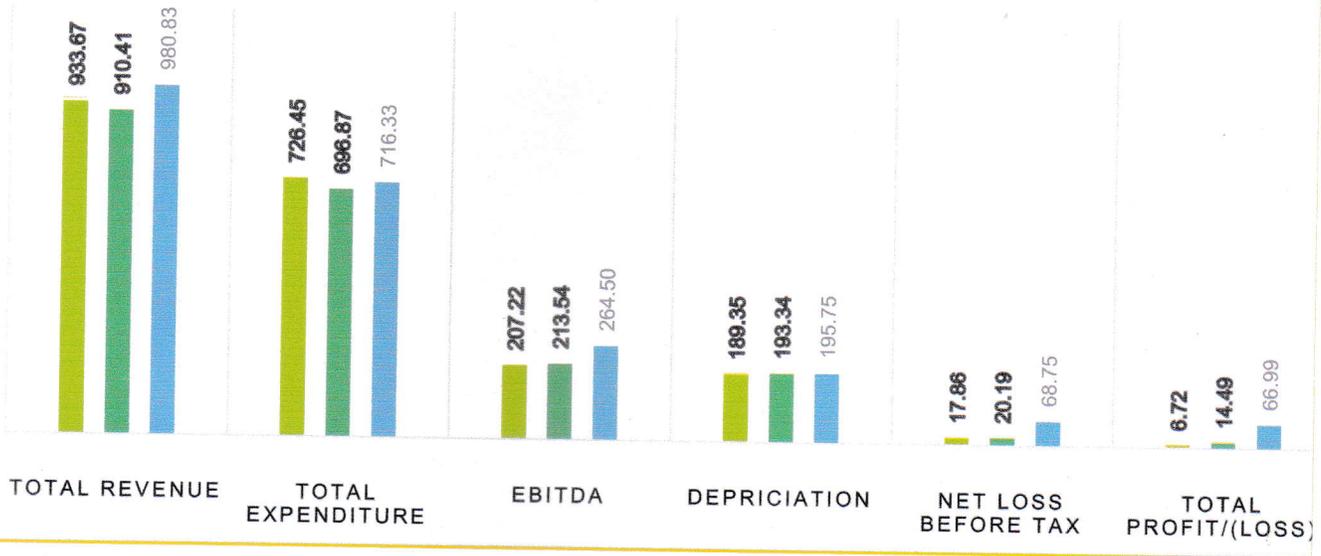
A brief result is shown hereunder:

Particulars	30 June, 2024	30 June, 2023	30 June, 2022
Revenue	774,69,29,129	742,39,42,038	763,38,85,795
Non-operating Income	206,13,53,676	168,01,31,540	170,27,94,442
Total Revenue	980,82,82,805	910,40,73,578	933,66,80,237
Cost of Service	280,37,99,365	264,89,58,146	285,30,74,786
Administrative Expenses	393,71,42,630	396,78,41,637	411,21,51,443
Repairs and Maintenance	37,40,73,940	33,49,25,376	27,49,48,822
Financial Charges	120,92,966	63,65,336	1,49,37,523
WPPF	3,61,83,272	1,06,26,855	94,01,327
Total Expenditure	716,32,92,173	696,87,17,350	726,45,13,901
EBITDA	264,49,90,632	213,53,56,228	207,21,66,335
Less: Depreciation	(195,75,08,474)	(193,34,45,993)	(189,35,41,113)
Net Profit/(Loss) Before Tax	68,74,82,158	20,19,10,235	17,86,25,222
Less: Income Tax Expense	(1,75,60,420)	(5,70,48,140)	(11,14,36,089)
Net Profit/(Loss) After Tax	66,99,21,738	14,48,62,095	6,71,89,133

Major items of expenses include direct operating costs and Depreciation on Assets which were Tk. 716.32 Crore and Tk. 195.75 Crore, respectively. General network operation expenses and Asset procurement cost remained in proportion to the installation of new capital machineries. Although there is an unfair competition in the national and international business, but BTCL achieved positive EBITDA (earnings before Interest, Tax, Depreciation, and Amortization) to Tk. 264.49 crore in the financial year of 2023-2024 from Tk. 213.53 crore of the previous year.

FINANCIAL POSITION OVER YEARS (AMOUNT IN CRORE)

■ 2022 ■ 2023 ■ 2024



The books of accounts show a net profit before Tax amounting to Tk. 68.74 crore. But due to income tax (including deferred tax) provision on gross revenue, profit or loss and other comprehensive income statement shows a reduced profit figure of Tk. 66.99 crore. Net profit would be attained/increased in the next years if the planned investment (short terms and long terms) can be arranged in due time.

Fairness of the Accounting Polices

It is the responsibility of the Directors, as per the provisions of the Companies Act 1994, to prepare financial statements for each year. The financial statements and other financial information included in this report fairly present all material aspects, the financial condition, results of operations, cash flows and the changes in equity of the Company for the year under review.

The Company has used appropriate accounting policies in the preparation of these financial statements supported by reasonable and prudent judgment and assumptions as necessary. International Financial Reporting Standards (IFRS), as applicable in Bangladesh has been followed in preparation of these financial statements in compliance to the relevant accounting principles.

CONCLUSION

The Company realizes its potential to progress and create value for the stakeholders and subscribers by steadily pursuing a coherent strategy. There is clearly further potential for enhanced value creation at our operations and in growth of investment opportunities. We have a strong technical human resource team with dedicated and hard-working people looking for new service opportunities and putting them into action.

The Company also acknowledges its responsibilities towards the stakeholders and subscribers by providing quality services thereby adopting the norms of transparent corporate governance.

The Board of Directors of the Company would like to put on record the appreciation of the cooperation and support that were received from the Posts and Telecommunications Division, Bangladesh Telecommunications Regulatory Commission (BTRC), Department of Telecommunications (DOT), Teletalk Bangladesh Ltd, Bangladesh Submarine Cable Public Limited Company (BSCPLC), Telephone Shilpa Shangstha Ltd. (TSS), Bangladesh Cable Shilpa Ltd. (BCS), other government organizations and private telecom operators & entities. The Directors also express gratitude to its management and employees of all levels whose dedication and hard work made it possible to elevate the Company to the stage at which it has put its standing today.

For and on behalf of the Board of Directors:

