

The in-house magazine of Bharti Enterprises

bharti TODAY

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Winning with customers





Dear Colleagues,

With the launch of Airtel Payments Bank, India's first such Bank to go live nationally, Bharti Airtel has entered another exciting phase in its growth journey. The presence of Finance Minister at the launch signifies the importance of this new category of banks for the economy in general, and the country's financial sector in particular.

We are proud of the pioneering role that we are playing in this arena to take digital banking to the unbanked particularly in remote rural areas. Airtel Payments Bank is committed to develop nation-wide digital payments ecosystem with over five million merchants, allowing customers to make secure and convenient cashless payments for goods and services and make remittances.

At Bharti, we always keep the customer at the heart of every decision that we take. Such a way of doing business is deeply embedded in the DNA of our companies, irrespective of the nature of their business.

Airtel's 'Open Network', a pioneering initiative to serve the customer better through transparency and collaboration, has already received wide acclaim. Other

group companies too have earned a reputation for their ability to innovate with their product and service portfolio to delight customers.

I have just taken over as the Chairman of the GSMA Board and eagerly looking forward to this two-year stint to work closely with the rest of the Board, the GSMA leadership team and members of the Association to address the critical issues facing the industry at an important period of its evolution.

The work at the International Chamber of Commerce of which I am the Chairman, is also gathering momentum. WTO finally operationalised the Trade Facilitation Agreement, in which the ICC also played an important role. The ICC has also become the first non-government organisation to be granted an observer status in the UN General Assembly.

Best wishes,

A handwritten signature in blue ink that reads "Sunil Bharti Mittal".

Sunil Bharti Mittal

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AWARDS & RECOGNITIONS



Sunil Bharti Mittal at the Thailand Management Association (TMA) Top Talk in Bangkok (Thailand)

Sunil Bharti Mittal appointed as Chairman of GSMA.

Bharti Airtel rated as India's fastest mobile network for 2016 by Ookla.

Bharti Airtel won the 'Best Governed Company Award' at the 4th Asia Business Responsibility Summit.

Bharti Airtel bagged the 'Best Messaging Solution Award' at the 2nd annual 'Carriers World Awards', 2016.

Bharti Airtel secured the second position in Interbrand's 'Best Indian Brands Report 2016'. According to the survey, the Company's brand was valued at ₹ 350.44 billion.

Bharti Airtel was positioned among top three brands in Brand Equity's 'Most Trusted Brands 2016'.

Bharti Airtel has secured the top position under the 'Telecom & Allied' category in the annual 'Business Today-PeopleStrong' survey (2016).

Bharti Airtel was ranked second in the third annual BrandZ 'Top 50 Most Valuable Indian Brand 2016' report.

Bharti Airtel was honoured with 'Golden Peacock Award for Excellence in Corporate Governance' for the year 2016.

Bharti Airtel has emerged as the only Indian brand to be featured among top ten global brands most admired in Africa (2016-17), according to Brand Africa's 'Brand Africa 100: Africa's Best Brands'.



Sunil Bharti Mittal at the Mobile World Congress (2017) in Barcelona

Source: GSMA

Bharti Airtel was positioned among top 15 Companies in Business Today's 'BT 500 India's Most Valuable Companies'.

Airtel Africa won the 'Most Innovative Service' award at 'AfricaCom 2016' in Cape Town, South Africa.

Airtel Ghana bagged the 'Best Corporate Social Responsibility Initiative' award at the 'Global Carrier Awards 2016' held in Paris, France.

Bharti Foundation won the 'DL Shah Quality Award' under Platinum category at the '11th National Quality Conclave', New Delhi.

Bharti Foundation bagged two Platinum awards for 'Projects on Education Excellence' at the 'Fame Excellence Awards 2016'.

Bharti Foundation won the 'Best Partnership Initiative Award' at the 'International School Enterprise Challenge 2015'.

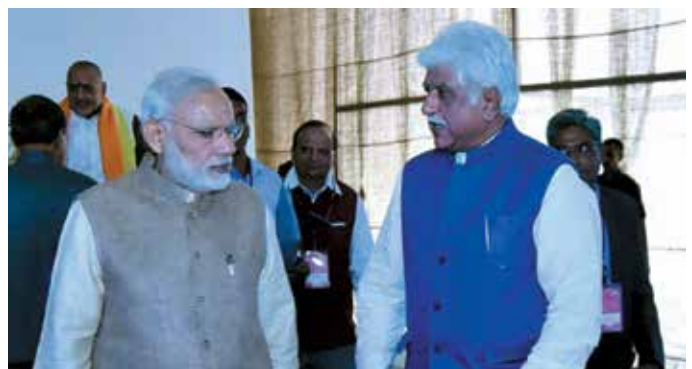
Bharti Infratel awarded under the 'Off-Grid Project Developer of the Year - Green Telecom' category at the 'India Solar Week Excellence Awards 2016'.

Indus Towers was honoured with the 'Gallup Great Workplace Award 2016'.

PizzaExpress won the 'People's Choice Award' in the 'Best Pizza in Town' category at the EazyDiner Foodie Awards, 2016 in Mumbai.



(From left to right): Shobana Kamineni, President-Designate, CII; Rakesh Bharti Mittal; Dr. Harsh Vardhan, Union Minister, Government of India; Theresa May, Hon'ble Prime Minister, United Kingdom; Dr. Naushad Forbes, President, CII and Chandrajit Banerjee, DG, CII



Rakesh Bharti Mittal with Shri Narendra Modi, Hon'ble Prime Minister of India at an event of Ministry of Micro, Small & Medium Enterprises in Ludhiana, Punjab (India)

Here's how our network opens up to you.



Check the network coverage right down to where you live



See our current towers and future plans



Let us know where you face network issues



Partner us in setting up new towers



Winning with Customers

From Bharti Airtel's bold initiative 'Open Network' to build a better network, to Bharti Infratel's 24X7 response mechanism to maximize network uptime to FieldFresh Foods' innovations to cater to Indian taste buds, Bharti group Companies have always believed in walking the extra mile to not just meet customer expectations but also delight them to strike enduring relationships. In fact, the customer lies at the heart of everything that they do. 'Winning with customers' is a habit they relish and live by.

Delhi's Saurabh Malik is a happy man today. He no longer struggles through intermittent connectivity problems to complete his calls from home. Call drops are a thing of the past. But it wasn't the case till sometime back; calls used to fail frequently which made life stressful. Egged on by an office colleague, Saurabh approached Bharti Airtel's customer care through the Company's Open Network initiative, which was launched in June 2016 under the Company's Pan-India network transformation drive 'Project Leap'. Post evaluation of the network challenge, a booster was installed on a nearby rooftop resulting in improved network experience in the locality.



Bharti Airtel's distribution channel in India is spread across 1.5 million outlets with network presence in 7,892 census towns and 784,769 non-census towns and villages covering approximately 95.3% of the country's population

Saurabh is among millions of Airtel customers who have provided feedback on their network experience on the company's 'Open Network' platform thereby enabling Airtel to optimise the network in different areas.

An industry first initiative, 'Open Network' is a paradigm shift in the way a telecom operator engages with its customers to build a better network. Under the initiative, the Company established complete transparency by opening up the mobile network information to customer for scrutiny and feedback.

Airtel opened up its network information through an interactive online interface. Based on colour code, it displays mobile network coverage/signal strength along with network site deployment.

The Company has created multiple touch points (web portal, myAirtel app, call centres and Airtel Stores) for customers to register their feedback on network experience. So far, Open Network platform has received more than 10 million hits. Millions of customers including many residential welfare association in different parts of India have reached out with site leads. The initiative has resulted in optimisation of 73,500 sites in the first 100 days of Open Network's launch.

Airtel's ability to win hearts emanates from its DNA that puts the customer at the heart of decision making. The company has built a strong heritage of market innovations as it strives to make life better for its customers. Take for instance, Hello Tunes; introduced in 2004, the service replaced the traditional ring tones

with songs and media clips, which made calling a delightful experience. Airtel subscribers in India also became the first ones to experience the power of 4G network in the country. In 2012, Airtel became the first telecom operator to introduce mobile wallet service in India.

Recently, Bharti Airtel launched 'Airtel Payments Bank', India's first payments bank to take digital banking services to the doorstep of every Indian. Airtel is also the first operator in India to deploy vectorization which offers superfast broadband speeds to customers through 'V-Fiber'. Vectorization is Europe's No. 1 fixed broadband technology. 'V-Fiber' delivers data speeds of up to 100 Mbps. Airtel has deployed state of the art 'Dual Carrier' technology which enables mobile subscribers to enjoy 4G like data speeds even when they are on 3G network.

While the Company consciously works hard to exceed expectations at every customer touch point through smartly crafted innovations, its infrastructure and capabilities at the back-end also contribute immensely to strengthen the overall ecosystem for delivery of quality services. The state of the art 'Network Experience Centre' (NEC) in 2012 is an apt example in this regard.



Located in Manesar (near Delhi), Network Experience Centre (NEC) is a first of its kind facility in India wherein the back-end team monitors network performance across various segments: mobile, fixed line and DSL broadband, DTH, enterprise services, international cable systems and internet peering points from a single location. Designed specifically to be used as a command center in case of national emergencies and natural catastrophe, the earthquake proof facility provides continuous stream of near real time data for quick action.



AIRTEL AFRICA'S YOUTH CONNECT

In Africa, a youth oriented market, Brand Airtel's deep rooted 'customer connect' is built around the twin themes of sports and music, leveraging programmes like 'Airtel Rising Star' and 'Airtel Trace Music'- two phenomenally successful talent search initiatives. 'Airtel Trace Music' gives aspiring musicians a chance to realise their dreams by simply calling and singing on their phones. The Company's 'Customer Forum' initiative is specifically targeted at enhanced engagement with high value customer through partnerships with hotels, airlines, airport lounges, among others.



AIRTEL DTH WALKS THE TALK

- Airtel DTH completes 95% of its installations within four hours of the request.
- 90% of customer complaint are resolved within six hours.
- Under a new 'express service', operational in 26 cities, new connections are being installed within two hours of the request.

BHARTI INFRATEL - PLAYING THE ENABLER

As one of the leading companies providing mobile tower infrastructure services to operators, Bharti Infratel is a key enabler to ensure that mobile operators are able to deliver quality services to subscribers. The Company's 'Tower Operations Center', a centralised Control Room plays a key role in this. It functions as a single point of contact for flashing and reporting all site-downtime alerts, which are routed to the concerned teams to ensure quick action in the affected region. Operational 24x7, the Center enhances efficiencies in the daily operations of the mobile companies on a consistent basis.



DID YOU KNOW

- Bharti Airtel has over 364 million customers across its operations (December 2016).
- Airtel has 317,000 base stations in India, as of November 2016.
- Airtel's global network runs across 230,000 Rkms, covering 50 countries and 5 continents.
- Airtel Africa handles more than 75,000 conversations in social media every month with an average response time of 11 minutes and resolution rate of 93%.
- In Africa, Airtel Money has 9.1 million active customers (September 2016).
- Airtel Payments Bank is the first payments bank in India.

FIELDFRESH FOODS & PIZZAEXPRESS - FOODIE'S DELIGHT



Customer feedback is highly valued for enhancing quality of Del Monte products

Driven by a passion to 'create delightful food experiences', FieldFresh Foods is tapping into the Indian food lovers' growing appetite for international cuisines via its Del Monte brand.

Its innovative offerings, based on an in-depth understanding of the evolving Indian taste buds,

are being lapped up eagerly. Del Monte's introduction of Italian and Chinese range is also proving a boon for cooking enthusiasts who want to replicate authentic international tastes at home.

On the B2B front, Del Monte has built a strong partnership with globally reputed QSRs (Quick



Del Monte's 'Eggless Mayonnaise' has been designed especially for India to cater to the country's significant vegetarian population. Presently, the spread is one of the most favored items in Indian kitchens.





Service Restaurants). The approach here is vendor centric and driven by team work and focus on product innovation through ideation. Thanks to FieldFresh Food's collaborative approach, over the years, Del Monte has been bestowed with several accolades from its QSR partners.

PizzaExpress, one of the world's leading casual dining brands being run by Gourmet Investments in India and South Asia has discovered unique ways to connect with its customers. As diners enjoy mouth-watering pizzas and other items they can also interact with Chefs (referred as Pizzaiolos) and watch them prepare their favourite dishes thanks to PizzaExpress's open kitchen facility.



Pizzaiolos at work

BHARTI AXA - SIMPLIFYING FINANCIAL PROTECTION SERVICES



Bharti AXA Life Insurance and Bharti AXA General Insurance - JVs with Paris headquartered AXA Group are taking rapid strides to emerge as leaders in their respective business areas. Thanks to a liberal infusion of technology into their operations and focus on customer friendly innovations, the companies have managed to stay true to their early vision 'To be a leader and preferred company for financial protection and wealth management in India'. Policy holders access mobile application to know about any policy information and transact while on the move. Their documents are subjected to a one time automatic validation and queries are responded to in quick time through multiple channels.



Bharti Airtel launches India's first payments bank

To invest ₹ 3000 Cr take digital banking services to the doorstep of every Indian and develop nation-wide digital payments ecosystem with over five million merchants.



(From left to right) Gopal Vittal, MD & CEO (India & South Asia), Bharti Airtel; Sunil Bharti Mittal; Shri Arun Jaitley, Hon'ble Union Minister of Finance and Corporate Affairs; Uday Kotak, Executive Vice Chairman & MD, Kotak Mahindra Bank and Shashi Arora, MD & CEO, Airtel Payments Bank at the Pan India launch of Airtel Payments Bank in New Delhi

It was an unusual corporate event of sorts as the Hon'ble Finance Minister of India Shri Arun Jaitley stood alongside corporate leaders at a Central Delhi Hotel to unveil the logo of Airtel Payments Bank (APB) to mark the national launch of the country's first Payments Bank. The presence of the Hon'ble Minister did signify the importance of the launch for India's banking system, which is set to take a big stride with the entry of this new generation of banks.

“Just like mobile telephony leapfrogged traditional telecom networks to take affordable telecom services deep into the country, Airtel Payments Bank aims to take digital banking services to the unbanked over their mobile phones in a quick and efficient manner. Millions of Indians in rural areas will get their first formal banking experience with Airtel Payments Bank.”

- Sunil Bharti Mittal

Airtel Payments Bank offer a range of basic, convenient banking services like money transfer to

any bank account in India (Free money transfer from Airtel to Airtel numbers), cash deposit and



AIRTEL PAYMENTS BANK
EVERY SHOP, LIKE A BANK



withdrawal facility. That's not all! APB provides a lucrative interest rate of 7.25 % p.a. on deposits in savings accounts and gives free personal accident insurance cover of ₹ 1 lac with every savings account. Accessible also to non-Airtel customers, one can open an account at any of the designated Airtel retail outlet with his/her Aadhaar number.

Bharti Airtel has committed an initial investment of ₹ 3000 Cr to develop a pan India banking network and

Airtel Payments Bank – Key features

- Customer's mobile number becomes his/her bank account number.
- Interest of 7.25% p.a. on deposits in savings accounts.
- One minute of Airtel mobile talktime for every rupee deposited at the time of opening a savings account.
- Money transfer to any bank account in India (Free money transfer from Airtel-to-Airtel).
- Online card in collaboration with MasterCard for convenient banking and cashless payments.
- Free personal accident insurance cover of ₹ 1 lac with every Savings Account.



Airtel Payments Bank outlet in Jaipur (Rajasthan, India)

digital payments ecosystem. While over one million merchants (such as small kirana stores, grocers, pharmacies, restaurants, etc.) are already onboard, the network will eventually be scaled to over five million.

The Bank is presently operational with a network of 250,000 banking points (Airtel retail stores) across the country, which is more than the total number of ATMs in the country.

Airtel Payments Bank particularly aims to reach out to unbanked

Indians based in rural areas where penetration of formal banking is either low or non-existent. In this regard, Bharti Airtel's extensive national distribution network of over 1.5 million retail outlets will come in handy as it covers approximately 95.3% of the country's population.

APB's pilot projects initiated a few months back in Rajasthan, Andhra Pradesh, Telangana and Karnataka had received overwhelming response as over one million customers were added during this short period.



(From left to right) Vijay Chadda, CEO, Bharti Foundation; Rakesh Bharti Mittal and Professor Sir Leszek Borysiewicz, Vice-Chancellor of the University of Cambridge in New Delhi

Bharti Foundation promotes agri research

Signs MoU with University of Cambridge to initiate crop improvement research programme at Punjab Agricultural University

Indian farmers who specialise in the production of corn (Maize) will soon have access to top quality crop production and management techniques thanks to corn/ baby corn crop improvement research programme being undertaken under a MoU signed by Bharti Foundation and University of Cambridge. The three-year research programme is led by FieldFresh Foods in partnership with Punjab Agricultural University (PAU) and funded through a grant from the Foundation to University of

“Our research partnership with Cambridge University underlines our commitment to support high level research in the country in collaboration with premier institutions” - Rakesh Bharti Mittal

Cambridge. Field trials are going to be conducted at FieldFresh’s Agri Centre of Excellence (ACE) in Ladhowal (Ludhiana), Punjab as part of the research programme.

Besides aiming at higher output and lower production cost, the research programme will try to find ways to reduce greenhouse gas emissions promoting the cause of sustainability and financial stability for farmers and lower food shortages. The research outcomes will be shared with State Agriculture Department, Agricultural Universities and such other statutory/ non-statutory bodies. The Foundation in partnership with IFFCO Kisan Sanchar Limited (IKSL) will also help in disseminating the outcome of the research programme through various digital tools to farmers across the country.



Anita Munda has ensured access to financially independent future thanks to Bharti Infratel's Aaghaaz

Aaghaaz...

Bharti Infratel's initiative to empower women living in urban slums through skill-based employability is making rapid progress

About a year back, Anita Munda used to work as a daily wage earner to support her family. Her dreams to pursue education could not take off due to lack in financial support. All efforts to find a stable job with reasonable income to support her family had failed till she came to know about Bharti Infratel's Aaghaaz in Ranchi, Jharkhand.

Launched in February 2016, Aaghaaz is being implemented in partnership with VSO India Trust. The initiative aims at creating livelihood opportunities for marginalised women living in urban slums through technical and interpersonal skill

development across five cities in India - Patna, Raipur, Lucknow, Ranchi and Bhubaneswar.

Anita enrolled with the project which was organised by Bhartiya Kisan Sangh (BKS), a local Non-Governmental Organisation (NGO) and partner of VSO India in the region. After finishing her training, she was hired by Orchid Hospital as a security personnel with a monthly salary of ₹ 7000 and lodging facility.

Under the initiative, 967 women have been trained and 525 of them are employed with various organisations as on December 31st, 2016.



Training session in progress under Aaghaaz in Bhubaneswar (Odisha)

"I was useless and helpless. Now I send money to my family on a monthly basis and feel confident of supporting the education of my younger siblings. Thanks to Bharti Infratel, Bhartiya Kisan Sangh and VSO India, I have been able to earn and support my family. I urge more women to join this Programme to ensure a better livelihood for themselves." - Anita Munda



Airtel declares war on roaming

Signals the end of national roaming tariffs, no bill shocks for customers while roaming overseas

Come April 1, 2017, Airtel customers will be freed from their so called 'roaming' worries. Customers roaming within India will enjoy free incoming calls/SMS. There will be no premium on outgoing calls allowing them to speak freely wherever they are within the country. Also, there will be no additional data charges on national roaming. Home data packs for customers will apply even while they roam across the country.

We are changing the international roaming paradigm, which will allow our customers to take their number to every corner of the world.
 - Sunil Bharti Mittal

International roaming customers will be fully protected from bill shocks through an automatic adjustment that is equal to the daily pack for that particular country. This means that the moment a customer's billing reaches the price of a one day pack for the country, he/she will be automatically moved to that pack. For instance, when a customer traveling to the USA without a roaming pack hits the threshold of ₹ 649 (the price of the one day pack for USA), he/she will be automatically moved to the one day pack with free incoming calls/SMS, 100 India and local country outgoing minutes, 300 MB data and a host of other benefits.



Bharti Airtel to acquire Telenor India

Acquisition to bolster Airtel's already strong footprint with additional spectrum in 1800 MHz band

Airtel has entered into a definitive agreement with Telenor South Asia Investments Pte to acquire Telenor (India) Communications.

As part of the agreement, Airtel will acquire Telenor India's running operations in seven telecom circles - Andhra Pradesh, Bihar, Maharashtra, Gujarat, UP (East), UP (West) and Assam.

Acquisition will include transfer of all of Telenor India's assets and customers, further augmenting Airtel's overall customer base and network. It will also enable Airtel to further bolster its strong spectrum foot-print in these seven circles, with the addition of 43.4 MHz spectrum in the 1800 MHz band.



Sunil Bharti Mittal with Sigve Brekke, CEO, Telenor Group at the announcement of Airtel's acquisition of Telenor (India) Communications in New Delhi

On completion, the proposed acquisition will undergo seamless integration, both on the customer as well as the network side, and further strengthen our market position in several key circles.
 - Gopal Vittal, Managing Director and CEO (India and South Asia), Bharti Airtel



Bharti Airtel reinforces 3G and 4G spectrum in all telecom circles in India

Acquires 173.8 Mhz spectrum in 1800, 2100, 2300 Mhz bands for ₹ 14,244 crore

In the recent spectrum auction conducted by the Department of Telecom, Bharti Airtel acquired 173.8 Mhz spectrum across 1800, 2100, 2300 MHz bands for a total consideration of ₹ 14,244 crore. The acquisition not only strengthens Airtel's pan-India

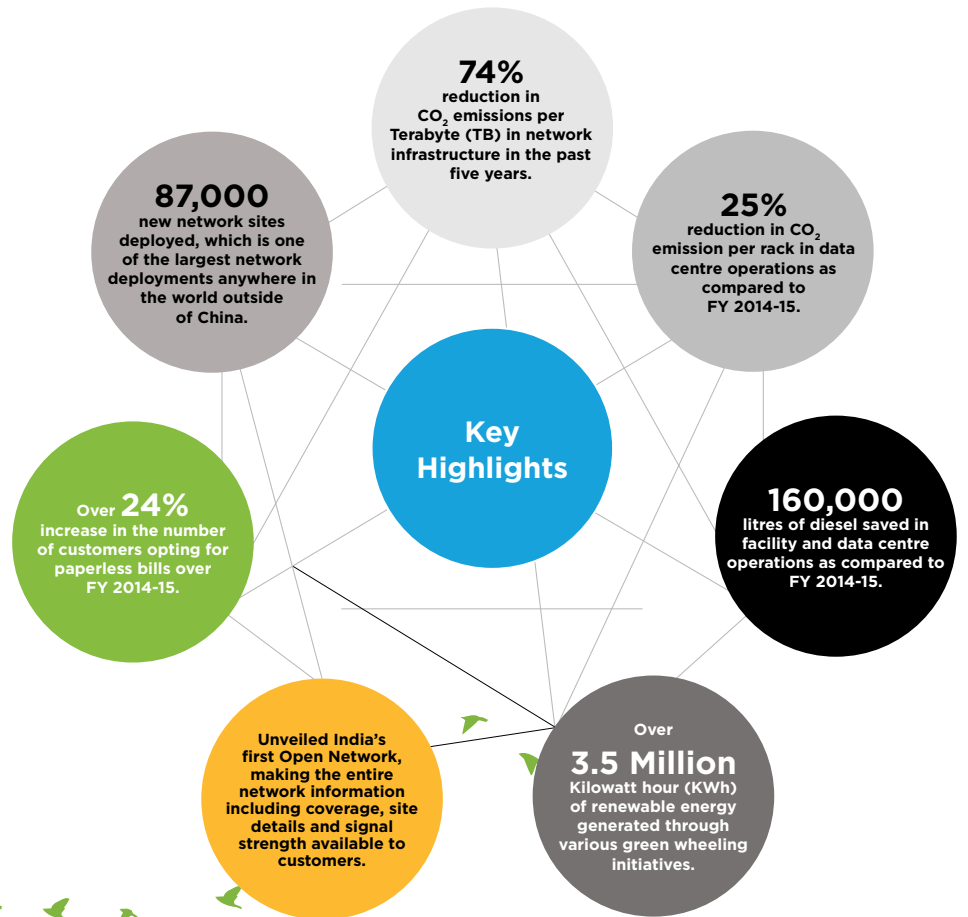
spectrum portfolio but also secures its spectrum requirements for the next 20 years. The Company now has 4G and 3G spectrum in all telecom circles giving it the widest mobile broadband footprint across the country.



Bharti Airtel releases Sustainability Report

Report outlines Company's progress in its sustainability programme in India in 2016

Airtel has released Sustainability Report 2016 which focuses on India. The Report offers a comprehensive overview of the company's sustainability initiatives and outlines the vision for the future. Themed 'Empowering and connecting millions every day', the new report provides a detailed overview of the Company's continuing initiatives in areas like energy efficiency, customer experience, community development, etc.





Bharti Airtel strengthens global optic network portfolio

Enters into a definitive agreement with Orascom Telecom Media and Technology Holding S.A.E

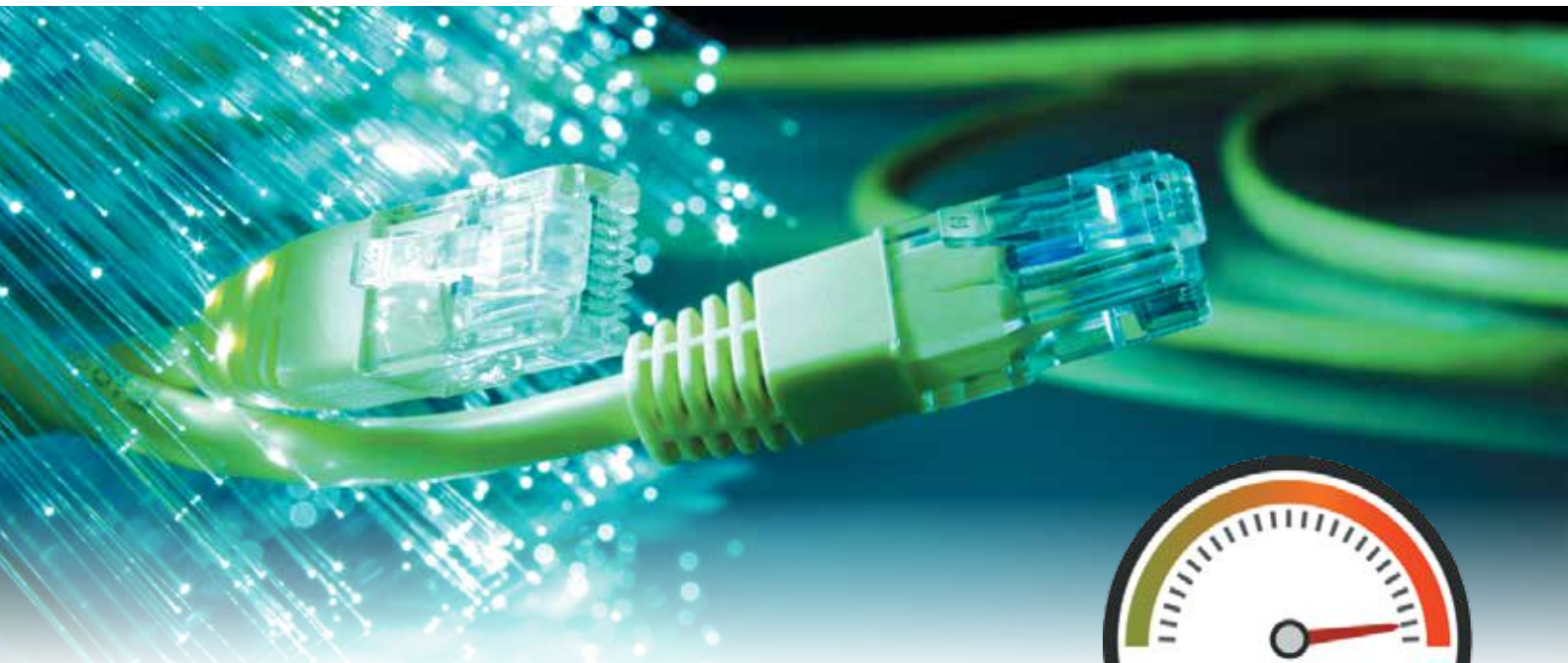
Bharti Airtel's global optic network which covers 50 countries and 5 continents will soon boost of greater capacity and enhanced footprint in the world. The Company's subsidiary Network i2i has entered into a definitive agreement with Orascom Telecom Media and Technology Holding S.A.E to acquire Orascom's Middle East North Africa Company Submarine Cable Systems S.A.E. The state-of-the-art submarine optic network which is capable of carrying Multi Tera bits per second of data speeds connects Mumbai - Oman - Saudi Arabia - Egypt and Italy. It further



Airtel network map

has the branching options to connect to other countries in Europe, Africa and Middle East via branching

options to Cyprus, Greece, Djibouti, Yemen, Iran, Lebanon, Libya and Sudan.



Airtel launches 'V-Fiber'

Broadband subscribers can now enjoy up to 100 Mbps data speeds

Bharti Airtel broadband subscribers can now download movies within minutes, make video-calls without any lag or upload videos in a jiffy. This has been made possible because of 'V-Fiber', which offers superfast data speeds of up to 100 Mbps. It is based on Vectorization - Europe's No. 1 fixed broadband technology. Airtel is the first operator in India to deploy this technology.

An existing customer simply needs to upgrade to a new modem to experience 'V-Fiber' speeds. Currently available in Chennai, Mumbai, Ahmedabad, Bhopal, Indore, Hyderabad, Bangalore and Pune. The service will be rolled out in other cities soon.

'V-Fiber' is part of 'Project Leap' - Airtel's nationwide network transformation initiative.





Bharti Airtel and Millicom International Cellular combine operations in Ghana

Joint entity to be the second largest operator with nearly 10 million customers

Bharti Airtel and Millicom International Cellular S.A. have entered into an agreement to combine the operations of their respective subsidiaries Airtel Ghana and Tigo Ghana. The combined entity will be the second largest

operator in Ghana with nearly 10 million customers which includes 5.6 million data subscribers.

As per the agreement, Bharti Airtel and Millicom International Cellular S.A. would have equal ownership

and governance rights in the joint entity which would cover more than 80% of Ghana's population. Besides providing the widest 3G coverage across the country, integration of two networks will result into superior voice quality and high speed data services for customers.



Bharti Airtel and Robi Axiata merge business in Bangladesh

Combined entity becomes the second largest mobile operator in the region

Airtel Bangladesh and Robi Axiata have merged their business to create the second largest mobile operator in Bangladesh with over 32 million customers. Operational under the

'Robi Axiata' brand, the new entity is well positioned to deliver quality mobile broadband service based on its deep mobile network coverage. Bharti Airtel holds 25% in the merged entity.

One may recall that Airtel had acquired 70% stake in Warid Bangladesh in 2010. Later in 2013, it had acquired the rest 30% stake to make Airtel Bangladesh a wholly-owned subsidiary.



Centum Learning partners Google and Red Cross to promote Digital Skills Training in Africa

To train 1,50,000 youth across Africa in the first phase

Centum Learning has been chosen by Google Inc. to drive its ambitious Digital Skills for Africa programme, which aims to train one million youth in digital skills. Under the agreement, Centum will train youth (aged between 18-35) to equip them with digital skills to make them web-savvy.

The first phase of the project covers regions of Kenya, Tanzania, Uganda, DRC, Sierra Leone, Ghana and Niger.

In Kenya, Centum Learning is partnering Kenya Red Cross Society to skill youth across the East African country. Initially, Red Cross will



Training session in progress for digital skills

mobilise 100,000 youth across the country for the Google Digital Skills

Training, targeting youth largely in refugee camps.



Worldmark at Aerocity



A new high in shopping

Bharti Realty's commercial-cum-retail hub Worldmark welcomes Central and Food Capital

Great news for fashion conscious shoppers in Delhi-NCR, who can now experience shopping much the same way as they do abroad at Bharti Realty's Worldmark. Located in Aerocity, the commercial-cum-retail destination now hosts two premier category leaders - Central, the next generation luxury store and Food Capital, which enables food lovers to indulge in multiple gastronomical delights from well-known brands.

Visitors at Worldmark, who shop at Central can choose from over 500 brands across different categories - formal wear, casual attire, ethnic clothing, cosmetics, handbags, watches, footwear, lingerie, toys and more. With such delightful shopping and food experiences, Worldmark is well poised to be positioned among national capital's most favoured shopping and eating destinations.



Latest fashion trends ensure quality shopping experience for shoppers at Central in Bharti Realty's Worldmark



Spread across 55,000 sq. ft., Food Capital (Aerocity's only food court) offers seating capacity to over 400 food lovers



In Focus

Raghunath Mandava
MD & CEO, Airtel Africa



He believes in the 'Theory of Constraints', a methodology for identifying the most important limiting factors that stand in the way of achieving a goal and then systematically solving that constraint until it is no longer the limiting factor.

Since beginning his association with Bharti Airtel in 2003, Raghunath Mandava has donned several hats while driving the company's operations in multiple roles, which included COO of a circle and CMO of the mobile business. After working as Director - Customer Experience in Bharti Airtel's India operations for over three years, Raghunath was elevated to the position of Chief Operating Officer (COO) of Airtel Africa in 2016 before finally taking over as Managing Director (MD) and Chief Executive Officer (CEO) in January this year. He is also a permanent invitee to the Board of Bharti Airtel, representing Airtel Africa.

Known as 'Raghu' among his colleagues, he believes in the 'Theory of Constraints', a methodology for identifying the most important limiting factors that stand in the way of achieving a goal and then systematically solving that constraint until it is no longer the limiting factor. "Ownership" and "Rigour" are the two other factors that defines his way of working.

"Africa feels so familiar, almost a déjà vu of home. It does not feel like my first time here. I have started to enjoy the different African cuisines and am also gradually learning about the different African cultures. I am sure as time goes by my appreciation and admiration for Africa will only surge" he says. "I am convinced that Airtel Africa is at the cusp of taking that giant leap and we have to gear up for the transformation. It will require a lot of focus and effort and I am sure we will do it", he adds.

He credits his stint at Airtel for equipping him with skills to grow as a professional. Prior to joining Airtel, Raghu worked in Hindustan Unilever where he played various roles across different functions including sales and marketing. He holds a Bachelor's Degree in Electronics from IIT, Kharagpur and pursued Master's in Business Administration from IIM- Bangalore.

He is married with two daughters. You get a glimpse of Raghu's strong bond with his family when he says that on holidays he likes to spend time with the family playing board games. Raghu signed off confessing his love for cooking and eating.



Sunil Bharti Mittal takes over as GSMA Chairman

First Indian to chair the Global Telecom Industry Board



GSMA Board led by Sunil Bharti Mittal with Shri Narendra Modi, the Hon'ble Prime Minister of India

Sunil Bharti Mittal will take over as the Chairman of GSMA, the prestigious global telecom industry board that represents nearly 800 of the world's mobile operators and more than 300 companies in the broader mobile ecosystem.

During the two-year term beginning from January 2017, he will oversee the strategic direction of the organisation. With his appointment as GSMA Chair, Sunil Bharti Mittal has become the first Indian to be at the helm of telecom industry board.

The GSMA represents the interests of mobile operators worldwide including handset and device makers, software companies, equipment providers and internet companies, as well as organisations in adjacent industry sectors.

GSMA organises and hosts the Mobile World Congress (MWC) in Barcelona - the biggest technology event globally.

I am delighted to be elected as Chairman of the GSMA, and look forward to working closely with the rest of the Board, the GSMA leadership team and our entire membership to address the critical issues facing our industry and our customers.



- Sunil Bharti Mittal

Address your contributions, thoughts and suggestions to:
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