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**भारत संचार निगम लिमिटेड**

(भारत सरकार का उपक्रम)

**BHARAT SANCHAR NIGAM LIMITED**

(A Govt. of India Enterprise)

MHCO-CFAO/18/4/2021-CFA

Dated 03/09/2021

To

All BA/SSA Heads  
MH Circle

**Sub: SSA-wise Landline & Broadband Cluster Performance – July 2021 Vs Aug 2021**

The SSA-wise performance of Clusters for the month of July 2021 vis-à-vis Aug 2021 is enclosed herewith. I have reviewed three operational parameters here - % Fault Clearance in 24 Hrs (Target >80%), MTTR (< 8 Hrs) and % Provisioning in 24 Hrs (Target >80%). During various interactions with BA Heads/SSA Heads I have been stressing the need to monitor the performance of Cluster Partners on a daily basis so that there is month to month improvement in the above KPIs. However, it is disheartening to note that very few SSA are able to improve the KPIs.

**Operational Parameters - Broadband**

KPIs	Target	SSAs who achieved the Target in Aug-21	SSAs whose performance deteriorated in Aug-21
% Fault Clearance in 24 Hrs	≥ 80%	Jalna, Akola, Amravati, Chandrapur, Gadchiroli, Wardha, Ratnagiri, Sindhudurg, Latur, Parbhani, Nashik, Osmanabad, Sangli, Satara	Aurangabad, Buldhana, Ahmednagar, Beed, Yavatmal, Bhandara, Dhule, Jalgaon, Nagpur, Goa, Pune, Solapur
MTTR	≤ 8 Hrs	Jalna, Akola, Chandrapur, Ratnagiri, Parbhani, Nashik, Satara	Aurangabad, Ahmednagar, Yavatmal, Bhandara, Gadchiroli, Wardha, Dhule, Jalgaon, Nagpur, Nanded, Goa, Pune, Osmanabad, Solapur, Sangli
% Provisioning in 24 Hrs	≥ 80%	NIL	Buldhana, Ahmednagar, Yavatmal, Gadchiroli, Ratnagiri, Sindhudurg, Raigad, Nanded, Solapur, Satara

**Operational Parameters - Landline**

% Fault Clearance in 24 Hrs	≥ 80%	Jalna, Akola, Amravati, Chandrapur, Gadchiroli, Wardha, Jalgaon, Ratnagiri, Sindhudurg, Latur, Parbhani, Nashik, Satara	Aurangabad, Buldhana, Yavatmal, Bhandara, Dhule, Kolhapur, Raigad, Nagpur, Goa, Pune, Osmanabad, Solapur, Sangli
MTTR	≤ 8 Hrs	Akola, Chandrapur, Gadchiroli, Ratnagiri, Parbhani, Nashik, Satara	Aurangabad, Jalna, Buldhana, Amravati, Yavatmal, Bhandara, Wardha, Dhule, Kolhapur, Nagpur, Goa, Pune, Osmanabad, Solapur, Satara.
% Provisioning in 24 Hrs	≥ 80%	NIL	Aurangabad, Buldhana, Ahmednagar, Akola, Yavatmal, Chandrapur, Gadchiroli, Dhule, Jalgaon, Ratnagiri, Sindhudurg, Latur, Nanded, Goa



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The above table summarizes the performance of SSAs in the achievement of Target of Landline & Broadband Operational Parameters

It is observed that some SSAs are able to achieve the KPIs- Fault Clearance in 24 Hrs and MTTR, but none of the SSAs could achieve the provisioning KPI Target. Those SSAs who could achieve the target of FC in 24 Hrs and MTTR should start focusing on achieving the developmental parameters also. Cluster Partners should be encouraged to provide more and more new LL & BB connections through various schemes like Bring Back customers, Cluster Partners as Sales Channels etc.

The performance of majority of the SSAs have deteriorated in the Month of Aug 21 as compared to July 21. These SSAs must urgently analyse the reasons for the slippage. They shall immediately issue warning notices to their non-performing Cluster Partners if not already issued and suggest their BA Heads to take necessary action as per policy guidelines including blacklisting of non-performing Cluster Partners and calling of new tender.

Also, SSAs should timely resolve all issues of Cluster Partners including timely processing of payments. Corporate Office has been very prompt in releasing funds as per fund request sent by Circle on 1<sup>st</sup> of every month. Non-performance on account of late payment is the responsibility of the SSA & BA Head.

The Cluster Performance for Sept. 21 will again be reviewed next month and I expect at least 5-10% improvement in all the above parameters. Any further deterioration in the Cluster Performance will be viewed seriously.

(Ramakant Sharma)  
Chief General Manager

Encl: As above

**SSA wise Broadband Cluster Performance - July 2021 Vs Aug 2021 (Report from DIR CFA DASHBOARD)**

.No.	BA	SSA	Number of Clusters as on 31-08-2021	Total Broadband Connections in Clusters as on 31-08-2021	% of Faults Cleared in 24Hrs (%)			MTTR for the Faults Cleared			% of Provisioning in 24Hrs (%)				
					Jul-21	Aug-21	% Improv.	Jul-21	Aug-21	% Improv.	Jul-21	Aug-21	% Improv.		
<b>MH Circle Total</b>					<b>203</b>	<b>141422</b>	<b>64.85</b>	<b>58.9</b>	<b>-9.2</b>	<b>28.89</b>	<b>38.29</b>	<b>32.5</b>	<b>32.96</b>	<b>32.69</b>	<b>-0.8</b>
1	AURANGABAD	AURANGABAD	5	3474	39.31	35.64	↓ -9.3	29.71	31.98	↑ 7.6	20	35.71	↑ 78.6		
2		JALNA	2	844	100	100	↔ 0.0	1.92	3.3	↑ 71.9	33.33	50	↑ 50.0		
3		BULDHANA	3	838	18.75	6.9	↓ -63.2	491.67	484.19	↓ -1.5	66.67	25	↓ -62.5		
4	AHMEDNAGAR	AHMEDNAGAR	9	7528	61.02	60.24	↓ -1.3	26.67	34.04	↑ 27.6	47.17	31.82	↓ -32.5		
5		BEED	3	824	43.75	23.68	↓ -45.9	55.24	51.17	↓ -7.4	30	60	↑ 100.0		
6		AKOLA	4	2140	100	93.94	↓ -6.1	2.66	4.24	↑ 59.4	0	10	↑ 100.0		
7	AMRAVATI	AMRAVATI	3	2546	85.03	85.53	↑ 0.6	56.58	40.67	↓ -28.1	37.5	57.14	↑ 52.4		
8		YAVATMAL	2	1043	22.22	3.13	↓ -85.9	201.19	345.87	↑ 71.9	100	0	↓ -100.0		
9		BHANDARA	5	1609	58.11	45.65	↓ -21.4	25.22	66.94	↑ 165.4	0	25	↑ 100.0		
10	CHANDRAPUR	CHANDRAPUR	4	1998	100	100	↔ 0.0	0.52	2.09	↑ 301.9	50	50	↔ 0.0		
11		GADCHIROLI	3	785	100	100	↔ 0.0	0.72	14.01	↑ 1845.8	87.5	68.75	↓ -21.4		
12		WARDHA	3	1184	80.6	80.77	↑ 0.2	17.03	21.89	↑ 28.5	14.29	66.67	↑ 366.6		
13	JALGAON	DHULE	5	1871	60.2	46.58	↓ -22.6	36.83	51.57	↑ 40.0	0	0	↔ 0.0		
14		JALGAON	8	4508	81.18	79	↓ -2.7	12.05	13.69	↑ 13.6	0	0	↔ 0.0		
15		KOLHAPUR	14	8819	65.96	70.51	↑ 6.9	21.19	19.37	↓ -8.6	27.59	38.89	↑ 41.0		
16	KOLHAPUR	RATNAGIRI	8	2417	72.15	97.33	↑ 34.9	14.3	4.45	↑ -68.9	50	0	↓ -100.0		
17		SINDHUDURG	6	2801	59.01	85.35	↑ 44.6	29.6	13.42	↑ -54.7	72.22	61.54	↓ -14.8		
18		KALYAN	15	4441	65.01	66.59	↑ 2.4	25.69	21.22	↑ -17.4	0	0	↔ 0.0		
19	NAGPUR	RAIGAD	7	1458	70.59	70.73	↑ 0.2	53.86	33.16	↑ -38.4	100	33.33	↑ -66.7		
20		NAGPUR	8	10046	70.21	67.82	↓ -3.4	18.58	21.02	↑ 13.1	25	33.33	↑ 33.3		
21		LATUR	3	2228	81.41	80.45	↓ -1.2	13.26	10.81	↑ -18.5	35.29	43.75	↑ 24.0		
22	NANDED	NANDED	2	2115	57.75	65.45	↑ 13.3	30.17	31.27	↑ 3.6	16.67	7.69	↓ -53.9		
23		PARBHANI	2	625	23.08	100	↑ 333.3	47.69	1.97	↑ -95.9	0	0	↔ 0.0		
24		NASHIK	8	12937	92.62	91.65	↓ -1.0	6.64	7.1	↑ 6.9	21.43	22.86	↑ 6.7		
25	GOA	GOA	17	16708	51.87	32.23	↓ -37.9	56.38	78.48	↑ 39.2	11.11	13.64	↑ 22.8		
26		PUNE	34	32570	52.8	47.52	↓ -10.0	34.47	41	↑ 18.9	21.82	30	↑ 37.5		
27		OSMANABAD	3	1015	96.88	88.89	↓ -8.2	4.97	12.07	↑ 142.9	0	0	↔ 0.0		
28	SOLAPUR	SOLAPUR	5	3907	64.07	49.54	↓ -22.7	20.61	40.1	↑ 94.6	35.29	0	↓ -100.0		
29		SANGLI	5	4160	84.64	82.35	↓ -2.7	10.39	11.46	↑ 10.3	12.5	42.86	↑ 242.9		
30		SATARA	7	3983	90.48	97.01	↑ 7.2	12.17	4.78	↑ -60.7	55.56	50	↑ -10.0		

**SSA wise Landline Cluster Performance - July 2021 Vs Aug 2021 (Report from DIR CFA DASHBOARD)**

Sl.No.	BA	SSA	Number of Clusters as on 31-08-2021	Total Land Line Connections in Clusters as on 31-08-2021	% of Faults Cleared in 24Hrs (%)			MTTR for the Faults Cleared (Hrs)			% of Provisioning in 24Hrs (%)				
					Jul-21	Aug-21	% Improv.	Jul-21	Aug-21	% Improv.	Jul-21	Aug-21	% Improv.		
<b>MH Circle Total</b>					<b>203</b>	<b>359011</b>	<b>56.86</b>	<b>54.1</b>	<b>-4.9</b>	<b>43.48</b>	<b>48.89</b>	<b>12.4</b>	<b>19.84</b>	<b>23.29</b>	<b>17.4</b>
1	AURANGABAD	AURANGABAD	5	10339	64.95	64.32	-1.0	17.94	18.7	4.2	25.71	16.13	25.71	16.13	-37.3
2		JALNA	2	1901	100	95.56	-4.4	3.63	8.01	120.7	4.2	15.38	60	60	290.1
3		BULDHANA	3	2479	17.92	8.05	-55.1	288.27	364.16	26.3	100	100	100	10	-90.0
4	AHMEDNAGAR	AHMEDNAGAR	9	12685	41.8	54.17	29.6	52.74	36.36	-31.1	50	25.35	50	25.35	-49.3
5		BEED	3	1112	13.21	23.53	78.1	106.94	61.01	-42.9	0	41.67	41.67	41.67	100.0
6		AKOLA	4	4461	100	98.46	-1.5	3.28	6.12	86.6	14.29	7.14	14.29	7.14	-50.0
7	AMRAVATI	AMRAVATI	3	6671	87.54	90.55	3.4	35.3	53.8	52.4	40	51.72	40	51.72	29.3
8		YAVATMAL	2	2156	5.34	4.15	-22.3	307.81	388.22	26.1	36.36	33.33	36.36	33.33	-8.3
9		BHANDARA	5	2907	50.22	40.4	-19.6	25.48	85.75	236.5	38.89	60	38.89	60	54.3
10	CHANDRAPUR	CHANDRAPUR	4	3480	100	100	0.0	1.16	3	158.6	66.67	23.08	66.67	23.08	-65.4
11		GADCHIROLI	3	476	100	100	0.0	4.59	0.81	-82.4	100	66.67	100	66.67	-33.3
12		WARDHA	3	2707	89.29	89.33	0.0	9.05	12.84	41.9	14.29	50	14.29	50	249.9
13	JALGAON	DHULE	5	5563	46.47	40.78	-12.2	48.7	56.17	15.3	20	9.09	20	9.09	-54.6
14		JALGAON	8	14306	73.08	82.71	13.2	19.12	11.77	-38.4	34.07	31.58	34.07	31.58	-7.3
15		KOLHAPUR	14	21168	56.02	41.71	-25.5	24.92	41.41	66.2	10.81	17.24	10.81	17.24	59.5
16	KOLHAPUR	RATNAGIRI	8	4619	75.52	95.48	26.4	21.92	5.78	-73.6	50	28.57	50	28.57	-42.9
17		SINDHUDURG	6	4554	50.77	85.15	67.7	38.81	12.64	-67.4	45.16	43.24	45.16	43.24	-4.3
18		KALYAN	15	34861	46.72	54.31	16.2	35.6	29.11	-18.2	5.05	13.28	5.05	13.28	163.0
19	NAGPUR	RAIGAD	7	4201	50.89	47.65	-6.4	87.4	56.94	-34.9	20	35.29	20	35.29	76.5
20		NAGPUR	8	33958	56.56	56.18	-0.7	28.67	29.94	4.4	6.6	7.41	6.6	7.41	12.3
21		LATUR	3	3523	87.29	87.91	0.7	9.53	8.96	-6.0	44.44	26.09	44.44	26.09	-41.3
22	NANDED	NANDED	2	3864	48.89	69.08	41.3	41.28	29.49	-28.6	7.69	5.88	7.69	5.88	-23.5
23		PARBHANI	2	1795	70	97.62	39.5	18.83	4.18	-77.8	25	33.33	25	33.33	33.3
24		NASHIK	8	28761	91.59	90.82	-0.8	6.18	6.54	5.8	25.77	35.8	25.77	35.8	38.9
25	GOA	GOA	17	31812	35.86	21.71	-39.5	123.83	126.66	2.3	11.76	9.76	11.76	9.76	-17.0
26		PUNE	34	83444	38.78	31.24	-19.4	71.54	75.47	5.5	3.36	12.04	3.36	12.04	258.3
27		OSMANABAD	3	1442	92.31	76.47	-17.2	5.03	15.58	209.7	0	10	0	10	100.0
28	SOLAPUR	SOLAPUR	5	10308	47.5	43.74	-7.9	33.46	49.18	47.0	14.71	14.81	14.71	14.81	0.7
29		SANGLI	5	10097	87.11	71.27	-18.2	9.24	14.39	55.7	16.67	17.86	16.67	17.86	7.1
30		SATARA	7	9361	97.19	95.45	-1.8	4.85	5.4	11.3	31.03	54	31.03	54	74.0