

**NWP - CFA Cell,
BSNL, 4th Floor,
Corporate Office, Janpath,
New Delhi-110001**



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

**To
All CGMs,
Telecom Circles/Telecom Districts
BSNL.**

No. BSNLCO-CFAP/13(15)/5/2020-NWP-CFA-BSNL-CO Dated: 08.10.2020

Subject: Clarification on Policy for outsourcing model for Maintenance and provisioning of Landline & Broadband for External plant of Copper network.

Vide this office letter No. BSNLCO-CFAP/13(15)/5/2020-NWP-CFA-BSNL-CO dated 08.09.2020 Query raised by Odisha Telecom Circle for provision of shifting charges of shifting connections within same exchange areas or multi exchange areas.

It was clarified that shifting cases to be considered as New cases for the calculation of cluster invoices, as the physical work is same for shifting, as done for new provisioning.


Thus following points are clarified:

S. No.	Query	Clarification
1	Shift Order duration for SLA Penalty calculations.	Only Shift Reconnect Order Completion Period will be considered. Shift Disconnect order duration will not be considered.
2	Consideration of Shift Completed Orders count during the month for additional Prov Incentive amount.	Shift Prov Order to be considered in Target count for providing Incentive amount as it is New Prov for Cluster Franchisee.
3	Exclusion of Shift Prov Orders for Main Commission for 3 Months.	As shift is an existing connection and so there is no safeguard required for fake New connection (for marketing /installation changes gain by Cluster partner or franchisee), hence the shifted in number mtce. charges shall be payable from 1st of next month itself .
4	As Shifting Orders will reflect in Prov Count under Cluster Invoice it is not possible to exclude shift count in Cluster Monthly KPI Per Report.	Will be shown as Prov Count for respective KPI Parameters in Cluster Monthly KPI Per Report.

5	On Zonal CDR Report Portal Shift orders are not considered under Prov / Disconnection under various Reports. There will be discrepancy in Cluster Prov Count of Invoice and CDR Monthly Prov count Reports.	Separate Report to be prepared by DC Teams on Zonal Report Portals. for understanding of SSA's.
6	As per MH Circle Amendment on Cluster Outsourcing Policy No Incentive was provided to Semi Urban Cluster. As per Audit Portal this is violating the Corp Office guidelines of Cluster Policy.	MH Circle cannot make any amendment in Corp Office guidelines without approval. Incentives to be provided as per corp office policy guidelines.
7	While calculating MDF maintenance charges what is the cluster type/size definition that is to be followed. Whether it is on the Dynamic Count or on the Cluster Type/Size as on the date of cluster Formation	Cluster type is defined on the date of Cluster formation and MDF rate will be fixed for the period. Not dynamically changing every month.
8	Referring to letter BSNLCO-CFAP013(15)/1/2020-NWP-CFA-BSNL-CO dtd 15-05-2020, if work is awarded before 31 July 2020 and actual work started after 31 July 2020 what is the penalty that should be applied (whether 5% or 15%)	As per Date of actual start.
9	Change of Customer Category due to hike in FMC	Customer Category to be decided as per New (current month) FMC only.

All concerned are requested to take necessary action accordingly.

This is issued with the approval of competent authority.



(Pawan Kumar)
AGM (NWP-CFA)
BSNL CO, New Delhi

Copy to :

1. PPS to CMD, BSNL.
2. CGM ITPC Circle, Pune for information and necessary action please.
3. GM (NWO-CFA)/GM (NWO-BBIN)/Sr. GM(Fin-CFA) BSNL Corporate Office for information and