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भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

**BHARAT SANCHAR NIGAM LIMITED**

(A Government of India Enterprise)

**विवेक बाँझल**

निदेशक (सी.एफ.ए.)

बी.एस.एन.एल. बोर्ड

**VIVEK BANZAL**

Director (C.F.A.)

B.S.N.L. Board

DO No. 27-113/2018/NWO-BBIN/BB Target

Dated : 09.04.2019.

Dear Shri

The financial year 2018-19 is over now and we have just entered into the new financial year. The telecom industry witnessed entry of all surviving telco's to fixed line fiber business, thus a new era of competition has started. BSNL needs to continue and accelerate with the new initiatives taken in last two quarters.

- a. **BharatFibre** : Fiber to the home (FTTH) service, branded as BharatFibre, is going to be the Success Mantra in the year 2019-20, for the growth of CFA business in BSNL.
  1. Circle wise achievement in physical growth for the year 2018-19 is given in Annexure-A. With the introduction of new initiatives like **FTTH real-time revenue share** and **Digital Gram Sewak**, there is a substantial improvement in the growth of BharatFibre business in Quarter-4 of 2018-19.
  2. The targets for the year 2019-20 for the FTTH business are given in Annexure-B wherein it is required that all the circles must grow minimum at the **rate of 10% on month on month basis**. Adoption of BharatFibre Mobile App which has been launched recently, for improving the fault maintenance of FTTH service, must be completed in all SSAs by 30<sup>th</sup> April, 2019 to ensure improvement in quality of service delivery for the BharatFibre service.
- b. **Landline & Broad band (ADSL)** : With an ARPU as high as Rs 650, ADSL broadband is still the bread and butter for CFA segment, the need of the hour is to continue to grow the copper broadband customer base till complete migration to fiber based broadband.
  - i. The gross and net achievement for the financial year 2018-19 is given in Annexure-C. Though there is a growing trend in the Quarter-4 of 2018-19 and BSNL has provided more than 80 thousand land line, and 90 thousand broad band connection in March and there is a morale boosting milestone of **net positive nine thousand connection in Broad band in March, 2019** but the count of disconnections is nullifying the new customer additions.

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- ii. The targets for the year 2019-20 is given in Annexure-D wherein it is again expected that there has to be a physical growth of minimum 10% on month on month basis in current financial year.
- c. **Disconnections** : As it is established now that the efforts made in acquiring a new customer is all most 10 times the efforts made in retaining the customer. So to bring focus on the customers churn in our network, the concept of Churn index (which represents the percentage of customers lost in a period) has been introduced. Keeping an eye on this index, it will alert all stakeholders in the organization put efforts in right direction to retain the existing customer base. The bench mark for **Churn Index has been set as 5%** (circles must not cross this important mark).
- d. **Bill Payments and Expanding Retail-Sales Network** : BSNL franchisee/retail network was enabled in December, 2018 for the acceptance of land line/BB bill payment through CBP wallet arrangement. The status of primary sale done by circles for the CBP wallet is given in Annexure-E. Aggressive use of our retail partner network to increase our physical reach to the customers is a vital agenda for this year. Minimum 10% of Billed Amount (ABF) should be collected through retail network every month. This will further help in sale of CFA products through retail network, as customer will be visiting a retailer on regular basis for the bill payment.
- e. **Go-Green Initiative** : Initiatives have been taken to migrate our land line /Broad band customers to the e-bill format. This will improve the customer experience and importantly reduce the bill printing and delivery cost.

With the implementation of SIP servers in all the four zones, customer consent for e-bill can be taken through the SIP platform. This innovative implementation has been done by CTD recently (as given in Annexure F) . All circles must implement the same to ensure migration of 100% customers to the e-bill format, as done by Punjab and Maharashtra Circle.
- f. **Wings**: In January, 2019 simplified wings customer on-boarding process and mobile-app for the wings service was introduced. Various schemes have been launched to encourage the uptake of this mobile-app base calling service. Circles should pay a special attention to ensure that the customers on-boarded in the free trial period are migrated to regular plans to ensure timely billing for the wings service.
- g. **NGN migration**: The migration of customers to the NGN platform will help in reducing the operational cost as well as improvement of service quality. The migration targets as given in Annexure-G need to be achieved.



- h. **USOF WiFi Project :** BSNL has to commission 25,000 Wi fi Hotspots under USOF Wifi Project .Till date, only 19,789 wifi hotspots have been installed and 14,967 no of hotspots have been made live . This project was to be completed by December 2018 and we are already lagging behind the target date given by DOT. The project should be commissioned in all respect by 30th April 2019 putting extra efforts on media provisioning.
- i. **Awareness through Whatsapp platform:** Corporate Office has been regularly sharing the details of *new tariff plans*, *new initiatives* through small creatives on WhatsApp platform. This helps in creating an awareness of what we must convey first to our employees, and then to our customers to sell our products and services in this hyper-competitive market. Similar initiative must be taken by each circle office to see that the information reaches to the lowest level in the organization. Broadcast lists feature of whatsapp in place of groups , shall be made to implement this.
- j. **Important Themes/Sales Programs Currently Running :**

*5 GB broadband trial offer* has seen a very good response and this offer has been continued in the month of April, 2019 also. More than 50% land line customer base is a potential customer base for providing home WiFi service. This trial offer should be effectively utilized for migration of land line customers to home WiFi service. Customer communication methods like SMS, email and outgoing calling through media servers installed in Haryana, Gujarat, Kerala and CTD must be done. A growth rate of 10% on month on month base must be ensured.

Bharatfibre demand generation portal was launched in March 2019, and more than 70 thousand leads have been generated through this portal. Circles must ensure (with the help of Call Centre team at **Ajmer and Bangalore**) that these leads are timely converted to Bharatfibre connections (either through BSNL team or the revenue share partner). With this arrangement and ongoing sales efforts, growth rate of 10% on month on month basis is to be achieved.

For enhancing measurability of the Annual Goal setting done above, a **Performance Management Portal (PMP)** has been launched wherein the performance upto JTO/SDO can be measured as per assigned service quality benchmarks and physical growth targets. It should be ensured that all officers upto JTO/SDE are configured in the system along with the targets, and monthly review is done at each SSA level for its effective utilization. Best Officer in the SSA, Best SSA in the Circle , and Best Circle in BSNL shall be declared on quarterly basis.

: 4 :

I am quite sure that with the concerted efforts and galvanization of team support, will be able to achieve the set targets and covert the innovations into a positive trend in the CFA revenues and cash flow.

With best wishes,

  
9.4.18. (VIVEK BANZAL)  
DIRECTOR (CFA)

Shri.....

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Copy : CMD, BSNL for kind information please.



**Annexure - A****Gross Achievement FTTH Report for the 2018-19**

S. No.	Circle	Q1 (18-19 )	Q2 (18-19 )	Q3 (18-19 )	Q4 (18-19 )	TOTAL ( 18-19 )
1	AN	0	0	0	0	0
2	AS	1462	778	660	354	3254
3	BR	402	545	841	1610	3398
4	JH	921	1352	1882	1761	5916
5	KO	1060	2305	1959	1805	7129
6	N1	125	328	738	1876	3067
7	N2	28	251	101	313	693
8	OR	4206	2131	2806	3591	12734
9	WB	485	878	630	539	2532
<b>East Zone</b>		<b>8689</b>	<b>8568</b>	<b>9617</b>	<b>11849</b>	<b>38723</b>
10	HA	1737	3076	3617	5598	14028
11	HP	86	208	175	492	961
12	JK	417	164	186	229	996
13	PB	1943	2222	6292	5319	15776
14	RJ	4419	5208	5249	6571	21447
15	UE	1369	5362	5633	1005	13369
16	UT	190	457	421	363	1431
17	UW	2049	2835	3668	3650	12202
<b>North Zone</b>		<b>12210</b>	<b>19532</b>	<b>25241</b>	<b>23227</b>	<b>80210</b>
18	AP	3273	4087	5731	5970	19061
19	CN	1539	2296	2375	3526	9736
20	KL	4330	11651	20223	20952	57156
21	KT	9869	14420	14149	18326	56764
22	TN	1177	2259	4743	8884	17063
23	TS	5200	7053	7581	9222	29056
<b>South Zone</b>		<b>25388</b>	<b>41766</b>	<b>54802</b>	<b>66880</b>	<b>188836</b>
24	CH	1472	1379	1188	905	4944
25	GJ	2801	3284	3303	6179	15567
26	MH	6699	11785	19741	14512	52737
27	MP	5376	8518	6220	7492	27606
<b>West Zone</b>		<b>16348</b>	<b>24966</b>	<b>30452</b>	<b>29088</b>	<b>100854</b>
<b>All India Total</b>		<b>62635</b>	<b>94832</b>	<b>120112</b>	<b>131044</b>	<b>408623</b>



## Gross FTTH Target for the 2019-20

S. No.	Circle	Gross Ach in Mar19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	TOTAL
1	AN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	AS	116	128	140	154	170	187	206	226	249	274	301	331	364	2729
3	BR	471	518	570	627	690	759	834	918	1010	1111	1222	1344	1478	11079
4	JH	614	675	743	817	899	989	1088	1197	1316	1448	1593	1752	1927	14443
5	KO	661	727	800	880	968	1065	1171	1288	1417	1559	1714	1886	2075	15549
6	N1	874	961	1058	1163	1280	1408	1548	1703	1873	2061	2267	2494	2743	20559
7	N2	229	252	277	305	335	369	406	446	491	540	594	653	719	5387
8	OR	1829	2012	2213	2434	2678	2946	3240	3564	3921	4313	4744	5218	5740	43023
9	WB	242	266	293	322	354	390	429	472	519	571	628	690	759	5692
<b>East Zone</b>		<b>5036</b>	<b>5540</b>	<b>6094</b>	<b>6703</b>	<b>7373</b>	<b>8111</b>	<b>8922</b>	<b>9814</b>	<b>10795</b>	<b>11875</b>	<b>13062</b>	<b>14368</b>	<b>15805</b>	<b>118460</b>
10	HA	2379	2617	2879	3166	3483	3831	4215	4636	5100	5610	6171	6788	7466	55961
11	HP	250	275	303	333	366	403	443	487	536	589	648	713	785	5881
12	JK	72	79	87	96	105	116	128	140	154	170	187	205	226	1694
13	PB	1796	1976	2173	2390	2630	2892	3182	3500	3850	4235	4658	5124	5637	42247
14	RJ	2465	2712	2983	3281	3609	3970	4367	4804	5284	5812	6394	7033	7736	57983
15	UE	345	380	417	459	505	556	611	672	740	813	895	984	1083	8115
16	UT	146	161	177	194	214	235	259	285	313	344	379	417	458	3434
17	UW	1232	1355	1491	1640	1804	1984	2183	2401	2641	2905	3195	3515	3867	28980
<b>North Zone</b>		<b>8685</b>	<b>9554</b>	<b>10509</b>	<b>11560</b>	<b>12716</b>	<b>13987</b>	<b>15386</b>	<b>16925</b>	<b>18617</b>	<b>20479</b>	<b>22527</b>	<b>24779</b>	<b>27257</b>	<b>204295</b>
18	AP	2461	2707	2978	3276	3603	3963	4360	4796	5275	5803	6383	7022	7724	57889
19	CN	1500	1650	1815	1997	2196	2416	2657	2923	3215	3537	3891	4280	4708	35284
20	KL	8755	9631	10594	11653	12818	14100	15510	17061	18767	20644	22708	24979	27477	205941
21	KT	7353	8088	8897	9787	10766	11842	13026	14329	15762	17338	19072	20979	23077	172963
22	TN	4181	4599	5059	5565	6121	6734	7407	8148	8962	9859	10844	11929	13122	98348
23	TS	4096	4506	4956	5452	5997	6597	7256	7982	8780	9658	10624	11686	12855	96349
<b>South Zone</b>		<b>28346</b>	<b>31181</b>	<b>34299</b>	<b>37729</b>	<b>41501</b>	<b>45652</b>	<b>50217</b>	<b>55238</b>	<b>60762</b>	<b>66838</b>	<b>73522</b>	<b>80874</b>	<b>88962</b>	<b>666775</b>
24	CH	310	341	375	413	454	499	549	604	665	731	804	884	973	7292
25	GJ	3464	3810	4191	4611	5072	5579	6137	6750	7425	8168	8985	9883	10872	81483
26	MH	5029	5532	6085	6694	7363	8099	8909	9800	10780	11858	13044	14348	15783	118296
27	MP	2298	2528	2781	3059	3365	3701	4071	4478	4926	5419	5960	6556	7212	54055
<b>West Zone</b>		<b>11101</b>	<b>12211</b>	<b>13432</b>	<b>14775</b>	<b>16253</b>	<b>17878</b>	<b>19666</b>	<b>21633</b>	<b>23796</b>	<b>26176</b>	<b>28793</b>	<b>31672</b>	<b>34840</b>	<b>261126</b>
<b>All India Total</b>		<b>53168</b>	<b>58485</b>	<b>64333</b>	<b>70767</b>	<b>77843</b>	<b>85628</b>	<b>94190</b>	<b>103609</b>	<b>113970</b>	<b>125367</b>	<b>137901</b>	<b>151695</b>	<b>166864</b>	<b>1250656</b>



## Annexure -C

## Gross ADSL Connection in 2018-19

S. No.	Circle	Q1 (18-19)	Q2 (18-19)	Q3 (18-19)	Q4 (18-19)	TOTAL Gross ADSL (18-19)
1	AN	744	992	793	409	2938
2	AS	1225	1697	1282	1358	5562
3	BR	1474	2032	2060	2260	7826
4	JH	1025	1364	1228	1266	4883
5	KO	1452	1598	1428	1342	5820
6	N1	937	1192	860	1195	4184
7	N2	584	738	573	459	2354
8	OR	3461	5414	4675	5131	18681
9	WB	1287	2005	1314	1460	6066
<b>East Zone</b>		<b>12189</b>	<b>17032</b>	<b>14213</b>	<b>14880</b>	<b>58314</b>
10	HA	4588	10188	8080	7947	30803
11	HP	1801	2809	2389	1983	8982
12	JK	2193	2459	2831	4159	11642
13	PB	9858	19755	15577	14483	59673
14	RJ	7298	13675	11011	13991	45975
15	UE	3728	4944	4847	4690	18209
16	UT	1754	2479	2264	2174	8671
17	UW	2738	4070	4439	4090	15337
<b>North Zone</b>		<b>33958</b>	<b>60379</b>	<b>51438</b>	<b>53517</b>	<b>199292</b>
18	AP	10828	29739	22911	28082	91560
19	CN	3353	4857	4773	3580	16563
20	KL	15144	16530	16844	16129	64647
21	KT	7267	8753	11415	8885	36320
22	TN	12531	14924	14785	12999	55239
23	TS	2600	22934	16588	11190	53312
<b>South Zone</b>		<b>51723</b>	<b>97737</b>	<b>87316</b>	<b>80865</b>	<b>317641</b>
24	CH	1277	2113	1982	1786	7158
25	GJ	8754	23787	14330	21119	67990
26	MH	10508	13542	11545	12065	47660
27	MP	3516	8746	5603	4427	22292
<b>West Zone</b>		<b>24055</b>	<b>48188</b>	<b>33460</b>	<b>39397</b>	<b>145100</b>
<b>All India Total</b>		<b>121925</b>	<b>223336</b>	<b>186427</b>	<b>188659</b>	<b>720347</b>

## Net ADSL Connection in 2018-19

Q1 (18-19)	Q2 (18-19)	Q3 (18-19)	Q4 (18-19)	TOTAL Net ADSL (18-19)
216	538	526	-55	1225
-2561	-1828	-2732	-2178	-9299
-2318	-2126	-1530	-1015	-6989
-2486	-2037	-2432	-2224	-9179
-2567	-6398	-5398	-5825	-20188
-315	-505	-327	-32	-1179
-192	-294	-248	-460	-1194
-4718	-5777	-6391	-1236	-18122
-3429	-3105	-3294	-6166	-15994
<b>-18370</b>	<b>-21532</b>	<b>-21826</b>	<b>-19191</b>	<b>-80919</b>
-4711	864	-19	-4588	-8454
-1291	283	70	-614	-1552
-1654	-1110	-679	1081	-2362
-9451	-605	-464	-1873	-12393
-5686	-581	-1708	1338	-6637
-1288	-204	-1554	3	-3043
-1529	-392	-513	-815	-3249
-3642	-1579	-4159	-807	-10187
<b>-29252</b>	<b>-3324</b>	<b>-9026</b>	<b>-6275</b>	<b>-47877</b>
-11082	11162	6579	5650	12309
-13942	-6905	-4588	-6504	-31939
-16537	-4979	2521	1193	-17802
-18672	-12928	-4872	-8812	-45284
-17878	-8552	-3959	-5494	-35883
-6543	14742	7778	-1533	14444
<b>-84654</b>	<b>-7460</b>	<b>3459</b>	<b>-15500</b>	<b>-104155</b>
-1168	-530	-37	-46	-1781
-10411	11495	5892	10550	17526
-20155	-17093	-12915	-11676	-61839
-3777	3805	1521	-289	1260
<b>-35511</b>	<b>-2323</b>	<b>-5539</b>	<b>-1461</b>	<b>-44834</b>
<b>-167787</b>	<b>-34639</b>	<b>-32932</b>	<b>-42427</b>	<b>-277785</b>



## Gross ADSL Target for the 2019-20

S. No.	Circle	Gross Ach in Mar19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	TOTAL
1	AN	106	0	0	0	0	0	0	0	0	0	0	0	0	0
2	AS	523	575	633	696	766	842	927	1019	1121	1233	1357	1492	1641	12302
3	BR	880	968	1065	1171	1288	1417	1559	1715	1886	2075	2282	2511	2762	20700
4	JH	480	528	581	639	703	773	850	935	1029	1132	1245	1369	1506	11291
5	KO	556	612	673	740	814	895	985	1083	1192	1311	1442	1586	1745	13079
6	N1	425	468	514	566	622	684	753	828	911	1002	1102	1213	1334	9997
7	N2	198	218	240	264	290	319	351	386	424	467	514	565	621	4657
8	OR	2399	2639	2903	3193	3512	3864	4250	4675	5142	5657	6222	6845	7529	56431
9	WB	487	536	589	648	713	784	863	949	1044	1148	1263	1389	1528	11456
East Zone		6054	6543	7197	7917	8708	9579	10537	11591	12750	14025	15428	16970	18667	139913
10	HA	3021	3323	3655	4021	4423	4865	5352	5887	6476	7123	7836	8619	9481	71062
11	HP	851	936	1030	1133	1246	1371	1508	1658	1824	2007	2207	2428	2671	20018
12	JK	1845	2030	2232	2456	2701	2971	3269	3595	3955	4350	4785	5264	5790	43399
13	PB	6323	6955	7651	8416	9258	10183	11202	12322	13554	14909	16400	18040	19844	148734
14	RJ	6887	7576	8333	9167	10083	11092	12201	13421	14763	16239	17863	19649	21614	162001
15	UE	1869	2056	2261	2488	2736	3010	3311	3642	4006	4407	4848	5332	5866	43964
16	UT	846	931	1024	1126	1239	1362	1499	1649	1813	1995	2194	2414	2655	19900
17	UW	1419	1561	1717	1889	2078	2285	2514	2765	3042	3346	3681	4049	4453	33379
North Zone		23061	25367	27904	30694	33764	37140	40854	44939	49433	54377	59814	65796	72375	542457
18	AP	17223	18945	20840	22924	25216	27738	30512	33563	36919	40611	44672	49139	54053	405132
19	CN	1347	1482	1630	1793	1972	2169	2386	2625	2887	3176	3494	3843	4227	31685
20	KL	7742	8516	9368	10305	11335	12469	13715	15087	16596	18255	20081	22089	24298	182113
21	KT	3842	4226	4649	5114	5625	6188	6806	7487	8236	9059	9965	10962	12058	90374
22	TN	5800	6380	7018	7720	8492	9341	10275	11303	12433	13676	15044	16548	18203	136432
23	TS	4683	5151	5666	6233	6856	7542	8296	9126	10038	11042	12146	13361	14697	110157
South Zone		40637	44701	49171	54088	59497	65446	71991	79190	87109	95820	105402	115942	127536	955892
24	CH	720	792	871	958	1054	1160	1276	1403	1543	1698	1867	2054	2260	16936
25	GJ	11583	12741	14015	15417	16959	18655	20520	22572	24829	27312	30043	33048	36352	272464
26	MH	5702	6272	6899	7589	8348	9183	10101	11112	12223	13445	14790	16268	17895	134127
27	MP	1994	2193	2413	2654	2919	3211	3532	3886	4274	4702	5172	5689	6258	46904
West Zone		19999	21999	24199	26619	29281	32209	35429	38972	42870	47157	51872	57059	62765	470431
All India Total		89751	98610	108470	119317	131249	144374	158812	174693	192162	211378	232516	255768	281344	2108694



## Circle wise sell for the CBP Wallet

zone	circle	DEC-2018		JAN-2019		FEB-2019		MAR-2019	
		No of Transactions	Total Amount in Rs.	No of Transactions	Total Amount in Rs.	No of Transactions	Total Amount in Rs.	No of Transactions	Total Amount in Rs.
EAST	AN	12	9,793	29	31,213	59	70,473	100	111,479
	AS	58	40,474	27	19,792	162	140,238	247	200,504
	BR	2	3,296	11	5,625	18	44,208	31	53,129
	JH	2	1,375	9	7,576	14	10,707	25	19,658
	KO	84	37,035	461	369,050	947	1,061,341	1,492	1,467,426
	N1	4	7,846	18	16,230	32	38,699	54	62,775
	N2	38	22,114	41	29,952	64	58,134	143	110,200
	OR	7	2,254	28	12,345	33	16,320	68	30,919
	WB	25	13,466	10	3,397	39	15,533	74	32,396
	<b>EAST Total</b>	<b>232</b>	<b>137,653</b>	<b>634</b>	<b>495,180</b>	<b>1,368</b>	<b>1,455,653</b>	<b>2,234</b>	<b>2,088,486</b>
NORTH	HA	27	1,767	112	70,188	71	31,328	210	103,283
	HP	56	43,037	666	399,095	351	215,027	1,073	657,159
	JK	73	51,481	248	203,586	290	223,596	611	478,663
	PB	30	16,458	410	249,813	305	172,913	745	439,184
	RJ	69	45,230	239	167,254	315	224,558	623	437,042
	UE	0	0	57	30,920	51	27,686	108	58,606
	UT	2	785	118	84,221	64	37,020	184	122,026
	UW	9	4,058	62	81,883	47	42,336	118	128,277
	<b>NORTH Total</b>	<b>266</b>	<b>162,816</b>	<b>1,912</b>	<b>1,286,960</b>	<b>1,494</b>	<b>974,464</b>	<b>3,672</b>	<b>2,424,240</b>
SOUTH	AP	53	23,048	1,037	501,454	971	495,329	2,061	1,019,831
	CN	16	8,488	217	159,739	359	291,871	592	460,098
	KL	161	83,189	3,034	1,913,102	3,967	2,269,049	7,162	4,265,340
	KT	33	18,997	439	350,943	253	192,373	725	562,313
	TN	4	776	972	585,221	1,081	660,765	2,057	1,246,762
	TS	31	12,344	256	143,306	219	151,109	506	306,759
	<b>SOUTH Total</b>	<b>298</b>	<b>146,842</b>	<b>5,955</b>	<b>3,653,765</b>	<b>6,850</b>	<b>4,060,496</b>	<b>13,103</b>	<b>7,861,103</b>
WEST	CH	31	21,220	31	27,506	71	51,132	133	99,858
	GJ	134	84,321	381	290,402	661	423,339	1,176	798,062
	MH	522	268,523	1,265	965,522	1,883	1,095,960	3,670	2,330,005
	MP	22	15,116	30	16,316	44	24,094	96	55,526
<b>WEST Total</b>		<b>709</b>	<b>389,180</b>	<b>1,707</b>	<b>1,299,746</b>	<b>2,659</b>	<b>1,594,525</b>	<b>5,075</b>	<b>3,283,451</b>
<b>Grand Total</b>		<b>1,505</b>	<b>836,491</b>	<b>10,208</b>	<b>6,735,651</b>	<b>12,371</b>	<b>8,085,138</b>	<b>24,084</b>	<b>15,657,280</b>



## Annexure – F

1. BSNL Calcutta Telephones IT team, has configured OBD dialing facility through SIP trunk using its own infrastructure and knowledge base.
2. SIP trunk from GMSC Chittaranjan to Information Technology Cell has been commissioned and its operational.
3. One Telemarketing number obtained from CMTS ( +911400221111 )
4. In-house audio recording facility in windows Desktop with post processing and audio mixing using audacity software.

### Process : -

1. List of active Landline numbers are obtained from CDR team and loaded into mysql database.
2. Sound files are added in asterisk media library and necessary dial plan has been created.
3. PHP is used to create call files from mysql database and transfer it to asterisk outgoing spool folder. Necessary protection script have been incorporated not to overload outgoing spool folder which may lead to crash the asterisk server.
4. Asterisk will auto dial the number using call file + dial plan + media Library.
5. System is tested to initiate 200 simultaneous call attempt per min resulting 12000 call attempt per hour. The system was working fine without distortion.
6. CDR for successful call are being generated and are regularly analyzed.
7. **Customer Consent for the go-green initiative is taken using the above stated process.**



## NGN C-5 and CDOT MAX NG MIGRATION Targets 2019-20 (PO PLACED)

Zone	NGN C5			CDOT MAX NG		
Circle	No. of LMGs Ordered	No. of LMGs migrated till 31-Mar-19	Target date for migration Completion	CDOT LAGUs Planned for Migration	CDOT LAGUs migrated till 31-Mar-19	Target date for migration Completion
(South & East)	5444	191		5079	3533	
South Zone	3832	140		3474	2664	
AP	273	0	25-Jun-19	720	508	25-Apr-19
CHN	472	0	25-Jun-19	NA	NA	NA
KL	1510	1	25-Jun-19	591	581	25-Apr-19
KT	871	25	15-Jun-19	701	399	20-May-19
TN	360	113	25-May-19	330	278	25-Apr-19
TS	346	1	25-Jun-19	1132	898	25-Apr-19
East Zone	1612	51		1605	869	
AN				24	0	25-May-19
AS	76	12	15-Jun-19	174	135	25-Apr-19
BR	240	10	15-Jun-19	338	134	20-May-19
JH	197	8	15-Jun-19	96	95	15-Apr-19
KOL	550	0	25-Jun-19	NA	NA	NA
NE1	21	10	15-Jun-19	75	34	10-May-19
NE2	24	0	15-Jun-19	47	16	20-May-19
OR	252	10	15-Jun-19	251	251	Completed
WB	252	1	25-Jun-19	600	204	20-May-19
(West & North)	2455	0		6165	4942	
West Zone	1095	0		2632	1938	
CH	110	0	5-Jul-19	185	164	25-Apr-19
GJ	252	0	25-Jul-19	809	809	Completed
MH	428	0	25-Jul-19	1140	467	20-May-19
MP	305	0	5-Jul-19	498	498	Completed
North Zone	1360	0		3533	3004	
HR	344	0	5-Jul-19	377	377	Completed
HP	24	0	25-Jun-19	292	254	25-Apr-19
JK	65	0	5-Jul-19	99	63	10-May-19
PB	168	0	5-Jul-19	980	969	15-Apr-19
RJ	130	0	5-Jul-19	643	643	Completed
UE	296	0	25-Jul-19	699	398	10-May-19
UT	116	0	25-Jun-19	113	113	Completed
UW	217	0	25-Jul-19	330	187	10-May-19
BSNL Total	7899	191		11244	8475	



# CHURN INDEX FOR ALL CIRCLES FOR THE YEAR 2018-19 ( 31.03.2019)

CIRCLE	Landline			Broadband			FTTH	
	DISCONN	Working_Count	Churn Index	DISCONN	Working_Count	Churn Index	Working_Count	Churn Index
All India	1824427	10870660	16.78	1001249	3859104	25.95	373957	17.86
East Zone	324363	1363069	23.80	137955	385134	35.82	32916	16.83
AN	2248	17135	13.12	1684	11980	14.06	0	0.00
AS	30027	96422	31.14	14494	33972	42.66	3058	13.44
BR	29039	114319	25.40	15941	37191	42.86	3391	47.42
JH	31034	79135	39.22	14901	30959	48.13	3847	34.81
KO	79770	524111	15.22	25164	88960	28.29	6281	7.31
N1	8907	52533	16.96	5478	23945	22.88	2379	14.67
N2	7572	55113	13.74	3380	18941	17.84	575	0.17
OR	67604	231602	29.19	35787	93785	38.16	11152	10.22
WB	68162	192699	35.37	21126	45401	46.53	2233	10.48
North Zone	439636	1807733	24.32	243959	760062	32.10	72443	29.72
HA	65202	190087	34.30	38839	80415	48.30	10244	30.11
HP	23711	109525	21.65	10327	44011	23.46	749	15.49
JK	25611	102374	25.02	13772	46582	29.57	612	19.93
PB	112177	394943	28.40	71064	184310	38.56	12986	12.92
RJ	108310	435533	24.87	51902	165150	31.43	14444	70.99
UE	34086	310595	10.97	21067	134006	15.72	18270	8.27
UT	21030	92182	22.81	11775	41980	28.05	2243	11.41
UW	49509	172494	28.70	25213	63608	39.64	12895	34.98
South Zone	682558	4955779	13.77	424373	1774937	23.91	177901	12.48
AP	121768	536760	22.69	79943	217137	36.82	14487	10.42
CN	66163	483547	13.68	48837	160581	30.41	8964	15.65
KL	149356	1782860	8.38	82750	650555	12.72	49201	4.04
KT	142323	891950	15.96	81900	281028	29.14	61003	17.76
TN	133259	905530	14.72	91679	350406	26.16	13328	10.10
TS	69689	355132	19.62	39264	115230	34.07	30918	16.60
West Zone	377870	2744079	13.77	194962	938971	20.76	90697	19.30
CH	14859	122634	12.12	9163	55158	16.61	6042	22.24
GJ	99503	1009423	9.86	51877	319539	16.23	19439	11.25
MH	228263	1084062	21.06	112396	363447	30.93	40934	20.81
MP	35245	527960	6.68	21526	200827	10.72	24282	22.48