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

No.BSNLCO-NWCF/30(11)/1/2020-NWO CFA

Dated: 23.02.2021

To,
All Chief General Managers,
BSNL Telecom Circles/ Telephone Districts.

Subject: Clarity report of Landline Operational Parameters for the month of Jan-2021.

Ref: BSNL CO Letter No- 8-24/20-21/PHM Dated: 10.05.2020.

1. Kindly refer to above mentioned BSNL CO letter vide which circle-wise targets for the landline operational parameters were assigned for the year 2020-21.
2. The performance of landline operational parameters for month of Jan-21 is enclosed as per Annexure-I and summarized as below:-

S. No	Parameters	Target	Achievement Jan-2021	Target achieved by circles in Jan-2021
1	Landline fault rate (%)	5	7.11	N2, WB, JH, OR, CH, N1, HP, AS & BR
2	Landline fault clearance within 24 hrs (%)	80	49.77	None
3	Landline Repeat fault rate (%)	10	21.25	None
4	Landline Repeat fault (Unique count) rate (%)	5	15.23	None
5	Landline provisioning within 3 days (%)	80	60.86	HA, HP, CH & PB
6	MTTR (in hours)	8	116.98	None

3. It is seen that only few circles have met the targets in the month of Jan-2021 (as above) for individual parameters and none of the circles have met the target for all the parameters.
4. It is observed that:
 - i. **Landline fault rate** : Top performers w.r.t. target are N2, WB & JH circles. RJ, PB & HA circles are at the bottom (Annexure-II).
 - ii. **Landline fault clearance within 24 hrs** : Top performers w.r.t. target are AP, RJ & HP circles. AN, KO & N2 circles are at the bottom (Annexure-III).

- iii. **Landline repeat fault rate** : Top performers w.r.t. target are AP, TN & KL circles. AS, BR & OR circles are at the bottom (Annexure-IV).
- iv. **Landline repeat fault (Unique count) rate** : Top performers w.r.t. target are N2, WB & N1 circles. JK, HA & UW circles are at the bottom (Annexure-V).
- v. **Landline provisioning within 3 days** : Top performers w.r.t. target are HA, HP & CH circles. KO, AN & CN circles are at the bottom (Annexure-VI).
- vi. **MTTR** : Top performers w.r.t. target are AP, CH & MP circles. KO, BR & WB circles are at the bottom (Annexure-VII).
- 5. You are requested to bestow your personal attention on the matter and ensure that targets for landline operational parameters specially fault clearance within 24 hrs and MTTR, after cluster outsourcing mechanism in place, are met to further improve the quality of landline services.

This is issued with the approval of competent authority.

Encl- Annexure - I to VII


28/02/2021
DGM (NWO-I) CFA

Land Line Operational Parameters Jan-2021

Name of Zone	CIRCLE	LL FAULT RATE (%)	LL fault clearance within 24 hrs. (%)	LL fault clearance within 3 days (%)	LL fault clearance within 5 days (%)	LL fault clearance within 7 days (%)	LL REPEAT FAULT RATE of Land Line only (%)	LL REPEAT FAULT Unique count (%)	LL MTTR (Hrs.)	Land Line Provisioning within 3 days (%)	Land Line Provisioning within 7 days (%)
EAST	AN	5.60	16.55	85.20	99.35	95.68	26.28	11.94	50.10	23.49	30.51
	AS	4.80	37.03	76.65	84.40	90.73	31.12	13.36	74.70	62.29	77.71
	BR	4.82	35.48	71.29	85.93	83.54	30.60	13.48	252.70	51.58	73.47
	JH	3.22	43.54	78.15	86.58	92.96	23.76	10.38	52.67	61.00	84.50
	KO	7.72	17.21	38.38	66.50	48.49	23.63	10.46	1094.28	20.00	39.67
	N1	4.27	48.91	78.25	85.37	92.88	23.04	10.06	73.70	50.85	72.32
	N2	0.54	18.79	59.39	74.85	84.85	21.05	8.77	102.08	72.97	88.29
	OR	3.88	50.02	73.70	84.61	82.75	27.33	11.72	126.53	56.33	76.83
WEST	WB	2.30	33.36	62.65	72.25	81.87	21.25	9.32	159.71	53.55	75.38
	CH	4.13	67.81	93.79	97.52	98.57	14.79	14.21	23.83	85.64	94.68
	GJ	9.39	62.72	89.92	93.55	95.48	21.44	19.53	43.02	68.88	84.25
	MH	6.97	45.05	80.54	86.36	89.57	16.63	15.19	103.52	54.68	75.49
NORTH	MP	7.09	65.54	91.58	95.55	97.35	16.84	15.53	29.66	66.28	85.91
	HA	11.20	69.63	92.57	96.46	97.73	22.90	20.07	67.17	90.25	97.39
	HP	4.77	72.22	96.24	98.64	99.32	19.91	17.50	53.63	86.76	98.42
	JK	10.12	57.21	86.10	92.65	95.64	27.30	23.71	50.13	66.73	86.47
	PB	12.01	62.31	90.94	96.32	98.03	21.78	19.59	59.50	80.91	95.76
	RJ	14.97	75.20	94.86	97.70	98.76	20.02	17.18	35.15	70.13	90.14
	UE	7.07	67.69	89.46	93.00	94.55	24.35	19.90	107.23	70.93	91.03
	UT	7.65	61.13	87.84	93.18	95.21	22.31	19.77	101.59	71.99	92.17
SOUTH	UW	7.14	46.51	82.95	91.08	94.08	22.26	19.93	101.97	65.38	89.13
	AP	5.74	79.58	98.12	99.28	99.59	13.31	12.52	14.16	77.62	93.26
	CN	10.64	21.99	65.93	79.42	85.64	15.45	15.04	108.82	25.90	47.01
	KL	8.39	45.53	77.20	85.64	89.35	14.18	13.21	73.67	46.08	66.55
	KT	10.12	41.24	78.08	87.75	91.49	17.75	16.64	68.63	46.55	71.85
	TN	7.60	39.17	75.15	84.22	88.20	13.34	12.82	99.59	50.47	73.75
BSNL	TS	9.90	62.45	92.15	96.22	97.62	21.17	19.38	30.79	66.02	81.68
		7.11	49.77	81.00	89.05	91.11	21.25	15.23	116.98	60.86	79.02

Landline Fault Rate (%)**Annexure-II**

S.No.	Circle Name	Target	Achievement (%) Jan.21	Remarks
1	N2	5.00	0.54	Target Achieved
2	WB	5.00	2.30	
3	JH	5.00	3.22	
4	OR	5.00	3.88	
5	CH	5.00	4.13	
6	N1	5.00	4.27	
7	HP	5.00	4.77	
8	AS	5.00	4.80	
9	BR	5.00	4.82	
10	AN	5.00	5.60	Circles lagged the target by < 2%. More efforts are needed to achieve the target
11	AP	5.00	5.74	
12	MH	5.00	6.97	
13	UE	5.00	7.07	Circles lagged the target by > 2%. War footing efforts are needed to achieve the target
14	MP	5.00	7.09	
15	UW	5.00	7.14	
16	TN	5.00	7.60	
17	UT	5.00	7.65	
18	KO	5.00	7.72	
19	KL	5.00	8.39	
20	GJ	5.00	9.39	Circles lagged the target by > 4%. Immediate effective action required
21	TS	5.00	9.90	
22	JK	5.00	10.12	
23	KT	5.00	10.12	
24	CN	5.00	10.64	
25	HA	5.00	11.20	
26	PB	5.00	12.01	
27	RJ	5.00	14.97	
	TOTAL	5.00	7.11	

Landline Fault Clearance within 24 Hrs (%)

Annexure-III

S.No.	Circle Name	Target	Achievement (%) Jan.21	Remarks
1	AP	80.00	79.58	Circles lagged the target by < 20%. More efforts are needed to achieve the target
2	RJ	80.00	75.20	
3	HP	80.00	72.22	
4	HA	80.00	69.63	
5	CH	80.00	67.81	
6	UE	80.00	67.69	
7	MP	80.00	65.54	
8	GJ	80.00	62.72	
9	TS	80.00	62.45	
10	PB	80.00	62.31	
11	UT	80.00	61.13	
12	JK	80.00	57.21	Circles lagged the target by > 20%. War footing efforts are needed to achieve the target
13	OR	80.00	50.02	
14	N1	80.00	48.91	
15	UW	80.00	46.51	
16	KL	80.00	45.53	
17	MH	80.00	45.05	
18	JH	80.00	43.54	
19	KT	80.00	41.24	
20	TN	80.00	39.17	Circles lagged the target by > 40%. Immediate effective action required
21	AS	80.00	37.03	
22	BR	80.00	35.48	
23	WB	80.00	33.36	
24	CN	80.00	21.99	
25	N2	80.00	18.79	Circles lagged the target by > 60%. Immediate effective action required
26	KO	80.00	17.21	
27	AN	80.00	16.55	
	TOTAL	80.00	49.77	

Landline Repeat Fault Rate (%)

Annexure-IV

S.No.	Circle Name	Target	Achievement (%) Jan.21	Remarks
1	AP	10.00	13.31	Circles lagged the target by < 5%. More efforts are needed to achieve the target
2	TN	10.00	13.34	
3	KL	10.00	14.18	
4	CH	10.00	14.79	
5	CN	10.00	15.45	Circles lagged the target by > 5%. War footing efforts are needed to achieve the target
6	MH	10.00	16.63	
7	MP	10.00	16.84	
8	KT	10.00	17.75	
9	HP	10.00	19.91	
10	RJ	10.00	20.02	Circles lagged the target by >10%. Immediate effective action required
11	N2	10.00	21.05	
12	TS	10.00	21.17	
13	WB	10.00	21.25	
14	GJ	10.00	21.44	
15	PB	10.00	21.78	
16	UW	10.00	22.26	
17	UT	10.00	22.31	
18	HA	10.00	22.90	
19	N1	10.00	23.04	
20	KO	10.00	23.63	
21	JH	10.00	23.76	
22	UE	10.00	24.35	
23	AN	10.00	26.28	Circles lagged the target by > 15%. Immediate effective action required
24	JK	10.00	27.30	
25	OR	10.00	27.33	
26	BR	10.00	30.60	Circles lagged the target by > 20%. Immediate effective action required
27	AS	10.00	31.12	
	TOTAL	10.00	21.25	

Landline Repeat Fault (Unique count) Rate (%)

Annexure-V

S.No.	Circle Name	Target	Achievement (%) Jan.21	Remarks
1	N2	5.00	8.77	Circles lagged the target by < 5%. More efforts are needed to achieve the target
2	WB	5.00	9.32	
3	N1	5.00	10.06	Circles lagged the target by > 5%. War footing efforts are needed to achieve the target
4	JH	5.00	10.38	
5	KO	5.00	10.46	
6	OR	5.00	11.72	
7	AN	5.00	11.94	
8	AP	5.00	12.52	
9	TN	5.00	12.82	
10	KL	5.00	13.21	
11	AS	5.00	13.36	
12	BR	5.00	13.48	
13	CH	5.00	14.21	
14	CN	5.00	15.04	Circles lagged the target by >10%. Immediate effective action required
15	MH	5.00	15.19	
16	MP	5.00	15.53	
17	KT	5.00	16.64	
18	RJ	5.00	17.18	
19	HP	5.00	17.50	
20	TS	5.00	19.38	
21	GJ	5.00	19.53	
22	PB	5.00	19.59	
23	UT	5.00	19.77	
24	UE	5.00	19.90	
25	UW	5.00	19.93	
26	HA	5.00	20.07	
27	JK	5.00	23.71	
	TOTAL	5.00	15.23	

Landline provisioning within 3 days (%)

Annexure-VI

S.No.	Circle Name	Target	Achievement (%) Jan.21	Remarks
1	HA	80.00	90.25	Target Achieved
2	HP	80.00	86.76	
3	CH	80.00	85.64	
4	PB	80.00	80.91	
5	AP	80.00	77.62	Circles lagged the target by < 10%. More efforts are needed to achieve the target
6	N2	80.00	72.97	
7	UT	80.00	71.99	
8	UE	80.00	70.93	
9	RJ	80.00	70.13	
10	GJ	80.00	68.88	Circles lagged the target by > 10%. War footing efforts are needed to achieve the target
11	JK	80.00	66.73	
12	MP	80.00	66.28	
13	TS	80.00	66.02	
14	UW	80.00	65.38	
15	AS	80.00	62.29	
16	JH	80.00	61.00	Circles lagged the target by > 20%. Immediate effective action required
17	OR	80.00	56.33	
18	MH	80.00	54.68	
19	WB	80.00	53.55	
20	BR	80.00	51.58	
21	N1	80.00	50.85	
22	TN	80.00	50.47	Circles lagged the target by > 30%. Immediate effective action required
23	KT	80.00	46.55	
24	KL	80.00	46.08	
25	CN	80.00	25.90	
26	AN	80.00	23.49	
27	KO	80.00	20.00	
	TOTAL	80.00	60.86	

MTTR (in hours)**Annexure-VII**

S.No.	Circle Name	Target	Achievement Jan.21	Remarks
1	AP	8.00	14.16	Circles lagged the target by < 20 hrs. More efforts are needed to achieve the target
2	CH	8.00	23.83	
3	MP	8.00	29.66	Circles lagged the target by > 20 hrs. War footing efforts are needed to achieve the target
4	TS	8.00	30.79	
5	RJ	8.00	35.15	
6	GJ	8.00	43.02	
7	AN	8.00	50.10	Circles lagged the target by > 40 hrs.Immediate effective action required
8	JK	8.00	50.13	
9	JH	8.00	52.67	
10	HP	8.00	53.63	
11	PB	8.00	59.50	
12	HA	8.00	67.17	
13	KT	8.00	68.63	
14	KL	8.00	73.67	
15	N1	8.00	73.70	
16	AS	8.00	74.70	
17	TN	8.00	99.59	Circles lagged the target by > 80 hrs. Immediate effective action required
18	UT	8.00	101.59	
19	UW	8.00	101.97	
20	N2	8.00	102.08	
21	MH	8.00	103.52	
22	UE	8.00	107.23	
23	CN	8.00	108.82	
24	OR	8.00	126.53	
25	WB	8.00	159.71	Circles lagged the target by > 120 hrs. Immediate effective action required
26	BR	8.00	252.70	
27	KO	8.00	1094.28	
	TOTAL	8.00	116.98	