

Network Operation - CFA
Maharashtra Telecom Circle
O/oCGMT, 2nd floor, A wing
BSNL AdmnComplex, Juhu road,
Santacruz(W), Mumbai-54



भारतसंचारनिगमलिमिटेड
(भारतसरकारकाउपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: MHCO-CFAO/18(18)/2/2020-O/o PGM CFA /DFA/90675

Dated : 15/05/2021

To,
ALL SSA Heads/BA Heads,
MH circle

Sub: - LL, BB & FTTH Operational Parameters for the month of April-2021

Operational Parameters are indicative of the Quality of Service provided to customers. The CDR report of Operational Parameters of Landline, Broadband & FTTH Services for the Month of April-2021 is as enclosed below.

Landline Operational Parameters	Target	MH Circle Achievement	Target Achievement Status of SSAs
Fault Rate (%)	≤ 5%	6.82	Akola, Beed, Bhandara, Chandrapur, Dhule, Gadchiroli, Jalna, Buldhana, Latur, Nanded, Osmanabad, Parbhani, Raigad, Sindhudurg, Satara, Wardha & Yavatmal
Repeat Fault Rate (%)	≤ 15%	17.63	Buldhana, Satara, Wardha & Yavatmal
MTTR	≤ 8 Hrs	61.04	No SSA achieved the Target
LL Provisioning within 3 days	≥ 80%	58.64	Ahmednagar, Bhandara, Chandrapur, Jalna, Nanded, Sindhudurg
Fault Clearance within 24 Hrs	≥ 80%	58.31	Jalna, Nagpur, Parbhani, Wardha

BB Operational Parameters	Target	MH Circle Achievement	Target Achievement Status of SSAs
Fault Rate (%)	≤ 4%	8.59	Beed, Bhandara, Chandrapur, Dhule, Gadchiroli, Jalna, Buldhana, Osmanabad, Parbhani, Satara & Wardha
Fault Clearance within 24 Hrs	≥ 80%	58.15	Jalna, Nagpur
Repeat Fault Rate (%)	≤ 5%	28.81	No SSA achieved the Target
Provisioning Rate within 3 days	≥ 80%	71.61	Gadchiroli, Jalgaon, Latur, Nanded, Raigad, Ratnagiri, Sindhudurg, Sangli, Satara, Yavatmal
BB MTTR (in Hrs)	≤ 8 Hrs	61.09	No SSA achieved the Target

FTTH Operational Parameters	Target	MH Circle Achievement	Target Achievement Status of SSAs
Fault Rate (%)	$\leq 2\%$	3.21	Akola, Ahmednagar, Beed, Bhandara, Chandrapur, Dhule, Gadchiroli, Jalna, Buldhana, Nanded, Osmanabad, Goa, Parbhani, Raigad, Ratnagiri, Sindhudurg, Sangli, Satara & Wardha
Fault Clearance within 24 Hrs	$\geq 80\%$	38.54	No SSA achieved the Target
Repeat Fault Rate (%)	$\leq 5\%$	22.76	Ratnagiri
Provisioning Rate within 3 days	$\geq 80\%$	76.39	Akola, Ahmednagar, Bhandara, Chandrapur, Jalgaon, Latur, Nanded, Osmanabad, Parbhani, Raigad, Sindhudurg, Sangli, Wardha & Yavatmal
FTTH BB MTTR (in Hrs)	≤ 8 Hrs	76.57	No SSA achieved the Target

It is observed that very few SSAs have been able to achieve the Targets assigned. Hence it is requested to monitor the Operational Parameters on a daily basis (Daily operational parameters are available in DIR CFA Dashboard) and take corrective actions so that there is improvement in the Parameters and Target is achieved.

Lachhoo
15/5/2021.
AGM (CFA) Operations
MH Circle

Encl: As above

SSA	FAULT RATE (TARGET < 2%)								
	LANDLINE			BROADBAND			FTTH (BROADBAND)		
	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %
MH Circle	7.45	6.82	-8.46	9.48	8.59	-9.39	3.07	3.21	4.56
AURANGABAD	7.37	9.86	33.79	7.36	4.95	-32.74	3.07	2.12	-30.94
AKOLA	5.16	4.78	-7.36	6.53	7.75	18.68	2.21	1.42	-35.75
AHMEDNAGAR	7.77	5.35	-31.15	5.54	4.36	-21.30	1.3	1.03	-20.77
AMRAVATI	8.26	6.34	-23.24	7.47	5.96	-20.21	3.05	2.8	-8.20
BEED	1.62	1.54	-4.94	2.52	2.76	9.52	1.32	0.91	-31.06
BHANDARA	5.01	3.28	-34.53	4.08	1.74	-57.35	1.91	1.75	-8.38
CHANDRAPUR	1.47	1.01	-31.29	3.62	2.22	-38.67	1.31	1.16	-11.45
DHULE	2.67	2.55	-4.49	4.77	3.91	-18.03	1.89	1.46	-22.75
GADCHIROLI	1.86	0.53	-71.51	1.91	1.64	-14.14	0.32	0.83	159.38
JALGAON	7.5	5.12	-31.73	7.97	7.39	-7.28	4.88	3.27	-32.99
JALNA	4.18	3.25	-22.25	4.02	2.94	-26.87	0.85	0.55	-35.29
BULDHANA	3.1	2.15	-30.65	6.35	2.65	-58.27	2.34	1.78	-23.93
KOLHAPUR	6.39	5.28	-17.37	10	8.02	-19.80	2.96	3.09	4.39
KALYAN	8.19	7.6	-7.20	15.03	10.71	-28.74	5.22	3.31	-36.59
LATUR	5.16	3.47	-32.75	6.5	6.16	-5.23	2.88	3.64	26.39
NAGPUR	11.69	7.5	-35.84	11.82	8.48	-28.26	6.71	4.21	-37.26
NANDED	3.72	2.55	-31.45	5.55	4.78	-13.87	3.27	1.55	-52.60
NASIK	7.23	8.23	13.83	9.95	11.89	19.50	2.82	3.36	19.15
OSMANABAD	0.58	0.39	-32.76	1.82	1.36	-25.27	2.43	2.26	-7.00
GOA	10.55	10.81	2.46	10.51	9.87	-6.09	1.68	2.99	77.98
PARBHANI	6.48	3.38	-47.84	1.62	1.56	-3.70	1.17	1.45	23.93
PUNE	8.1	7.18	-11.36	13.4	13.51	0.82	4.53	6.52	43.93
RAIGAD	1.21	0.9	-25.62	7.2	4.1	-43.06	0.68	1.45	113.24
RATNAGIRI	3.99	5.76	44.36	5.74	4.68	-18.47	1.94	1.31	-32.47
SINDHUDURG	4.05	4.66	15.06	7.81	7.03	-9.99	1.09	1.28	17.43
SANGLI	7.2	14.63	103.19	6.02	5.63	-6.48	1.07	1.27	18.69
SOLAPUR	8.58	5.81	-32.28	11.08	6.85	-38.18	3.14	3.13	-0.32
SATARA	2.27	2.65	16.74	2.9	1.82	-37.24	0.66	0.49	-25.76
WARDHA	4.15	3.58	-13.73	6.17	3.32	-46.19	2.06	1.47	-28.64
YAVATMAL	4.67	4.36	-6.64	3.44	4.59	33.43	3.35	3.71	10.75

SSA	REPEAT FAULT RATE (TARGET < 5%)								
	LANDLINE			BROADBAND			FTTH (BROADBAND)		
	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %
MH Circle	16.4	17.63	7.50	25.78	28.81	11.75	16.32	22.76	39.46
AURANGABAD	23.19	10.89	-53.04	22.17	25.82	16.46	19.82	12.66	-36.13
AKOLA	18.71	15.14	-19.08	28.91	21.1	-27.01	6.06	13.64	125.08
AHMEDNAGAR	15.67	13.98	-10.78	20.38	19.91	-2.31	19.7	9.26	-52.99
AMRAVATI	13.32	14.13	6.08	16.77	23.11	37.81	6.59	13.33	102.28
BEED	37.78	37.5	-0.74	12.24	22	79.74	20.83	29.41	41.19
BHANDARA	17.16	11.22	-34.62	26.67	15.79	-40.79	16.67	10.71	-35.75
CHANDRAPUR	29.73	18.06	-39.25	27.18	15	-44.81	29.03	16.07	-44.64
DHULE	20.43	19.86	-2.79	21.53	21.62	0.42	13.16	18.03	37.01
GADCHIROLI	10.81	20	85.01	13.64	11.11	-18.55	0	18.75	#DIV/0!
JALGAON	21.42	19.2	0.00	23.81	26.71	12.18	13.33	21.23	0.00
JALNA	12.3	10.53	-14.39	28.07	28.95	3.14	0	50	#DIV/0!
BULDHANA	7.88	7.14	-9.39	11.96	16.22	35.62	27.91	29.41	5.37
KOLHAPUR	13.69	12.69	-7.30	24.63	25.79	4.71	17.43	14.53	-16.64
KALYAN	22.77	29.07	27.67	41.18	41.78	1.46	35.71	25.76	-27.86
LATUR	12.44	14.73	18.41	25.64	33.71	31.47	26.67	38.71	45.14
NAGPUR	25.45	20.26	-20.39	30.29	28.82	-4.85	22.22	17.36	-21.87
NANDED	11.42	15.17	32.84	17.03	12.67	-25.60	17.07	15	-12.13
NASIK	19.61	17.59	-10.30	23.91	30.7	28.40	18.3	21.07	0.00
OSMANABAD	13.04	20	53.37	44.83	19.05	-57.51	27.78	31.58	13.68
GOA	13.95	14.39	3.15	29.08	27.85	-4.23	15.75	21.46	36.25
PARBHANI	59.4	27.52	-53.67	4.55	20	339.56	0	20	0.00
PUNE	21.22	18.03	-15.03	31.21	31.09	-0.38	22.26	27.48	23.45
RAIGAD	18.9	20.69	9.47	43.41	40.21	-7.37	25	22.22	0.00
RATNAGIRI	10.76	12.07	12.17	17.65	10.37	-41.25	22.45	2.94	-86.90
SINDHUDURG	11.92	14.85	24.58	29.25	31.89	9.03	27.91	27.27	-2.29
SANGLI	14.77	19.47	31.82	21	19.66	-6.38	14.81	12.12	-18.16
SOLAPUR	18.44	16.92	-8.24	30.76	24.13	-21.55	27.85	25.61	-8.04
SATARA	13.1	6.32	-51.76	23.93	22.11	-7.61	4.35	26.32	505.06
WARDHA	15.94	7.96	-50.06	25.96	22.64	-12.79	20.69	22.73	9.86
YAVATMAL	8.75	9.27	5.94	20.59	18.6	-9.66	10	5.71	-42.90

SSA	MTTR (TARGET < 8 HRS)								
	LANDLINE			BROADBAND			FTTH (BROADBAND)		
	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %
MH Circle	56.35	61.04	8.32	50.01	61.09	22.16	80.48	76.57	-4.86
AURANGABAD	49.16	25.94	-47.23	57.84	54.91	-5.07	48.64	70.04	44.00
AKOLA	99.9	69.61	-30.32	83.76	79.42	-5.18	110.71	198.37	79.18
AHMEDNAGAR	46.93	49.45	5.37	44.74	51.83	15.85	103.74	62.78	-39.48
AMRAVATI	99.1	95.07	-4.07	83.03	67.97	-18.14	112.19	71.68	-36.11
BEED	49.3	39.13	-20.63	24.18	36.23	49.83	52.12	15.39	-70.47
BHANDARA	23.4	16.7	-28.63	35.68	31.15	-12.70	36.26	107.28	195.86
CHANDRAPUR	30.61	50.27	64.23	19.24	60.63	215.12	28.97	66.57	129.79
DHULE	54.57	46.9	-14.06	52.77	51.79	-1.86	104.88	102.51	-2.26
GADCHIROLI	21.75	79.79	266.85	19.87	27.01	35.93	56.74	39.92	-29.64
JALGAON	63.09	73.86	0.00	58.46	59.55	1.86	118.46	71.16	0.00
JALNA	19.43	18.47	-4.94	29.43	31.58	7.31	9.72	170.68	1655.97
BULDHANA	112.93	198.76	76.00	86.83	210.16	142.04	84.77	53.82	-36.51
KOLHAPUR	96.36	51.71	-46.34	57.33	73.55	28.29	212.49	490.97	131.06
KALYAN	32.7	28.1	-14.07	36.53	29.59	-19.00	44.44	41.05	-7.63
LATUR	14.35	17.95	25.09	17.35	24.25	39.77	99.63	81.38	-18.32
NAGPUR	17.99	17.28	-3.95	17.02	18.51	8.75	36.05	37.47	3.94
NANDED	45.44	68.37	50.46	32.5	30.85	-5.08	112.42	605.68	438.77
NASIK	19.71	26.24	33.13	22.77	46.53	104.35	46.17	60.29	0.00
OSMANABAD	13.15	24.13	83.50	32.02	24.19	-24.45	69.2	61.19	-11.58
GOA	63.79	61.45	-3.67	67.05	73.06	8.96	66.49	66.9	0.62
PARBHANI	27.76	35.71	28.64	29.73	204.5	587.86	1049.16	52.3	0.00
PUNE	69.35	82.36	18.76	48.35	41.6	-13.96	88.13	56.66	-35.71
RAIGAD	30.55	27.61	-9.62	21.17	16.47	-22.20	111.19	36.73	0.00
RATNAGIRI	223.71	556.91	148.94	240.26	966.17	302.14	213.86	156.44	-26.85
SINDHUDURG	204.8	59.88	-70.76	132.01	62.01	-53.03	106.45	58.88	-44.69
SANGLI	83.04	24.12	-70.95	122.95	46.77	-61.96	57.35	50.22	-12.43
SOLAPUR	33.74	24.69	-26.82	34.84	21.93	-37.06	67.44	65.47	-2.92
SATARA	54.68	31.08	-43.16	54.43	32.94	-39.48	86.96	99.19	14.06
WARDHA	21.98	13.88	-36.85	20.46	20.62	0.78	50.51	113.72	125.14
YAVATMAL	281.93	525.73	86.48	198.24	134.21	-32.30	227.01	68.35	-69.89

SSA	PROVISIONING WITHIN 3 DAYS (TARGET > 80%)								
	LANDLINE			BROADBAND			FTTH (BROADBAND)		
	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %
MH Circle	54.55	58.64	7.50	67.97	71.61	5.36	73.49	76.39	3.95
AURANGABAD	43.75	53.85	23.09	64.29	47.37	-26.32	77.72	78.77	1.35
AKOLA	58.06	58.33	0.47	57.89	76.92	32.87	71.43	88	23.20
AHMEDNAGAR	67.78	81.16	19.74	74.55	79.37	6.47	84.43	85.56	1.34
AMRAVATI	65.52	69.7	6.38	58.82	61.54	4.62	67.69	76.43	12.91
BEED	29.63	53.85	81.74	75	40	-46.67	70	63.72	-8.97
BHANDARA	75	83.33	11.11	92.31	90	-2.50	84.09	85.71	1.93
CHANDRAPUR	95.65	94.59	-1.11	94.12	100	6.25	84.62	95.33	12.66
DHULE	50	67.65	35.30	50	61.11	22.22	72.67	74.32	2.27
GADCHIROLI	100	71.43	-28.57	100	83.33	-16.67	82.28	78.31	-4.82
JALGAON	61.11	56.04	-8.30	86.05	90.48	5.15	89.86	87.21	-2.95
JALNA	53.85	81.82	51.94	66.67	75	12.49	40	50	25.00
BULDHANA	46.15	40	-13.33	66.67	13.04	-80.44	67.42	69.64	3.29
KOLHAPUR	61.7	57.55	-6.73	64.41	76.25	18.38	67.32	69.38	3.06
KALYAN	32.32	42.99	33.01	73.08	55	-24.74	60.61	78.11	28.87
LATUR	72.34	67.65	-6.48	71.43	91.3	27.82	80.61	87.5	8.55
NAGPUR	52.48	52.94	0.88	64.29	77.42	20.42	67.4	72.27	7.23
NANDED	72.73	89.19	22.63	86.36	89.29	3.39	77.08	83.87	8.81
NASIK	65.12	56.52	-13.21	81.4	72.41	-11.04	76.09	76.71	0.81
OSMANABAD	100	71.43	-28.57	88.89	66.67	-25.00	88.24	97.41	10.39
GOA	33.64	31.33	-6.87	46.03	43.28	-5.97	66.18	68.6	3.66
PARBHANI	46.15	60	30.01	0	25	#DIV/0!	62.5	100	60.00
PUNE	43.48	37.95	-12.72	48.24	52.5	8.83	70.05	64.18	-8.38
RAIGAD	90	88	-2.22	90	85.71	-4.77	76	91.84	20.84
RATNAGIRI	62.75	60.42	-3.71	86.36	81.25	-5.92	56.07	67.74	20.81
SINDHUDURG	78.95	85.29	8.03	77.14	95.83	24.23	78.48	85.68	9.17
SANGLI	53.33	64.18	20.35	67.35	80.56	19.61	71.24	85.8	20.44
SOLAPUR	51.02	51.61	1.16	62.5	70.37	12.59	87.79	77.68	-11.52
SATARA	70.59	60.98	-13.61	86.67	89.66	3.45	74.72	78.54	5.11
WARDHA	77.27	44.44	-42.49	87.5	50	-42.86	73.74	83.33	13.01
YAVATMAL	70	62.5	-10.71	89.47	100	11.77	83.56	85.71	2.57

SSA	FAULT CLEARANCE IN 24 HOURS (TARGET >80%)								
	LANDLINE			BROADBAND			FTTH (BROADBAND)		
	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %	Mar-21	Apr-21	Improv %
MH Circle	52.36	58.31	11.36	59.04	58.15	-1.51	36.44	38.54	5.76
AURANGABAD	37.18	67.3	81.01	36.21	33.81	-6.63	40.54	35.44	-12.58
AKOLA	45	45.76	1.69	47.09	55.37	17.58	21.21	9.09	-57.14
AHMEDNAGAR	46.26	48.17	4.13	48.58	45.82	-5.68	37.88	33.33	-12.01
AMRAVATI	47.55	47.68	0.27	56.57	51.91	-8.24	37.36	26.67	-28.61
BEED	58.59	46.05	-21.40	62.75	46	-26.69	62.5	58.82	-5.89
BHANDARA	79.15	78.31	-1.06	65.26	58.97	-9.64	26.67	35.71	33.90
CHANDRAPUR	60.68	16.39	-72.99	74.23	37.5	-49.48	58.06	32.14	-44.64
DHULE	49.21	63.04	28.10	70.29	62.18	-11.54	39.47	26.23	-33.54
GADCHIROLI	56.76	50	-11.91	73.68	65	-11.78	66.67	53.13	-20.31
JALGAON	31.82	34.99	9.96	37.7	53.25	41.25	27.62	36.99	33.92
JALNA	89.56	89.39	-0.19	84.75	83.33	-1.68	0	0	#DIV/0!
BULDHANA	38.52	12.2	-68.33	42.47	25	-41.13	37.21	41.18	10.67
KOLHAPUR	48.88	56	14.57	56.89	62.22	9.37	17.43	28.21	0.00
KALYAN	55.41	61.45	10.90	55.08	62.61	13.67	56.12	22.73	-59.50
LATUR	84.25	70.66	-16.13	81.28	73.45	-9.63	26.67	32.26	20.96
NAGPUR	81.23	82.04	1.00	83.03	82.02	-1.22	39.66	44.5	12.20
NANDED	44.2	48.15	8.94	57.47	69.57	21.05	7.32	15	104.92
NASIK	80.09	74.64	-6.80	80.49	57.26	-28.86	49.67	38.67	-22.15
OSMANABAD	81.82	68.75	-15.97	75	70	-6.67	33.33	57.89	73.69
GOA	54.53	58.1	6.55	42.24	45.13	6.84	23.62	28.74	21.68
PARBHANI	68.15	83.13	21.98	60	76.19	26.98	0	0	100.00
PUNE	34.71	40.44	16.51	59.99	60.34	0.58	33.85	42.93	26.82
RAIGAD	66.91	62.5	-6.59	76.67	79.41	3.57	25	44.44	0.00
RATNAGIRI	22.67	44.43	95.99	16.36	15.92	-2.69	12.24	11.76	-3.92
SINDHUDURG	45.13	46.68	3.43	49.02	47.13	-3.86	58.14	43.64	-24.94
SANGLI	36.47	78.54	115.36	28.95	56.75	96.03	59.26	48.48	-18.19
SOLAPUR	46.09	61.92	34.35	56.91	69	21.24	48.1	40.24	-16.34
SATARA	61.1	79.12	29.49	62.21	64.89	4.31	26.09	36.84	41.20
WARDHA	67.47	84.31	24.96	62.63	75.93	21.24	24.14	27.27	100.00
YAVATMAL	10.48	6.11	-41.70	23.73	17.31	-27.05	10	11.43	14.30