

No. CGM/MTC/20/SPA/2019-20

Date : 27<sup>th</sup> February 2020

**Major issues discussed in HOCC**

Heads of Circles Conference was held on 13<sup>th</sup> and 14<sup>th</sup> Feb, 2020. The meeting was addressed by Hon'ble MOC, Secretary (DOT) and CMD BSNL. Presentation were given by all the verticals.

Important points discussed and actions to be taken by Circle are as given below:

**General Points:**

1. Revival package given to BSNL is the last chance for improvement of BSNL.
2. BSNL USP is trust of public and we have to leverage this trust with good service.
3. BSNL should communicate its achievement to public through frequent interaction and press and Media.
4. BSNL has to prove that it is strategically important PSU. Each and every employee has to double their efforts for bringing improvement in working.
5. Leaders are to be applauded and laggards are to be punished. This should be applicable from top to bottom.
6. **Chalta Hai** attitude has to be changed and strong action is to be taken against non-performer. Working culture of all employees has to change considerably. Working 2 to 3 hour a day shall not be allowed. 8 hours of productive working of each & every employee on daily basis to be ensured by all controlling officers. KPIs of individual and groups to be measured on weekly basis.
7. Feedback methodology is to be worked out and to be implemented for improvements.
8. BSNL is passing through most difficult financial stress. We have to implement revival package given to us in most efficient manner and very quickly.
9. Performance of Circle Head /SSA Heads and all staff is most important and entry is to be made in APAR for those who are not able to meet the targets.
10. Monitoring performance of each BA & SSA head on weekly basis. Entry is to be made in APAR for those who are not able to meet the targets.
11. Network uptime and customer grievance should be main focus. 99% up time of BTS and telephone faults removal in 4 hour in Urban/ 6 Hours in rural are the important criteria. For CIQ/ high revenue customers MTTR to be 3 Hours.



## FINANCE:

1. Rigorous efforts to be done for Outstanding Realization
2. Bill Reminders/Payment reminders in browsing page to be introduced.
3. Very high outstanding figures for Broadband, FTTH etc. to be recovered with mission mode efforts.
4. Outstanding realization of EB to be completed with TOP PRIORITY
5. Notices to be issued for outstanding. Lok Adalat's to be conducted frequently.
6. FIR to be issued for PCO outstanding & against defaulters (mainly big cities like Pune/Nagpur/ Kalyan etc.)
7. Report on Project Aiyshwarya to be reviewed and to be sent to HQ on regular basis.
8. Cost optimization for all CAPEX and OPEX is very essential.
9. All IUC dues are to be settled by 29.02.2020. Disconnection notices to be issued if required.
10. Bills for Port/infra/emergency level-1 services to be issued by 5<sup>th</sup> March
11. All procurement are to be done through ERP and all POs must be issued through ERP only.
12. Accounts closure date are fixed and no slippages are allowed. Audit qualifications are to be cleared on priority.
13. Internal audit pending paras to be answered by 20.02.2020. Internal audit of Q-3 and Q-4 are to be completed immediately.
14. CWIP should not be for more than a year and should be below 20 Cr.
15. Inventory capitalization. MH circle figure is around 45 Cr and to be reconciled by 31<sup>st</sup> March.
16. All projects should be monitored up to capitalization.
17. Accounting for decommissioning of CDMA and Wimax has not been done properly & needs to be re-viewed.
18. Telecom factory audit for 10 months to be done by 28<sup>th</sup> Feb.
19. Representation to be given to CCA for license fee related issues (MH Circle- 1611 cases)
20. Information for claims recoverable from DOT (Building/space/quarters/loans/advances etc.) to be reconciled at the earliest.
21. E-invoicing to GSTR portal from 1st April 2020.
22. Avoid GST Loss

## EB

1. Meeting with all Government Departments & PSU CMDs/Higher Officers with package to sale.
2. Enterprise Business opportunities from Startups to be monetized with TOP PRIORITY.
3. New opportunities in IoT business to be tapped at the earliest.
4. All PRI customers should be encouraged to convert in to SIP Trunking.



5. Meeting of CGM to be arranged with Gold, Platinum customers
6. Pre-sales team for new Business
7. EB Business (leads/customers) to be Centralised at circle Level
8. Pune Target to be achieved
9. NAM for SBI to be of higher level
10. Sales is most important activity and each and every staff has to be sales person for our products. One day in a week all EB team to go to untapped market.
11. Resource enhancement –Leasing of fibre is to be carried out on priority for generating the revenue.
12. Government of India new Wi-Fi policy to be monetized.
13. BSNL empaneled for VTS (Vehicle tracking system). Municipal corporations/municipalities to be approached for getting more business of VTS.

#### **NOFN/ TRANSMISSION**

1. PGMs/GMs should visit all GPs to check the working and meet Sarpanch in each village.
2. All GPs should be up by 31<sup>st</sup> March 2020
3. None of the OLT should remain down for more than 3 days.
4. OLTs working in MH Circle are 525. Very few OLTs are having availability more than 90%. This is a very poor situation and all SSAs have to ensure more than 99% availability for OLTs.
5. Details of O&M and infra bills pending with BBNL are to be sent to corporate office giving details invoice wise.
6. MH Circle network availability should be more than 95%. Presently our transmission network availability is worse than Bihar

#### **NWO-CFA/NWP-CFA**

1. VIP/CIC/Important numbers to be given priority treatment. List of CIC and important customers should be made and they should be closely monitored.
2. ADSL BB/ FTTH penetration should be increased.
3. CFA vertical has introduced many IT enabled tools for proper monitoring of the network.
4. TEEVRA App should be utilized effectively for improving MTTR.
5. Online UG Cable cut alerts system has been developed and one test number in each pillar is to be created for the same.
6. Circle wise network score have been developed to find out revenue per asset.
7. Asset verification should be done. Anytime it is to be checked by CGM/GMs/Vertical Heads.



### **S&M-CFA**

8. Exclusive nodal officers should be appointed in Circle and SSA for Bharat Fibre (FTTH)/ Air Fibre partner growth and management.
9. 20% Homes are to be covered through Bharat Fibre. Each town should have at least one partner.
10. Annual options with one month extra service to be populated among customers.
11. IPTV/triple play policy to be rolled out at the earliest.
12. More TIPs to be educated for adopting FTTH Wallet so that they will get real time revenue share.
13. Disconnected list of last 1-3 years to be shared to partner for reconnection.
14. We should try to man CSCs by our own staff and at least one CSC should work 8 AM to 8 PM even by outsourcing.
15. Transaction counts and collections from some of the PMS counter have gone down by more than 50% and reasons for the same are to be analyzed.
16. Open Policy for WiFi partners shall also be issued in a week time. This can be developed like old STD PCO model. WiFi coupon are being sold through Paytm. Visibility is to be increased.
17. BSNL Insta pay solution has been developed for online purchase of C-Top up /CBP without manual intervention.
18. More Digital villages to be made live by Mobile/FTTH/WiFi/Bharat Air Fibre Services etc.
19. Retired employees to be enrolled for sales/ FTTH/Bharat air Fibre

### **NWO-CM/NWP-CM**

1. BTS uptime to be improved in next 15 days.
2. 99.5% uptime is to be ensured for assets leased out to other agencies.
3. Lodge FIR for GTL for removing BTS.
4. Exit notices to GTL
5. Free cooling units for outdoor BTSs to be done for important outdoor sites.
6. Self-optimization network (SON) equipment commissioned at Nodal center is to be used for optimization of networks.
7. Peak and unique VLR growth is negative in MH and reason for the same are to be analyzed.
8. Redeployment and integration to be done before new Project.
9. Scrapping of old equipment Phase IV 2G sites under deployment.
10. Planning toll 4G on Nodal Centre.
11. Extra focus for tower sharing
12. IP sites/ low revenue sites to be relocated before 7<sup>th</sup> March 2020
13. Uptime upto SLA promised for IP Sites
14. Mutual consent for leaving the sites due to non-payment
15. Resource enhancement – Renting/Leasing. Renting of tower is to be carried out on priority for generating the revenue.



16. Extension of alarms to central location /CCTV mechanism to be worked out.

#### **S&M-CM**

17. Block wise and BTS wise POS details. MH Circle details needs to be sent at the earliest.
18. Retail managers group to be formed and monitored on daily basis.
19. All MPs/MLAs to be given auto latching SIM
20. Bulk push SMS to be increased.
21. Tariff of CUG Plans is also to be reviewed. Since tariff is getting increased for all customer.
22. Complaints, if any for Bulk SMS to be resolved
23. 10% overall decline in sales
24. SIM Sale to be further increased
25. MNP from Voda-Idea expected and strategies for the same to be worked out
26. Calls to be made to post out and Zero balance customers
27. VOLTE – Service marketing through SMS Blast etc.

#### **BP/IT**

1. E-office implementation at the earliest.
2. BREATH to be used fully.

#### **ELECT/ OSM & OJAS**

1. Bharat OORJA App is live now should be used by all SSAs for controlling electricity bill.
2. Electricity expenditure is to be curtailed at any cost. Power plants, Equipment Racks may be disconnected by rearranging the load.
3. Contract demand is to be reduced in all the buildings to bring saving in fixed expenditure.

#### **GM(L&B)**

1. Monetisation/ revenue generation through renting out is top priority work
2. Nodal officer for each Land parcel.
3. Mutation of land and building in the name of BSNL should be important activity for next one month.
4. No cabin for DEs/AGMs.
5. Sale of plots to Govt. departments
6. Land/Building data to be updated
7. POST VRS staff is reduced and they all should be shifted to one floor and remaining floor should be rented out in exchange building /offices 50% space is to be rented.



All vertical heads in Circle office, Mumbai and BA/SSAs head should download the presentation given by different verticals from corporate intranet. Action should be initiated on all the items for bringing improvement in network parameter and revenue generation.

(M.K. Mishra)  
Chief General Manager  
Maharashtra Telecom Circle

To:

1. All BA Heads/SSA Heads
2. All Vertical Heads in Circle Office