

महाराष्ट्र दूरसंचार परिमंडल,
छठवीं मंजिल ए विंग, प्रशासनिक भवन,
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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

MHCO-CFAO/11/1/2020-O/o PGM CFA

Dated 03/08/2021

To
All BA/SSA Heads
MH Circle

Sub:Nodal Officers for Streamlining of Cluster Activities & Monitoring of CFA KPIs

The SSA-wise performance of Clusters for June-2021 is enclosed herewith. It is observed that the performance of Clusters is not satisfactory in majority of SSAs/BAs. It is more than a year since the Cluster Outsourcing model is in place. One year is sufficient for the Cluster Partners to get good grasp of LL & BB network. But the expected output is yet not visible. However, based on my several interactions with SSAs it is felt that Cluster Partners alone cannot be held responsible for the poor performance of Clusters. It is high time that we explore the shortcomings and take necessary steps to fill the gap. Following actions are desired on urgent basis to streamline the Cluster performance.

1. Exclusive Cluster in charge/FM for each Cluster - A designated Cluster incharge may be assigned to each Cluster. The Cluster incharge will be directly responsible for monitoring of all Cluster parameters on a daily basis. He will be co-ordinating with Cluster vendor for monitoring of faults, marketing and provisioning of LL/BB and other CFA services. He will assign all the targets to the Cluster Partners on a monthly basis and monitor the same strictly.
2. Exclusive CFA Operation in charge (AGM/SDE) at each BA HQ – The CFA operation incharge at BA level will act as Nodal for monitoring of all CFA parameters including network faults, Cluster performance status (faults, operational parameters, provisioning status etc), Invoice processing status of Cluster Partners and co-ordinate with Circle CFA operation team. He/she will co-ordinate with the Cluster in charges of the SSAs and the Finance team under the BA to ensure timely payments to Cluster Partners. He/she will consolidate the targets assigned vis-à-vis the achievements of all the Clusters in the BA and will in turn suggest corrective measures to the BA Head/Circle CFA Section.

The above Nodals may be appointed by 05.08.2021 and details of may be submitted by 07/08/2021 on email id agmopmh@gmail.com.

(Ramakant Sharma)
Chief General Manager

Encl: A/A

Cluster Monthly Performance SSAwise for MAHARASHTRA Circle (JUN Month)

SINO	SSA	TOTAL CLUSTERS	LL COUNT	BB COUNT	TOTAL LL FAULT BOOKED	TOTAL BB FAULT BOOKED	Fault Clearance within 24 Hrs		LL MTTR	BB MTTR	Total Landline provisioned	Total Broadband provisioned	LL Voluntary Closed	LL Closed due NonPayment	BB Voluntary Closed	BB Closed due NonPayment
							LL	BB								
MH TOTAL		188	593835	173559	61751	18532	40.14	47.13	74.92	69.99	1329	849	9363	10606	5462	2329
1	AGD	5	18340	4761	3058	409	48.24	30.79	36.68	46.59	44	21	216	144	112	27
2	AKL	4	8122	2722	874	304	27.3	36.71	135.63	117.05	31	17	120	233	66	72
3	ANR	9	24576	9295	2326	602	36.12	46.92	72.07	53.29	112	86	443	797	280	230
4	ATI	4	12210	3745	1467	303	46.76	54.52	67.22	45.54	36	17	238	269	139	80
5	BHR	3	2638	1097	43	65	30.23	27.4	90.17	118.35	11	11	27	100	18	40
6	BNR	5	5483	2035	276	120	53.6	48.74	29.28	30.88	27	12	174	95	58	21
7	CHA	4	6418	2443	119	77	34.13	45.71	40.61	39.37	23	15	76	9	67	4
8	DIA	5	9485	2548	423	138	44.29	55.38	58.18	60.09	33	19	158	69	88	12
9	GDC	3	1549	936	9	17	50	47.06	46.33	42.58	10	7	21	53	22	29
10	JAL	8	21979	5288	2231	485	33.3	48.2	49	34.34	58	50	424	612	217	107
11	JLN	2	3663	1185	151	39	71.22	73.81	39.36	53.11	26	9	74	173	41	24
12	KGN	3	4486	1281	138	27	2.56	20	240.81	219.33	8	5	81	17	44	6
13	KLP	14	34532	10335	2914	864	45.82	63.18	27.74	25.32	83	64	392	243	274	67
14	KYN	15	47731	5513	7332	917	33.08	48.37	60.66	55.07	77	22	964	2038	241	172
15	LTR	3	6617	2612	366	190	85.98	74.36	14.31	26.51	35	32	92	10	63	7
16	NGP	8	50096	12724	8696	2341	57.64	68.05	28.68	22.96	100	39	783	871	492	214
17	NND	2	7235	2684	449	123	44.55	50.82	51.21	78.83	28	9	107	331	87	153
18	NSK	8	47072	15126	4996	1706	66.8	61.82	23.86	39.4	117	99	969	351	554	104
19	OSD	3	3229	1369	19	40	94.44	83.33	11.43	22.16	9	7	51	277	39	95
20	PJM	17	57307	19797	7355	2591	18.92	28.34	160.26	160.27	49	46	843	797	589	203
21	PRB	2	3761	1127	202	36	37.25	45.71	98.21	146.16	10	5	32	512	35	126
22	PUN	18	132710	38741	12016	5222	25.34	39.2	98.58	59.12	172	99	1847	1283	1136	208
23	RGD	7	8234	2111	220	104	61.08	58.76	77.54	63.09	14	9	117	67	102	23
24	RTG	8	9079	2992	733	221	17.27	14.09	369.21	353.12	23	11	150	351	85	82
25	SDD	6	9034	3308	716	344	37.88	39.64	70.5	64.03	47	36	110	152	64	31
26	SNG	5	15997	5017	1603	325	61.08	48.04	26.7	31.87	41	26	238	44	162	14
27	SPR	5	18341	5434	2013	630	46.17	63.22	35.88	26.09	51	35	249	69	163	20
28	STR	7	15436	4668	352	146	76.2	77.78	37.54	29.26	37	23	190	127	125	26
29	WDA	3	4524	1380	413	79	78.86	75.64	19.74	33.62	8	7	100	435	37	107
30	YML	2	3951	1285	241	67	2.08	6.06	521.38	490.67	9	11	77	77	62	25