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

पी.के. पुरवार

अध्यक्ष एवं प्रबन्ध निदेशक

P.K. PURWAR

Chairman & Managing Director

No. 8-20/2019-20/PHM

Dated: 11.12.2020

Dear All,

Sub: Performance of the Clusters: Improvement therein.

In order to maintain and grow the landline & broadband customer base, the quality of service parameters play a very important role. It has been reiterated that quality of service parameters need to improve so that the esteemed customers get better services. This has been repeatedly communicated as per regular monitoring mechanism/ VCs from BSNL HQ unit. Post VRS, SLA based outsourcing is implemented to improve the QOS and very pro-active role played by Circles and BA to implement it successfully.

The performance of the clusters is being reviewed periodically. Although the PAN India performance is improving month on month, the overall performance is not as per the expectation. The report for the month of November 2020 is enclosed as Annexure-A, wherein performance of clusters w.r.t. two parameters i.e. Fault clearance within 24 hours & MTTR is shown for both landline & broadband. As can be seen, 35~40% of the clusters are having more than 70% fault clearance within 24 hours for landline & broadband. Also 40~45% of the clusters are having less than 24 hours MTTR for landline & broadband. More concentrated efforts and strict monitoring of the clusters is still required so that the performance of rest of the clusters (60%) reaches to a similar level. In addition, for these 35~45% clusters the MTTR is required to be brought to single digit, i.e., <10 hours.

It is now desired that the 85% fault clearance within 24 hours and MTTR of less than 24 hours is achieved in 100% of clusters in first phase so that we can reduce it further to meet customers' expectation. This is foremost requirement for retention of the existing customer base and further addition of new customers.

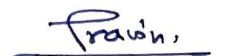
A mechanism for monitoring of performance of the cluster partners be evolved at circle level and 10% of worst performing partners be identified. The corrective steps be taken including the change of these partners, if required, so that the performance of these clusters also improve.

As you would appreciate that in this era of cut throat competition, the only distinguishing factor is Quality of Service. I, therefore, call upon all of you to refocus and intensify your efforts to improve the Quality of Service parameters in order to meet the above targets. Looking forward to more vigorous efforts from you and your circle in this regard.

With Best Wishes,

Enclosures: As above.

Yours sincerely,


(P.K. Purwar)

To,

The Chief General Managers,
All Telecom Circles, BSNL

Cluster Performance Report for BB & LL - NOV 2020



Zone	Circle	Cluster count	No of cluster with MTTR -LL			No of cluster with % clearence within 24 HRs - LL			No of cluster with MTTR - BB			No of cluster with % clearence within 24 HRs - BB		
			< 24 Hrs	24-48 Hrs	48+	>70	50-70	below 50	< 24 Hrs	24-48 Hrs	48+	>70	50-70	below 50
PAN India		1510	620	284	606	523	235	752	705	329	476	597	268	645
EZ Total		125	26	28	71	21	17	87	34	30	61	24	24	77
EZ	AN	2	0	0	2	0	0	2	0	0	2	0	0	2
EZ	AS	8	0	4	4	1	1	6	3	3	2	2	3	3
EZ	BR	23	6	6	11	5	4	14	11	4	8	7	5	11
EZ	JH	2	0	2	0	0	0	2	1	1	0	0	2	0
EZ	KO	31	0	1	30	1	1	29	1	1	29	1	1	29
EZ	OR	55	17	14	24	12	9	34	15	20	20	12	11	32
EZ	N1	2	1	1	0	0	2	0	1	1	0	1	1	0
EZ	WB	2	2	0	0	2	0	0	2	0	0	1	1	0
NZ Total		273	194	43	36	171	46	56	217	37	19	194	37	42
NZ	HA	41	36	2	3	33	6	2	39	2	0	37	2	2
NZ	HP	11	6	5	0	6	2	3	11	0	0	9	2	0
NZ	JK	16	12	3	1	12	1	3	13	2	1	12	2	2
NZ	PB	59	38	15	6	33	16	10	49	8	2	42	9	8
NZ	RJ	73	55	7	11	48	14	11	56	10	7	54	9	10
NZ	UE	36	27	3	6	21	3	12	27	4	5	23	7	6
NZ	UT	14	10	2	2	9	2	3	11	2	1	9	3	2
NZ	UW	23	10	6	7	9	2	12	11	9	3	8	3	12
SZ Total		736	239	149	348	199	114	423	272	194	270	222	140	374
SZ	AP	123	109	10	4	100	20	3	110	11	2	98	20	5
SZ	CN	51	1	10	40	1	1	49	5	22	24	1	8	42
SZ	KL	211	23	44	144	19	23	169	28	66	117	21	30	160
SZ	KT	114	41	27	46	26	29	59	52	29	33	36	37	41
SZ	TN	199	45	50	104	35	34	130	50	59	90	42	41	116
SZ	TS	38	20	8	10	18	7	13	27	7	4	24	4	10
WZ Total		376	161	64	151	132	58	186	182	68	126	157	67	152
WZ	CH	19	13	5	1	11	3	5	14	4	1	12	3	4
WZ	GJ	100	40	19	41	34	16	50	48	21	31	44	19	37
WZ	MH	177	52	29	96	38	29	110	66	30	81	50	34	93
WZ	MP	80	56	11	13	49	10	21	54	13	13	51	11	18