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

To

All CGMs of
BSNL Telecom Circles/Telecom districts

No. 77-1/2019/ Outsourcing model- GEN/50

Dated 08.01.2020

**Subject: Outsourcing policy for Maintenance and provisioning of Landline and
Broadband for External Plant of Copper network in Semi-Urban and Rural Areas**

Approval of CMD, BSNL is hereby conveyed for allowing Telecom Circles/Telecom Districts for outsourcing of Maintenance and provisioning of Landline and Broadband for External Plant of Copper network in Semi-Urban and Rural areas.

In this regard the Outsourcing Policy for Maintenance and provisioning of Landline and Broadband for External Plant of Copper network in Semi-urban and Rural Areas is enclosed herewith.

The outsourcing policy shall be implemented on need basis for Semi-Urban Clusters, due to post-VRS, reduction in staff.

The Semi-Urban Clusters shall be formed on ITPC Portal – cluster.bsnl.co.in

Based on local conditions, Tender/EOI for these clusters may be clubbed by Circle Head with Non-BSNL BTS sites maintenance policy scheduled to be circulated by CM vertical.

Once implemented in the Circle/SSA/BA, no other contract labour, contract work shall be outsourced for the same work.

Rahul Patel
08/1/2020
(Rahul Patel)
GM (NWP-CFA)
BSNL CO, New Delhi

- Copy to :
1. CMD, BSNL.
 2. Director(CFA)/Director(FIN)/Director(HR)/Director(EB).
 3. CGM BBNW/NCNGN.
 4. CGM, ITPC Circle for information and necessary action please
 5. GM(NWO-CFA)/ GM(NWO-BBIN) / GM(Fin-CFA) BSNL Corporate Office

Semi-Urban and Rural Outsourcing Policy for Maintenance and provisioning of Landline & Broadband for External plant of Copper Network

Outsourcing policy for Maintenance and provisioning of Landline and Broadband for external plant of copper Network in Urban Areas has been issued on 20.12.2019. It includes cluster size of 3000 working lines and above external plant of copper network. There are many exchanges in urban and rural areas are left out which could not be included in the given outsourcing policy. It is therefore very much required to address how operations and maintenance will be done in those remaining copper network of exchanges. So, remaining copper network of exchanges in urban, semi-urban and rural areas are included under this policy named as **outsourcing of "Semi Urban Cluster" policy**. It is expected that the Circles/BAs/SSAs will implement this policy in true spirit and improve the customer services experience from the fixed line copper network of BSNL.

1. These clusters shall be separately earmarked during the formation of cluster and no urban cluster shall be marked as semi urban cluster in any case.
2. This policy will be applicable to only those Urban/Semi-Urban areas , which are having less than 3000 working lines cluster size for Non-SSA HQ SDCAs and those SSA HQ SDCAs where total working lines in SSA are below 5000 working lines, the formation of clusters may include adjoining SDCAs and its urban/rural exchanges within SSA.
3. All such semi urban towns having 1500 working lines or more(to form cluster by including adjacent rural exchanges of SDCAs or multiple SDCAs) will be clubbed with adjoining area with the additional line item of upkeep of rural exchanges and its copper network from MDF to customer premises (only for rural area) to make a cluster with minimum 2000 working lines. The MTTR for these semi urban clusters will be 6 Hrs for Leased circuits/PRI/SIP Trunks and 12 hours for LL/BB services running on copper network.
4. All other guidelines will be same as outsourcing policy issued on 20.12.2019 and its subsequent amendments and clarifications issued time to time. The Penalty clause (a) to be taken as shown below.
5. Based on local conditions, Tender/EOI for these clusters may be clubbed by Circle Head with Non-BSNL BTS sites maintenance policy scheduled to be circulated by CM vertical.

Penalty :

a) Penalties will be levied on monthly KPIs

KPI	SLA	Penalty
Fault Clearance	95% in 24 hrs.	0.2% of invoice value for each 1% of slippage.
MTTR	12 Hrs.	0.3% of invoice value for each hour of slippage (rounded off)
MTTR	6 Hrs.	0.6% of invoice value for each hour of slippage (rounded off)
Repeat fault	10%	0.5% of invoice value for each 1% of slippage (pro-rata basis).
New connection provisioning LL or BB	3 days	Rs.25/- per day delay (max.Rs.100/-for each connection) for each connection.
Provisioning BB on existing LL	2 days	Rs.25/- per day delay (max.Rs.100/-for each connection) for each connection.
Provisioning of new ISDN PRI/SIP Trunk/Leased Circuits or any other services on customer Access NW	3 days	Rs.50/- per day delay (max.Rs.200/-for each connection) for each connection.

R. Patel
03/11/2020