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

No. BSNL CO-COMN/14(12)/2/2022-NWO-BBIN   **Dated 22.04.2023**

To

> **The Chief General Manager,**
> **All Telecom Circles/Districts,**
> **BSNL**

Subject: Action points w.r.t CFA Vertical observed during HoCC held on 10th April-2023

In the above cited subject kindly find enclosed herewith the action points w.r.t to CFA vertical observed during the Head of the Circles conference held on 10th & 11th April-2023 for further necessary action. It is requested to submit the compliance report accordingly by 30th April-23 positively.

This is issued with approval of competent authority.

(Bhagwan Singh)
DGM (NWO-BB &IN)

Copy to:
1. CGM BBNW/ITPC for kind information and necessary action please.
2. PGM (Restg), BSNL CO for kind information please.

First HoCC of F.Y. 2023-24 was held on 10th& 11th April-2023 under the chairmanship of CMD BSNL. In the inaugural address, CMD BSNL deliberated on the various aspects of CFA vertical and following action points emerged as under:-

1. **Network uptime**: Network uptime must be more than 99% and it is non-negotiable KPI. Circle must look at the performance data for Network elements, BA wise monthly revenue and explore/remove the root causes.

2. **FTTH Business:** Growth story of FTTH is tremendous and each circle has done well. Circle heads need to talk to BA heads at least once in a day, BA heads to visit their One Network center & organize open house once in a month for partners.

   The target of covering 4 crores of household by integrating 4 lakh OLTEs in next 4 years is now the mission statement for BSNL.

3. **OLTE Growth:** There is a great learning from two circles i.e WB & BR who despite being in most challenged situation have grown well and at the same time the promising circles like GJ/UPE/UPW have not performed, despite of being largely populated circles. F.Y. 2023-24 is the year to perform, strengthen One Network center, and use innovation works done by other/neighboring circles to improve growth.

4. **Churn:** High rate of disconnections in FTTH is matter of serious concern and it is alarming for the Circles where disconnection rate is >30%. Circles/BAs to engage with TIP, N/W team to explore the reasons (fundamental wrongs) behind the high disconnections.

5. **MTTR:** Although MTTR PAN India average has improved in couple of months, but it is still in double digits. Emphasize the need for single

point of complaint booking and take strong/clearer decisions regarding re-allocation of resources.

Target of rural fault clearance is 06 Hrs and for Urban fault clearance is 4 Hrs irrespective of any type of fault. 75% faults should be attended in these timelines.

6. **Monitoring of Reports and FMS:** Percentage of team mapped to customer need to be improved so that support mechanism improves. Circles to complete this activity in next 30 days.

7. **BNG/CDR: In n**ew CDR system, licenses purchased are as per number of customers, hence data cleansing is very important. **CGM ITPC has shared data with the Circles and Circles to achieve cleansing of data in next 30 days' time.**

8. **Government Projects:** There is a need to bring our attention to Govt. Projects, though projects are coming to BSNL on nomination basis but we must deliver as per the timeline given by the govt. for which planning should be done in such a manner that timeline is met.

9. **BharatnetUdyami:**Govtintends to connect all 6 lakh+ villages across India on the fiber , and 2 crore customers need to be provided FTTH connection in next 3 years. **Circle/BA heads to mobilize the teams accordingly.**

10. **Bharatnet O&M:** Circle to ensure that partner's invoices of Q-4 are cleared by 31st May-23 and Q2-Q3 payments by 30th April-23. Identify the GPs with <90% uptime and take corrective steps to bring them in >90% and also make sure that no GP is left in where uptime <70%.

11. **Analyze Resources:** Proper planning is the key to sure success, so planning is to be done meticulously and suitable persons are to be placed at key resources/post.

12. **IM Automation:** Use technology smartly to monitor Battery, P/P & D/G system alarms and complete this activity so that full automation is done by Decemeber-23 in all the BAs.

In the inaugural address, Director BSNL mentioned that Non-territorial Circles plays a crucial/important role in the growth story of Territorial Circles providing vital support required in IT systems and core network functions. The important points stressed upon by Director CFA are as under:-

1. He thanked all the Circles for their contribution in achieving the milestone of 30 lakh FTTH connections and special appreciation to **Super Seven Circles** i.e. **KL, TN, MH, KT, PB, AP, RJ** (having >1.5 lakh FTTH connections) for their contribution in the FTTH growth story. KL Circle achieved milestone of 5 lakh FTTH connections.

2. He also congratulated **Super Six Circles (PB, KL, HR, MP, BR, WB)** for BharatNet Utilization, but we have not to stop here, **MILES** to go so take a pause and move ahead with a **SMILE**.

3. **Man Power:**

   a. Define key business positions and put suitable resources,
   b. Have zero based man power planning.
   c. Plan succession for promotion, long stay transfers and superannuation.

4. **Network Elements:**

   a. **Utilize N/W to fullest;** monitor usage (traffic), set Thresholds, rearrange geographically to plug the capacity & utilization gap,

   b. **Uptime;** Identify reasons of outages and resolve issues for each resource, monitor outage time of each N/W element, not just the average N/w availability, categorize as
   (i) Within reach (#1 priority to resolve)

(ii) Beyond reach – i. Can do (explore how),

ii. Can't help – just escalate

5. **KYP – Know Your Partners:** Our reach to customers multiplies with our partners and Circle heads should handhold performing partners and weed out non-performing partners. Partners have made investment but don't have a vision for telecom, Circle heads to ensure that BSNL vision is shared to partner,so that together we can grow.

6. **IT systems: I**n the present era one can't live without IT Systems and Oorja App is one great example of this. 13 Circles (who have not resolved TDS issue in Ooraj) to resolve their TDS before the end of HoCC.

7. **Vendors:** Vendors are essential for service delivery and we depend a lot on vendors. The key demand of the vendors is on time payment and the delayed payment result in poor services causing a hit in revenue. **Circle heads to ensure that genuine payments are done on time.**

8. **Budget:** Circle/BA heads to develop business acumen among all team members to drive the business. Circle heads to take the team along, and, take timely decisionand urged the circles to be self-driven and not asking for clarifications on every word.

9. **Your own time:** This is the Most Important Resource and urged Circle heads to Focus on activity keeping in mind the volume of business, Monitoring of contributors and Potential contributors. Circle heads should have an special team to analyze data for decision making, who shall give you escalations on daily basis, not the full report and ensures that replies to correspondence are done in time.

10. **Copper to Fiber migration:** Circle heads to proactively migrate copper to fibre so that customers can be retained. Circle to conduct PoC at one location (exchange) in each BA and then implement it across PAN Circle/India.

Spare PIJF cable may be scrapped (20% can be kept for maintenance and 80% for scrapping)

11. ERP: With implementation of new version of ERP system, some of the works can be done by using mobile app for ERP. Circle heads to create an ERP team of 2-3 people at BA level like we did in creating One Network Team.

GM CFA gave presentation in the HoCC and deliberated as under:-

1. **FTTH Business:** Need to focus on volume of FTTH business. In last four years FTTH connections have grown from 3 lakh to 30 lakh.For achieving 4 lakh OLTEs in next 4 years, we need to double the present OLTE integration count every year and @100 Customers /OLT average loading.

2. **SDCA wise OLTE Count:** Need of the hour is GPON carpet coverage and for this plan CPAN coverage carefully.

3. **RED OLTE:** OLTE having <20 connection given and date of integration of OLTE is > six months, and then it comes in the category of RED OLTE. Due to this area gets locked with the partner and new partners don't get a chance. So weed out the partners who are not performing.

4. **Disconnection/Churn:** QoS is the topmost reason for Churn and MTTR is the important indicator for Quality. In EZ Circles FTTH complaint is not booked online. Work meticulously on this problem.

a. Educate Customer to book a complaint in My BSNL App or Toll Free

b. The partner team mobile number must be assigned to each customer in the FMS system

c. The BBC / BA FTTH team need to monitor the partner with high resolution time and counsel them

d. Proactively communicate with Nil usage customers

e. Unpaid bill customers to be tracked / CIS system

5. **Team Management by FTTH Partners:** FMS allows the FTTH partner to create teams for work allotment; each team member's mobile number is captured in the system for **SMS alerts** related to faults etc. Partner can map a group of customers to a team member so that whenever there is complaint it gets **auto routed** to the team member

6. **KYP (Know Your Partner):** BA head should identify the training needs of the partners so that the understanding of BSNL incentive programs, Business Process and IT tools is regularly updated to the partners. ITPC is also developing an online portal where these scores shall be available and minutes of the meeting held on monthly basis with FTTH partners shall be up loaded in this portal.

7. **IPMS of One Network & PSG/BBCs Team members:** Recently we have circulated suggested IPMS of One Network team Members and PSG/BBCs Team members. Circles/BAs are requested to implement the same in true sprite as this should help in keeping the key business stakeholders more focused.

8. **The New incentive scheme:** Awareness campaign should be run for better understanding of incentive Schemes launched by corporate office for the partners.

9. **VAS Business**: **SIP-OBD-WiFi:** The Value Added Services of CFA Vertical likes SIP, OBD and Wi-Fi have enough potential to earn revenue and if we see the growth in last financial year, we have earned appreciable revenue from these services. Circle Heads are requested to make understanding of this business segment among staff through proper training/webinars/VCs by ITPC/BBNW.