

DGM (NWO-I CFA),
BSNL Corporate Office,
Bharat Sanchar Bhawan,
H.C.M Lane, Janpath, New Delhi-1
Tel No 23734345, Fax No 23734366/23734357
Email:nwocfa@gmail.com



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

To,
All Chief General Managers,
Telecom Circles/Telephone Districts.

No.: 8-23-2014-PHM

Dated: 23-04-2014

Sub.: Circle wise BSNL Internal Targets of Operational Parameters and
Provision of Services for the year 2014-15 for Basic Services.

Director (CFA) BSNL Board has approved the targets of Operational
Parameters and Provision of Services for the year 2014-15 for Basic Services.
The same is available in Annexure -A.

You are requested to keep effective monitoring for achieving these
targets during 2014-15 so that excellent rating of MOU can be achieved and the
TRAI Bench marks are met.

Encls. Annexures -A

m. meena
(MUKESH MEENA)
DGM (NWO-I-CFA)

Annexure-A

SL. NO.	UNIT	MTTR	Fault Rate	Call Completion Rate Local	Fault Clearance			Provision of Services		
					Following day	Within 3 days in urban areas	Within 5 days in rural & hilly areas	NTC Provided Within 7 Days	Local Shift Within 3 days	Inter Exchange Shift Within 5 days
								NTC Provided Within 7 Days	Local Shift Within 3 days	Inter Exchange Shift Within 5 days
1	AN	7.5	3.3	70.0	92.0	100	100	100	100	100
2	AP	6.0	4.5	75.0	92.0	100	100	100	100	100
3	AS	3.2	3.5	75.0	92.0	100	100	100	100	100
4	BH	5.0	2.8	70.0	98.0	100	100	100	100	100
5	CG	7.0	3.5	75.0	98.0	100	100	100	100	100
6	GJ	4.5	4.5	75.0	98.0	100	100	100	100	100
7	HR	6.0	4.5	80.0	98.0	100	100	100	100	100
8	HP	6.0	4.2	75.0	98.0	100	100	100	100	100
9	JK	6.5	4.5	75.0	92.0	100	100	100	100	100
10	JKD	5.5	2.5	75.0	98.0	100	100	100	100	100
11	KTK	7.5	4.5	75.0	92.0	100	100	100	100	100
12	KRL	7.5	4.5	75.0	92.0	100	100	100	100	100
13	MP	3.2	3.5	75.0	98.0	100	100	100	100	100
14	MH	7.5	4.5	65.0	92.0	100	100	100	100	100
15	NE-I	6.5	3.6	80.0	98.0	100	100	100	100	100
16	NE-II	6.5	2.9	65.0	98.0	100	100	100	100	100
17	OR	7.5	4.3	70.0	98.0	100	100	100	100	100
18	PB	5.0	4.0	80.0	98.0	100	100	100	100	100
19	RJ	5.0	4.3	75.0	98.0	100	100	100	100	100
20	TN	7.5	4.0	85.0	92.0	100	100	100	100	100
21	UHL	5.0	4.5	75.0	98.0	100	100	100	100	100
22	UPE	5.5	4.5	80.0	98.0	100	100	100	100	100
23	UPW	5.5	4.5	75.0	98.0	100	100	100	100	100
24	WB	7.5	4.5	65.0	92.0	100	100	100	100	100
25	CAL	7.5	4.5	65.0	92.0	100	100	100	100	100
26	CN	7.5	4.5	90.0	92.0	100	100	100	100	100
27	BSNL	6.1	4.0	74.8	95.5	100	100	100	100	100
TRAI/MOU benchmarks		<8Hrs	<5	>55%	>90%	100	100	100	100	100