

No.4 - 4 / 2010 -BSNL /TR

Dated 31st January, 2012

To

All Heads of Territorial Circles and Metro Districts of BSNL

Subject: TR performance report of Circles for the month of November, 2011 - Basic plus Services, Non-MS-C based WLL and Broadband.

The TR performance report for Basic Service (including PCOs, VPTs and ISDN), Non-MS-C based WLL and Broadband service for the month of November, 2011 in respect of amount billed, amount recovered, outstanding dues, Collection efficiency and ARPU etc. **in respect of all Circles excluding Kolkata Telephone District which is yet to send the SLR for November, 2011 allegedly due to non-receipt of same from ITPC**, is enclosed. The main observations on the report are as follows.

1. The performance of November, 2011 in comparison to that of November, 2010 reveals that, the number of working connections is less by 9.22%, ARPU has fallen by 9.34% and Collection Efficiency is less by 4.60%, 4.27% and 1.45% than the targets fixed for 6th month, 3rd month and 2nd month respectively.
2. All the Circles are requested to analyse the reasons for sharp decline in ARPU for November-11 over corresponding month of previous year (November-10) and take preventive measures to stop further decline in ARPU immediately.
3. **Heavy cancellation of bills is noticed in some Circles. As this has a direct bearing on the ABF, the Circles have to ascertain the reasons for the same and take preventive measures to avoid excess / fictitious billing, to present purified billing data. The Circles where the cancellation is more than 3% of ABF for the month of November, 2011 are U.P East (8.53%), A&N (5.27%), W.B. (3.70%), Jharkhand (3.55%), H.P. (3.50%), Haryana (3.07%) and U.P. West (3.04%). Despite requesting Circles regularly to analyse the reasons for heavy cancellation and to avoid recurrence of the same, heavy cancellations are happening unabated without communicating the reasons there for. The aforesaid Circles are requested to intimate the reasons for such heavy cancellation for submission of the same to BSNL Management, which has taken a serious note of heavy cancellation of revenue.**
4. **Similarly, the Circles where disputed amount is more than Rs 4 crores are: Gujarat (16.26 Cr.), Punjab (4.65 Cr.) and Maharashtra (4.16 Cr.) Position of these Circles is almost same since long.** There is no visible improvement in the settlement of disputed bills in respect of the aforesaid Circles despite requesting these Circles regularly to launch a special drive to settle the cases on a war footing manner. These Circles are once again requested to take concrete steps immediately to settle the disputes and reduce the disputed amount.
5. The outstanding dues for Basic Services (Net of disputes) – Excluding WLL service have reached to **Rs. 2687.18 Crores.** All the Circles are requested again to take concrete steps to pursue and liquidate the outstanding dues at the earliest.
6. **The collection efficiency, especially for 6th month is very low even less than 90% against the target of 99% in the following Circles – NE-II (48.56%), W.Bengal (77.52%), Chhattisgarh (80.79%), Jharkhand (83.80%), Bihar (84.08%), N.E-I (84.85%), J&K (85.83%), A & N (87.52%), Punjab (88.27%), U.P. West (88.52%) and Uttaranchal (89.15%).** This is despite the fact that all the Circles have been repeatedly requested to find out the reasons for low collection and to take remedial measures for improvement thereof. The aforesaid Circles are again requested to intimate the reasons for **low collection efficiency urgently** and to take remedial steps to improve their collection.
7. The SLRs of Circles are the only source from which the TR information is compiled at Corporate Office and submitted to Management, based on which important policies and decisions are introduced. **Therefore, keeping in view the importance of this return, it is reiterated that SLR statements, complete and correct in all respects should reach this office by the due date i.e. 25th of the following month.**
8. **The report has been delayed due to Non-receipt of SLR from Kolkata Telecom District which is still awaited compelling this office to take a decision to compile the SLR for November-2011 without the figures of Kolkata Telephones. The District has intimated verbally that due to migration of Kolkata Telecom District to CDR system, ITPC has not generated/ given SLR for November 2011 so far. Besides, the SLR has been received late from some Circles viz. A&N (17 days), Kerala (11 days), Chhattisgarh (10 days) and Assam, Maharashtra and W.B 8 days each). All the Circles and ITPC are requested to ensure timely generation and submission of report in future.**
9. **A&N Circle has shown Opening Balance in WLL (N-MS-C) of Rs. 17355 thousands while the Circle has shown 'NIL' number of WLL connections and ABF from April-10 onwards and the closing balance of the Circle upto October 2011 is shown as 'NIL'.** The figures of cancellation and w/off shown by the Circle in Section 'C' & 'D' also do not tally with the figures shown in Section 'A' of SLR. The Circle has not reconciled the figures correctly. **2. Assam Circle has increased Opening Balance of WLL (N-MS-C) by Rs. 14041 thousands than the Closing Balance of October, 2011. 3. Uttaranchal Circle has shown Number of connections under WLL (N-MS-C) continuously upto the current month but the ABF for the same has not been shown from May-2011 without giving any reasons.** All these Circles are requested to clarify their position.
10. THE PERFORMANCE REPORT IS LOADED ON INTRANET PORTAL IN DIRECTOR (CFA) SECTION. THE DETAILS ARE BASED ON THE SLR RECEIVED FROM THE CIRCLES THROUGH E-MAIL. THERE SHOULD NOT BE ANY DIFFERENCE BETWEEN THE FIGURES SENT THROUGH E-MAIL AND IN HARD COPY.

This issues with the approval of GM (F)-CFA.



D.G.M. (RM-I)-CFA

Copy for information to:

1. The CMD, BSNL.
2. The Dir (CFA) / Dir (CM) / Dir (Enterprise) / Dir (Finance) / Dir (HR) BSNL Board
3. ED (Finance) CO BSNL
4. CGM (ITPC), Pune. He is requested to examine the issue regarding non-generation of SLR in respect of Kolkata Telephone District for November 2011 and issue necessary instructions for timely generation of SLR for all the SSAs in future.