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Dated 14<sup>th</sup> November, 2013

To All Heads of Territorial Circles and Metro Telephone Districts of BSNL

**Subject: TR performance report of Circles for the month of September-2013 in respect of 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 **September - 2013** in respect of amount billed, amount recovered, outstanding dues, Collection efficiency and ARPU etc. in respect of all Circles is enclosed. The main observations on the report are as follows:

1. The performance of **September -2013** in comparison to that of **September -2012** reveals that the number of working connections has fallen by **8.11%**. All the Circles are requested to analyze the reasons for decline in No. of working connections for **September -2013** over corresponding month of previous year (**September-2012**) and take corrective measures to stop further decline in this regard.
- 2(a) **The overall Collection Efficiency** for BSNL as a whole in respect of Basic Services is **less by 2.24%, 4.12%, 2.73% and 18.84%** than the targets fixed for 6<sup>th</sup> month, 3<sup>rd</sup> month, 2<sup>nd</sup> month and 1<sup>st</sup> month respectively. It is observed that barring **MP, Haryana, Chennai TD, Gujarat, A&N & Karnataka** Circles all the remaining Circles have not achieved even 98% Collection Efficiency for the 6<sup>th</sup> month against the target of 99.8%. The Collection Efficiency for 6<sup>th</sup> month is still low i.e. < 95% in respect of following Circles – **J&K (94.73%), Bihar (94.35%), NE-I (92%), Chhatisgarh (91.02%) and N.E-II with the quite dismal performance of (64.46%)**. This is despite the fact that all the Circles have been repeatedly requested to find out the reasons for low collections and to take remedial measures for improvement thereof. The aforesaid Circles (**NE-II in particular**) are once again requested to intimate the reasons for low Collection Efficiency urgently and to take remedial steps to improve their collection.
- 2(b) **The NE-II Circle may kindly make it a point to submit a detailed report in this regard by 30.11.2013** giving reasons for the poor 6<sup>th</sup> month Collection Efficiency along with steps taken/likely to be taken to improve the position.
3. Heavy cancellation of bills is noticed in some Circles. As this has a direct bearing on the ABF, the Circles are requested to ascertain the reasons for the same and take adequate measures to avoid excess / fictitious billing, so as to present purified billing data. The Circles where the cancellation is more than 3% of ABF during **September -2013** are **Bihar (7.73%) and Assam (4.08%)**. Despite requesting the Circles regularly to analyse the reasons for heavy cancellation and to avoid recurrence of the same, heavy cancellations are happening unabated in some Circles without communicating the reasons there for. The aforesaid Circles are requested to ascertain and intimate the reasons for heavy cancellation of Telephone Revenue **and take appropriate steps to avoid such situation leading to cancellation of huge amount of billed revenue in future**.
4. Similarly, the Circles where disputed amount is more than Rs 2.5 Crores are:- **Gujarat (13.80 Cr.), Kolkata TD (6.27 Cr.), Haryana (6.08 Cr.), Maharashtra (4.00 Cr.) and Punjab (2.94 Cr.)**. Position of these Circles is almost the same since long. There is not much improvement in the settlement of disputed bills in respect of the aforesaid Circles despite requesting all these Circles regularly to launch a special drive to settle the disputes 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. 2146.75 Crores** and for **Broadband to Rs. 500 Cr.** All the Circles are requested again to take concrete steps to liquidate the outstanding dues at the earliest.
6. 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. 25<sup>th</sup> of the month following the month of report.
7. **The report has been delayed due to late receipt of FTTH SLR from Karnataka and Uttaranchal Circles by 11 Days. The delay in submission of SLR be avoided in future as the whole process of submission of the revenue information to the Management and the Hon'ble MOC & IT gets delayed due to non-receipt of SLR from any Circle.**
8. 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. THE CIRCLES ARE REQUESTED TO ENSURE THAT THE FIGURES SENT THROUGH E-MAIL ARE CORRECT & COMPLETE. IN ALL RESPECTS.

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.