

All Heads of Territorial Circles and Metro Telephone Districts of BSNL

**Subject: TR performance report of Circles for the month of May-2012 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 **May-2012** 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 **May-2012** in comparison to that of **May-2011** reveals that, the number of working connections has fallen by **9.73%** and ARPU has fallen by **8.12%** and Collection Efficiency is less by **2.00%, 3.79%** and **1.39%** than the targets fixed for **6<sup>th</sup> month, 3<sup>rd</sup> month and 2<sup>nd</sup> month** respectively. All the Circles are requested to analyse the reasons for decline in ARPU for May-2012 over corresponding month of previous year (May-2011) and take corrective measures to stop further decline in ARPU immediately.
2. **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, to present purified billing data. The Circles where the cancellation is more than 3% of ABF during May 2012 are M.P. (13.46%), U.P East (11.77%), NE-II (4.44%), and Kolkata (3.34%). Despite requesting the 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 particularly M.P and U.P East 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.**
3. **Similarly, the Circles where disputed amount is more than Rs 3 crores are: Gujarat (15.05 Cr.), Calcutta Phones (6.27 Cr.), Punjab (4.53 Cr.), Haryana (4.10 Cr.), and Maharashtra (3.98 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 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.**
4. The **outstanding dues for Basic Services (Net of disputes)** – Excluding WLL service have reached to **Rs. 2441.96 Crores** and for **Broadband to Rs.517.83 Cr.** All the Circles are requested again to take concrete steps to liquidate the outstanding dues at the earliest.
5. The **Collection Efficiency, especially for 6<sup>th</sup> month** in respect of Basic Services is very low even less than **95%** against the target of **99%** in the following Circles – **N.E-II (46.41%), J&K (88.33%), N.E-I (90.77%), Jharkhand (92.53%), Bihar (92.80%), U.P. West (93.00%), Chhattisgarh (93.20%), Assam (93.62%), U.P. East (94.05%), and A & N (94.82%).** 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 are once again requested to intimate the reasons for **low Collection Efficiency urgently** and to take remedial steps to improve their collection.  
**Uttaranchal Circle has shown minus (-) outstanding in respect of 2nd month, 3rd month and 6th month billing period. Similarly, U.P (East) has also shown minus (-) outstanding in respect of 3rd month billing period. Due to this error, the Collection Efficiency calculated has got wrongly reflected for these Circles for 2nd, 3rd and 6th month and this has affected Collection Efficiency of BSNL as a whole. The Circles are requested to send the correct figures of outstanding at the earliest for submission to the Senior Management and also requested to reconcile the SLR figures correctly before sending to this office in future. Besides this, the collection efficiency of Chhattisgarh, Rajasthan and U.P (West) Circles in respect of 6th month is shown less than the Collection Efficiency of 3rd month. These Circles are requested to intimate the reasons for the same.**
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 SLR from Karnataka Circle (25 days), U.P.West (18 days), M.P, Chhattisgarh and Punjab (10 days each), Jharkhand and Maharashtra (9 days each), Haryana (8 days), Tamilnadu, U.P (East) and Uttaranchal (7 days each).** The delay in submission of SLR may be avoided in future as the whole process of submission of the revenue information to Hon'ble MOC & IT gets delayed due to non-receipt of SLR from any Circle.
8. **Punjab Circle has shown (-) ABF during April-12 & May-12 in respect of Non-MS-C based WLL. The Circle has not sent the reasons for minus (-) ABF in April-12 so far. This has adversely affected the ABF of the Circle as well of the BSNL as a whole for the month in respect of Non-MS-C based WLL. The Circle is requested to analyze the reasons for appearance of negative ABF in SLR (Non-MS-C based WLL) and also intimate the reasons for the same for submission to the Management.**
9. Some Circles/ Telephone Districts have not given Plan-wise ABF in respect of Broadband Service. The Circles/ Telephone Districts are requested to send the same urgently **(if not sent already).**
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. THE CIRCLES ARE REQUESTED TO ENSURE THAT THE FIGURES SENT THROUGH E-MAIL ARE CORRECT & COMPLETE..**

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/ delay generation / wrong generation of SLR in time by the concerned ITPCs in respect of Circles mentioned at item 7 above and issue necessary instructions for timely/ correct generation of SLR for all the SSAs in future.