

NWO- CFA Cell, 8<sup>th</sup> Floor, Corporate Office,  
Bharat Sanchar Bhawan, H.C. Mathur Lane  
Janpath, New Delhi-110001  
Tel No 011-23716688, Fax No 23766033  
Email: nwocfa@bsnl.co.in



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

No. 8-23/2012/NWO-I CFA/MSE

Dated: 27.05.2013

To,

All CGMs  
All Telecom Circles/Telephone Districts.

Sub: Analysis of Fault/Repeat Fault/Provisioning of Landline Connections.

The Fault/Repeat-fault/provisioning report for landline connections obtained from CDR platform for the period from Jan-13 to Apr-13 is placed at [annexure-I](#). The comparative analysis of data related to Operational Parameters of Landline service is as below:-

Circle-wise performance of fault rate & fault clearance for the month of Apr-2013 operational parameters:

(A) Fault Rate:

Minimum Fault Rate: A&N (3.05%), NE-II (3.43%) & HP (4.25%).  
Maximum Fault Rate: ChTD (12.37%), MP (12.66%) and KTD (16.42%).  
No. of Circles showing improvement over the previous month: 15  
(Max. Improvement J&K: -0.18% & PB: -0.13%)  
No. of Circles which show deterioration over the previous month: 11  
(Max. Deterioration KTD: +2.33% & KT: +1.28%)

(B) Fault Clearance by next working day:

Maximum Fault Clearance: A&N (88%), AP (83%) and GJ (76%).  
Minimum Fault Clearance: NE-II (14%), NE-I (26%) and KTD (33%).  
No. of Circles showing improvement over the previous month: 22  
(Max. Improvement NE-II: +1.24% & A&N: +1.23%)  
No. of Circles which show deterioration over the previous month: 04  
(Max. Deterioration CHG: -13.56% & KTD: -8.64%)

(C) Fault Clearance within 3 days:

Maximum Fault Clearance: A&N (94%), AP (89%) and GJ (83%).  
Minimum Fault Clearance: NE-II (17%), NE-I (36%) and KTD (42%).  
No. of Circles showing improvement over the previous month: 24  
(Max. Improvement A&N: +2.75% & TN: +0.03%)  
No. of Circles which show deterioration over the previous month: 02  
(Max. Deterioration CHG: -16.35% & KTD: -9.38%)

(D) Fault Clearance within 7 days:

Maximum Fault Clearance: A&N (94%), AP (94%) and RJ (94%).  
Minimum Fault Clearance: NE-II (23%), WB (58%) and KTD (59%).  
No. of Circles showing improvement over the previous month: 22  
(Max. Improvement PB +1.30% & RJ: +0.44%)  
No. of Circles which show deterioration over the previous month: 04  
(Max. Deterioration CHG -9.64% & KTD: -8.82%)

Circle-wise Repeat Fault analysis:

Circle Name	Mar-2013		Apr-2013	
	Fault rate % (LL+BB)	Repeat Fault Rate % (LL+BB)	Fault rate % (LL+BB)	Repeat Fault Rate % (LL+BB)
AN	5.57	<b>11.66</b>	4.36	<b>0.79</b>
AP	7.27	<b>15.08</b>	#	#
AS	6.10	<b>13.98</b>	6.42	<b>0.97</b>
BR	7.65	<b>18.00</b>	8.62	<b>1.55</b>
CH	#	#	7.89	<b>16.21</b>
CN	12.30	<b>17.45</b>	#	#
GJ	#	#	7.53	<b>14.53</b>
HA	13.42	<b>17.06</b>	12.17	<b>23.00</b>
HP	5.85	<b>13.11</b>	5.06	<b>14.75</b>
JH	8.24	<b>16.96</b>	10.32	<b>1.82</b>
JK	9.38	<b>15.23</b>	7.89	<b>18.87</b>
KL	9.28	<b>12.24</b>	#	#
KO	12.38	<b>14.26</b>	15.18	<b>2.00</b>
KT	8.90	<b>15.28</b>	#	#
MH	#	#	5.94	<b>13.02</b>
MP	#	#	11.09	<b>17.01</b>
N1	7.45	<b>11.63</b>	7.09	<b>0.65</b>
N2	1.76	<b>4.97</b>	0.91	<b>0.15</b>
OR	7.61	<b>14.54</b>	8.52	<b>1.28</b>
PB	12.11	<b>16.35</b>	10.74	<b>21.43</b>
RJ	12.77	<b>17.19</b>	11.69	<b>21.82</b>
TN	7.27	<b>13.43</b>	#	#
UE	5.83	<b>15.65</b>	5.74	<b>20.20</b>
UT	5.72	<b>13.55</b>	4.92	<b>16.79</b>
UW	7.93	<b>15.92</b>	7.17	<b>21.95</b>
WB	4.00	<b>12.27</b>	5.06	<b>0.65</b>

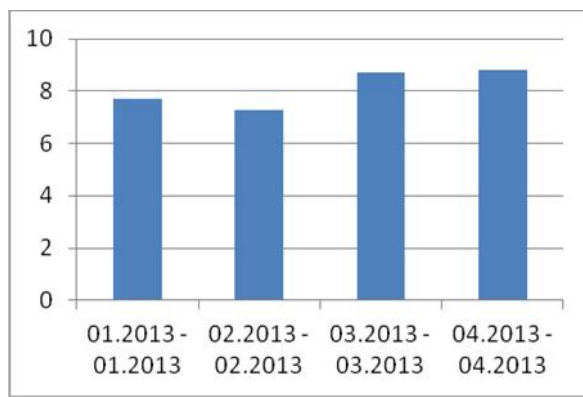
# Data not available.

In some of Circles Repeat Fault Rate has improved but in rest of Circles Repeat Fault Rate has deteriorated.

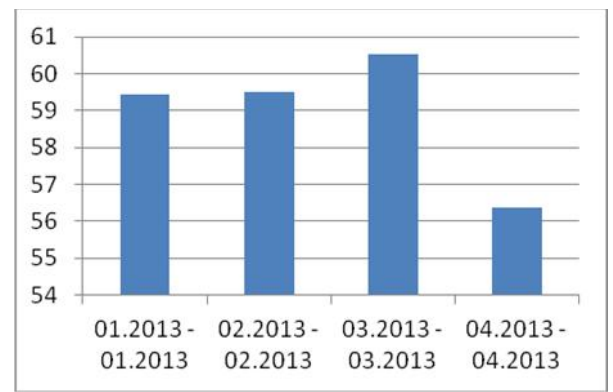
(Repeat Fault Report of West Zone for the month of Mar-13 and South Zone for the month of Apr-13 is not available.)

Overall BSNL performance (from Jan-2013 to Apr-2013):

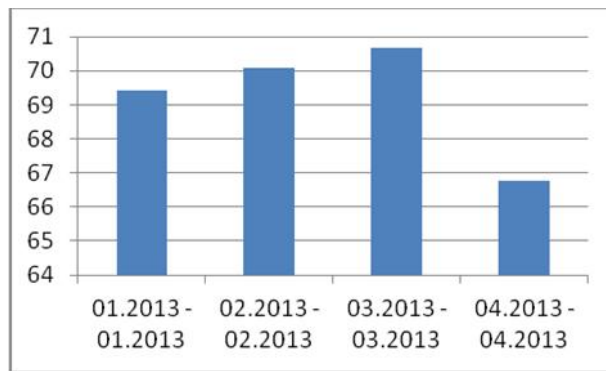
Parameters	JAN-13	FEB-13	MAR-13	APR-13
Total Faults	1542379	1451135	1724841	1731185
Fault rate (%)	7.69	7.28	8.70	8.80
Faults cleared by next working Day (%)	59.44	59.49	60.53	56.36
Faults cleared within 3 days (%)	69.41	70.08	70.68	66.77
Fault cleared within 7 days (%)	83.30	82.83	82.67	80.22



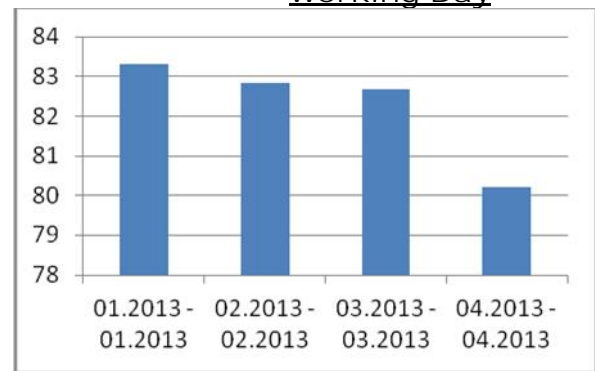
Fault rate %



% Faults cleared by next working Day



% Faults cleared within 3 days



% of faults cleared within 7 days

It is observed that almost all the parameters related to basic service have deteriorated. This is a matter of grave concern. You are requested to monitor these parameters personally. A report on the action taken/planned to improve the performance may be sent to this office within 7 days.

Ecnl.: As above.

*Rkumar*

(Rajesh Kumar)  
Addl. GM (NWO-I) CFA