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

No. 8-23/2012-PHM

Dated: 22.02.2013

To,

All CGMs
All Telecom Circles/Telephone Districts.

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

The Fault/Repeat-fault/provisioning of landline connections obtained from CDR platform is given at annexure-I. After analyzing the data, following observations are made in connection with operational parameters of landline connections: -

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

(A) Fault Rate:

Minimum Fault Rate: NE-II (1%), A&N (3%) and HP (4%).
Maximum Fault Rate: CTD (13%), ChTD (13%) and HR (12%).
No. of Circles showing improvement over the previous month: 10
(Max. Improvement ChTD: -1.39% & KT: -0.86%)
No. of Circles which show deterioration over the previous month: 16
(Max. DeteriorationHR: +1.96% & RJ: +0.63%)

(B) Fault Clearance by next working day:

Maximum Fault Clearance: A&N (89%), AP (81%) and GJ (79%).
Minimum Fault Clearance: NE-II (23%), NE-I (32%) and AS (35%).
No. of Circles showing improvement over the previous month: 18
(Max. Improvement NE-I: +12.44% & HP: +5.02%)
No. of Circles which show deterioration over the previous month: 07
(Max. DeteriorationA&N: -4.95% & UT: -4.35%)

(C) Fault Clearance within 3 days:

Maximum Fault Clearance: A&N (92%), AP (88%) and GJ (87%).
Minimum Fault Clearance: NE-II (27%), NE-I (41%) and AS (43%).
No. of Circles showing improvement over the previous month: 12
(Max. Improvement NE-I: +12.47% & KL: +4.46%)
No. of Circles which show deterioration over the previous month: 14
(Max. DeteriorationUT: -4.40% & JKD: -4.21%)

(D) Fault Clearance within 7 days:

Maximum Fault Clearance: A&N (95%), HR (94%) and RJ (93%).
Minimum Fault Clearance: NE-II (41%), NE-I (60%) and WB (60%).
No. of Circles showing improvement over the previous month: 15
(Max. Improvement NE-I +12.76% & BR: +6.13%)
No. of Circles which show deterioration over the previous month: 11
(Max. DeteriorationJKD -1.96% & UT: -1.54%)

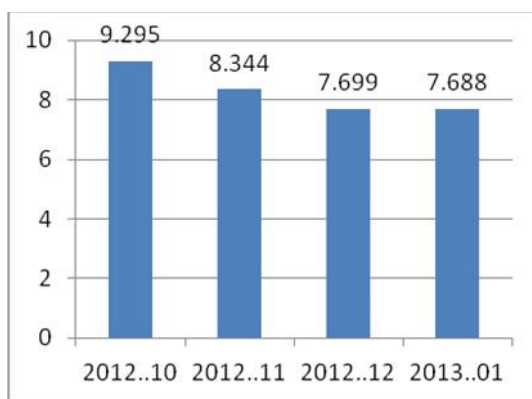
South Zone Repeat Fault Rate from Oct-2012 to Jan-2013:

S.No	Circle Name	Repeat Fault Rate (%) of Total Faults			
		Oct-12	Nov-12	Dec-12	Jan-13
1	AP	24.75	24.99	24.95	26.42
2	ChTD	17.04	17.74	17.44	18.82
3	KL	12.48	11.64	10.41	11.80
4	KT	17.38	19.11	19.29	19.94
5	TN	17.89	17.22	16.95	18.91

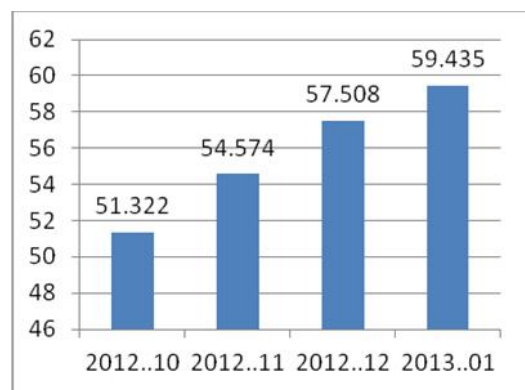
Min Repeat Fault Rate (Jan-13): KL (11.80%).
 Max Repeat Fault Rate (Jan-13): AP (26.42%) and KT (19.94%).
 No. of Circles showing improvement in Jan-13 over the previous month: Nil
 No. of Circles which show deterioration in Jan-13 over the previous month: 05
 (Max. Deterioration: TN +1.96%)
 (Repeat Fault of other Zones not available.)

Overall BSNL performance (from Oct-2012 to Jan-2013):

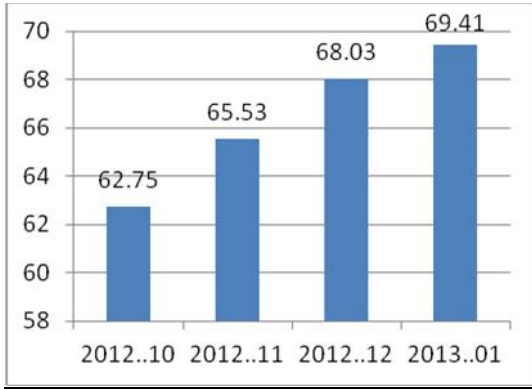
Parameters	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
Fault rate (%)	10.01	10.05	9.30	8.34	7.70	7.69
Faults cleared by next working Day (%)	52.75	52.32	51.32	54.57	57.51	59.44
Faults cleared within 3 days (%)	65.46	64.53	62.75	65.53	68.03	69.41
Fault cleared within 7 days (%)	83.51	80.97	79.23	79.93	81.27	83.30



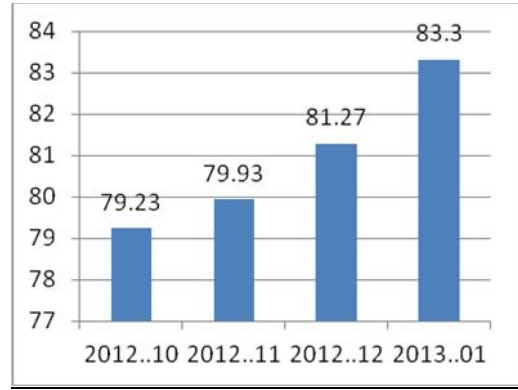
Fault rate %



% Faults cleared by next working Day



% Faults cleared within 3 days



% of faults cleared within 7 days

Comments: Overall performance of fault rate as well as fault clearance by next working day, within 3 days and within 7 days, has improved progressively over the period.

It is requested to take necessary steps to improve the operational parameters (i.e. Fault Rate, Repeat Fault Rate and Provisioning) of Landline connections.

Ecnl.: As above.

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

Comparative statement of *Fault Rate* from Oct-12 to Jan-13

(Annx-I)

Sl. No.	Circle Name	TRAI benchmark for fault rate								
		Fault rate $\leq 5\%$								
		TRAI benchmark for fault clearance 1. Fault clearance $\geq 90\%$ by next day 2. 100% within 3 days for urban areas. 3. 100% within 5 days for Rural/Hilly areas.								
		Total fault booked				Fault rate %				
		10.2012	11.2012	12.2012	01.2013	10.2012	11.2012	12.2012	01.2013	% change (Dec-to-Jan)
1	ANDAMAN AND NICOBAR	544	396	432	392	3.79	2.76	3.01	2.73	-0.28
2	ANDHRA PRADESH	1,00,804	94,323	75,761	75,002	5.37	5.06	4.08	4.05	-0.03
3	ASSAM	14,122	12,589	11,207	11,128	7.90	7.05	6.28	6.22	-0.06
4	BIHAR	15,867	13,347	16,342	18,283	7.84	6.60	8.07	9.00	0.94
5	CHHATTISGARH	9,401	8,165	8,833	7,824	7.62	6.64	7.16	6.33	-0.83
6	CHENNAI TELEPHONES	1,17,842	1,38,958	1,14,281	1,02,715	14.31	16.95	13.95	12.56	-1.39
7	GUJARAT	1,89,370	1,38,986	1,46,176	1,47,601	12.07	8.85	9.31	9.39	0.08
8	HARYANA	51,231	44,095	50,857	59,782	10.26	8.89	10.36	12.32	1.96
9	HIMACHAL PRADESH	12,536	9,996	10,680	11,303	4.36	3.49	3.77	4.01	0.24
10	JHARKHAND	16,952	15,470	14,188	12,854	10.45	9.56	8.77	7.94	-0.83
11	JAMMU AND KASHMIR	13,554	11,099	12,927	14,172	6.70	5.50	6.44	7.09	0.65
12	KERALA	3,44,895	3,21,454	2,53,089	2,32,827	11.43	10.69	8.46	7.81	-0.65
13	KOLKATA	1,51,983	1,35,987	1,21,233	1,22,512	16.19	14.50	12.95	13.13	0.18
14	KARNATAKA	1,39,331	1,48,351	1,28,510	1,13,402	8.15	8.71	7.57	6.70	-0.86
15	MAHARASHTRA	1,56,677	1,30,302	1,29,482	1,31,519	7.82	6.65	6.66	6.80	0.14
16	MADHYA PRADESH	72,527	60,924	60,768	60,374	12.11	10.25	10.22	10.14	-0.08
17	NORTH EAST I	9,490	7,282	6,158	6,723	11.82	9.06	7.66	8.37	0.70
18	NORTH EAST II	1,043	847	747	824	1.25	1.03	0.93	1.05	0.11
19	ORISSA	26,079	23,210	19,106	21,289	7.31	6.51	5.34	5.94	0.59
20	PUNJAB	90,292	75,052	83,078	93,876	8.49	7.12	7.99	9.18	1.18
21	RAJASTHAN	1,20,045	88,152	87,186	99,137	12.23	9.03	9.04	10.67	1.63
22	TAMILNADU	1,30,153	1,19,387	1,01,615	87,032	7.91	7.28	6.22	5.36	-0.86
23	UTTAR PRADESH (EAST)	41,427	33,560	37,451	43,472	5.58	4.53	5.07	5.91	0.84
24	UTTARANCHAL	9,004	6,764	8,804	10,455	4.44	3.35	4.38	5.21	0.82
25	UTTAR PRADESH (WEST)	30,407	27,640	31,835	34,279	6.40	5.83	6.74	7.29	0.55
26	WEST BENGAL	28,832	24,987	22,031	23,602	5.32	4.63	4.11	4.42	0.31
	Overall Result	18,94,408	16,91,323	15,52,777	15,42,379	9.30	8.34	7.70	7.69	-0.01

Comparative statement of *Fault Clearance* from Oct-12 to Jan-13

TRAI benchmark	Fault rate ≤ 5 %
TRAI benchmarks for fault clearance	1. Fault clearance ≥90% by next day
	2. 100% within 3 days for urban areas.
	3. 100% within 5 days for Rural/Hilly areas.

Sl. No.	Circle Name	% Faults cleared by next working Day					% Faults cleared within 3 days					% of fault cleared within seven days				
		10.2012	11.2012	12.2012	01.2013	% change (Dec-Jan)	10.2012	11.2012	12.2012	01.2013	% change (Dec-Jan)	10.2012	11.2012	12.2012	01.2013	% change (Dec-Jan)
1	ANDAMAN & NICOBAR	91.91	80.56	93.98	89.03	-4.95	93.75	92.42	94.44	91.58	-2.86	94.12	94.95	94.91	95.41	0.50
2	ANDHRA PRADESH	79.18	81.17	82.55	81.13	-1.41	86.81	87.86	88.24	87.55	-0.69	93.75	93.54	92.86	93.10	0.24
3	ASSAM	33.65	34.23	35.58	35.07	-0.50	41.77	42.17	43.49	42.70	-0.79	56.56	55.84	58.36	60.97	2.62
4	BIHAR	43.14	44.80	41.89	45.09	3.19	54.75	55.91	53.35	57.36	4.01	76.95	73.80	72.50	78.63	6.13
5	CHHATTISGARH	43.91	42.91	40.31	44.72	4.41	60.11	60.22	59.75	59.74	-0.01	88.19	85.82	82.75	82.54	-0.21
6	CHENNAI TELEPHONES	50.47	54.76	59.98	62.14	2.17	60.82	65.13	69.04	72.25	3.20	78.04	81.80	82.92	86.33	3.41
7	GUJARAT	65.56	79.19	79.26	79.31	0.05	77.53	88.08	87.79	86.58	-1.21	90.43	95.09	94.40	93.38	-1.02
8	HARYANA	61.33	67.45	70.95	74.81	3.86	75.11	79.81	82.71	83.83	1.12	89.73	91.61	92.83	93.86	1.03
9	HIMACHAL PRADESH	38.97	40.49	42.57	47.59	5.02	56.45	56.50	59.85	61.89	2.04	86.46	84.08	83.04	85.61	2.57
10	JHARKHAND	53.32	57.46	62.47	59.36	-3.11	63.11	67.10	70.48	66.27	-4.21	78.56	80.40	79.92	77.96	-1.96
11	JAMMU AND KASHMIR	60.82	60.56	62.07	64.13	2.06	73.04	73.20	75.11	75.09	-0.01	86.60	85.76	88.03	88.53	0.49
12	KERALA	41.34	37.34	41.40	45.04	3.64	50.15	46.42	49.67	54.13	4.46	67.37	64.18	64.80	69.40	4.60
13	KOLKATA	34.90	39.59	40.84	42.14	1.30	43.79	49.73	50.24	51.42	1.18	63.29	65.94	67.10	68.83	1.73
14	KARNATAKA	54.17	61.10	65.96	65.71	-0.25	63.84	71.10	73.82	74.14	0.32	79.02	83.97	84.95	86.00	1.05
15	MAHARASHTRA	46.83	51.16	52.88	54.85	1.97	61.12	65.64	67.42	66.45	-0.98	80.66	81.99	83.53	83.81	0.28
16	MADHYA PRADESH	54.49	60.99	63.41	64.34	0.93	68.11	74.71	75.38	74.71	-0.67	84.42	88.27	87.53	87.78	0.25
17	NORTH EAST I	21.96	30.10	19.39	31.83	12.44	30.95	40.73	28.79	41.26	12.47	57.34	56.14	47.14	59.90	12.76
18	NORTH EAST II	28.48	33.06	25.97	22.69	-3.28	36.34	42.27	30.92	26.82	-4.10	54.27	54.07	40.03	41.14	1.11
19	ORISSA	55.55	58.72	60.34	62.42	2.07	64.06	66.25	67.15	69.28	2.12	76.33	77.88	78.21	80.07	1.87
20	PUNJAB	56.40	61.63	61.99	64.22	2.23	73.10	77.69	77.88	78.16	0.28	90.52	91.66	92.11	93.06	0.94
21	RAJASTHAN	56.43	61.54	62.76	63.67	0.91	73.30	77.44	78.75	77.12	-1.62	90.78	92.03	92.66	93.47	0.80
22	TAMILNADU	56.82	59.06	61.15	64.36	3.21	67.07	68.61	69.88	72.90	3.02	81.27	81.82	82.36	84.74	2.38
23	UTTAR PRADESH (E)	35.56	39.02	40.56	45.16	4.60	51.34	55.29	57.58	59.57	1.99	76.08	77.33	79.36	81.85	2.49
24	UTTARANCHAL	43.70	60.67	63.33	58.99	-4.35	59.06	71.92	76.11	71.72	-4.40	82.12	84.85	90.17	88.64	-1.54
25	UTTAR PRADESH (W)	52.92	52.75	53.10	56.68	3.59	69.73	70.16	70.49	72.73	2.24	89.87	89.93	89.19	91.10	1.91
26	WEST BENGAL	37.28	38.35	39.54	41.90	2.36	45.86	46.85	46.92	48.54	1.62	60.45	59.48	58.59	60.23	1.64
Overall Result		51.32	54.57	57.51	59.44	1.93	62.75	65.53	68.03	69.41	1.38	79.23	79.93	81.27	83.30	2.03

Comparative statement of Fault/Repeat Fault from Oct-12 to Jan-13 (South Zone Only)

TRAI benchmarks	Fault rate ≤ 5 %
TRAI benchmarks for fault clearance	1. Fault clearance ≥90% by next day
	2. 100% within 3 days for urban areas.
	3. 100% within 5 days for Rural/Hilly areas.

Sl. No.	Circle Name	10.2012		11.2012		12.2012		01.2013		10.2012		11.2012		12.2012		01.2013	
		Fault	Repeat Fault	Fault	Repeat Fault	Fault	Repeat Fault	Fault	Repeat Fault	Fault rate %	Repeat Fault Rate (%)	Fault rate %	Repeat Fault Rate (%)	Fault rate %	Repeat Fault Rate (%)	Fault rate %	Repeat Fault Rate (%)
1	ANDAMAN & NICOBAR	544		396		432		392		3.79		2.76		3.01		2.73	
2	ANDHRA PRADESH	1,00,804	24,944	94,323	23,569	75,761	18,902	75,002	19,816	5.37	24.75	5.06	24.99	4.08	24.95	4.05	26.42
3	ASSAM	14,122		12,589		11,207		11,128		7.90		7.05		6.28		6.22	
4	BIHAR	15,867		13,347		16,342		18,283		7.84		6.60		8.07		9.00	
5	CHHATTISGARH	9,401		8,165		8,833		7,824		7.62		6.64		7.16		6.33	
6	CHENNAI TELEPHONES	1,17,842	20,076	1,38,958	24,652	1,14,281	19,935	1,02,715	19,330	14.31	17.04	16.95	17.74	13.95	17.44	12.56	18.82
7	GUJARAT	1,89,370		1,38,986		1,46,176		1,47,601		12.07		8.85		9.31		9.39	
8	HARYANA	51,231		44,095		50,857		59,782		10.26		8.89		10.36		12.32	
9	HIMACHAL PRADESH	12,536		9,996		10,680		11,303		4.36		3.49		3.77		4.01	
10	JHARKHAND	16,952		15,470		14,188		12,854		10.45		9.56		8.77		7.94	
11	JAMMU AND KASHMIR	13,554		11,099		12,927		14,172		6.70		5.50		6.44		7.09	
12	KERALA	3,44,895	43,051	3,21,454	37,431	2,53,089	26,348	2,32,827	27,475	11.43	12.48	10.69	11.64	8.46	10.41	7.81	11.80
13	KOLKATA	1,51,983		1,35,987		1,21,233		1,22,512		16.19		14.50		12.95		13.13	
14	KARNATAKA	1,39,331	24,209	1,48,351	28,355	1,28,510	24,787	1,13,402	22,611	8.15	17.38	8.71	19.11	7.57	19.29	6.70	19.94
15	MAHARASHTRA	1,56,677		1,30,302		1,29,482		1,31,519		7.82		6.65		6.66		6.80	
16	MADHYA PRADESH	72,527		60,924		60,768		60,374		12.11		10.25		10.22		10.14	
17	NORTH EAST I	9,490		7,282		6,158		6,723		11.82		9.06		7.66		8.37	
18	NORTH EAST II	1,043		847		747		824		1.25		1.03		0.93		1.05	
19	ORISSA	26,079		23,210		19,106		21,289		7.31		6.51		5.34		5.94	
20	PUNJAB	90,292		75,052		83,078		93,876		8.49		7.12		7.99		9.18	
21	RAJASTHAN	1,20,045		88,152		87,186		99,137		12.23		9.03		9.04		10.67	
22	TAMILNADU	1,30,153	23,281	1,19,387	20,553	1,01,615	17,228	87,032	16,457	7.91	17.89	7.28	17.22	6.22	16.95	5.36	18.91
23	UTTAR PRADESH (E)	41,427		33,560		37,451		43,472		5.58		4.53		5.07		5.91	
24	UTTARANCHAL	9,004		6,764		8,804		10,455		4.44		3.35		4.38		5.21	
25	UTTAR PRADESH (W)	30,407		27,640		31,835		34,279		6.40		5.83		6.74		7.29	
26	WEST BENGAL	28,832		24,987		22,031		23,602		5.32		4.63		4.11		4.42	
Overall Result		18,94,408		16,91,323		15,52,777		15,42,379		9.30		8.34		7.70		7.69	

Comparative statement regarding *Provisioning* of LL & BB for the month of Dec-2012 and Jan-2013

TRAI Benchmark for provisioning		1. For LL new connection 100% within 7 days. 2. For BB 100 % within 15 days(subject to feasibility)											
Sl. No.	Circle Name	% of LL provisioned within 2 days			% of LL provisioned within 7 days			% of BB provisioned Within 2 days			%BB Provisioned within 7 days		
		12.2012	01.2013	% change	12.2012	01.2013	% change	12.2012	01.2013	% change	12.2012	01.2013	% change
1	ANDAMAN & NICOBAR	29	30	2	73	67	-5	82	68	-13	99	90	-9
2	ANDHRA PRADESH	40	42	2	76	75	0	72	75	3	91	90	-1
3	ASSAM	36	40	4	60	60	1	69	71	2	84	88	4
4	BIHAR	27	27	-1	58	54	-4	72	73	0	90	89	0
5	CHHATTISGARH	26	30	4	54	59	5	76	76	0	91	90	-2
6	CHENNAI TELEPHONES	13	14	1	45	41	-4	71	72	2	91	90	-1
7	GUJARAT	49	48	-1	78	72	-6	66	66	-1	91	87	-4
8	HARYANA	23	24	1	60	61	1	61	64	3	88	90	2
9	HIMACHAL PRADESH	42	41	-1	75	79	4	74	76	2	93	92	-2
10	JHARKHAND	37	40	4	60	66	7	66	64	-2	85	84	-2
11	JAMMU AND KASHMIR	14	20	6	50	59	9	70	75	5	93	94	1
12	KERALA	23	25	2	44	45	1	43	46	3	69	70	1
13	KOLKATA	11	11	-0	36	34	-2	30	34	4	64	64	1
14	KARNATAKA	26	29	3	53	53	0	57	63	6	81	83	1
15	MAHARASHTRA	26	28	1	57	54	-3	58	58	0	83	79	-3
16	MADHYA PRADESH	36	38	2	68	67	-2	70	76	6	88	91	3
17	NORTH EAST I	25	31	6	53	51	-2	44	44	0	68	66	-2
18	NORTH EAST II	49	47	-2	71	83	12	66	76	10	82	88	6
19	ORISSA	39	42	3	65	68	2	67	69	3	86	87	1
20	PUNJAB	29	36	7	74	76	2	66	68	2	90	92	2
21	RAJASTHAN	26	28	2	58	57	0	57	59	1	84	86	2
22	TAMILNADU	27	29	2	61	59	-3	57	60	2	83	81	-2
23	UTTAR PRADESH (EAST)	22	24	2	55	56	1	66	67	1	88	89	1
24	UTTARANCHAL	30	35	5	58	63	5	62	61	-1	86	86	0
25	UTTAR PRADESH (WEST)	24	32	8	64	68	4	74	77	4	92	93	1
26	WEST BENGAL	40	39	-1	61	66	5	69	65	-4	83	80	-4
Overall Result		30	32	2	61	60	-1	61	63	2	84	84	0