

## OPERATIONS REPORT

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

No.CA/MIS/ 11-1/2011-12

Dated: 28.12.2011

**Subject: Operations Report for the month of November, 2011.**

General Observations of the above mentioned report are enclosed in Annexure 1 to 6. The salient features of the observations are given below:

### 1. Faults:

- a) **Wire Line** -The faults/100 DELs (Wire Line) /month decreased from 4.77 to 4.51 during the month, when compared to previous year's same month data.
- b) **Broad Band**- Broad Band faults/100 /month decreased from 2.91 to 2.25 during the month, when compared to previous year's same month data.
- c) **VPT** - VPT fault/ 100 at the end of month is 7.73.

2. **Call Completion Rate**: Percentage of Call Completion Rate for Local and Junction increased during the month from 67.35 to 68.1, and from 60.43 to 64.61 and for STD decreased from 52.95 to 52.44 respectively, when compared to previous year's same month data.

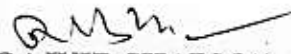
3. **Directory Enquiry, Fault Repair Service (FRS), TR Billing Accounting**: Status of Directory Enquiry, FRS & TR Billing Accounting is 333; 31,435 and 333 at the end of month.

4. **Customer Service Centre**: Status of CSC at the end of month is 4,068.

5. **STD Stations**: Status of STD Stations at the end of month is 33,462.

Suggestions, if any, are welcome which may please be sent to the undersigned directly.

Encl.: Annexure-1 to 6

  
(RAJVIR SHARMA)  
GM (CDN)-CA

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