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

नरेन्द्र कुमार मेहता

निदेशक (उद्यम)

N. K. MEHTA

Director (Enterprise)

D.O.No. 9-2/2013-MPLS

Dated : 21.10.2015

Dear Shri

This is regarding preventing loss of potential revenue by adhering to quality of service assurance to leased line customers of BSNL. I have been regularly keeping a watch on the performance of different Circles on the basis of MPLS VPN leased circuits faults through the BMS portal of MPLS NOC. I have been observing that out of approx. 600 daily pending faults of MPLS VPN Leased Circuits, about 40% of the faults are continuing for more than 3 days and about 65% of the faults are continuing for more than one day. This trend requires greater efforts by each one of you personally to reduce the down time of faults as almost all these faults have been found in local leads provided by SSAs. CNO Cell has been regularly taking up regarding keeping regular watch on reducing down time, keeping MTTR of 6 hrs. and achieving uptime of 97% for MPLS VPN Leased line services. But, none of the Circles have been able to achieve these parameters on long term basis.

2.0 As regards point to point leased circuits also whose monitoring is being done by each SSA and GM (EB) of the Circle concerned, there has been regular complaints from Enterprise Business Customers about the poor serviceability of such leased circuits for which regular correspondence is being made by CNO Cell to improve upon the uptime of these circuits. However, the complaints of point to point leased circuits have only increased and even in some cases, the leased circuits are pending for restoration for months together and while in some other cases pendency is in days.

3.0 I would like to impress upon the fact that in addition to regular maintenance of mobile, broadband, land line etc. connections, maintenance of enterprise business leased circuits must also be given top priority by circle CGMs & SSA heads as they are very high revenue earning circuits and any un-serviceability compromises the SLA, BSNL is penalized monetarily and there is loss of potential revenue.

4.0 As you are aware, all the leased circuits of each SSA are to be migrated on CDR platform which is having CRM module also for ensuring top quality service assurance of the leased circuits of our esteemed customers. It will be duty of each CGM to ensure that all the concerned officers/officials must take training on CDR migration of leased circuit being conducted by ITPC Circle.

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5.0 To mitigate the current situation regarding high incidences and longer time in restoration of leased circuits faults, I would request you to ensure following along with among other measures being taken by you :

- (i) Any of the SSAs where leased circuits are more than 50 nos., special teams may be formed along with paraphernalia like transportation, tools / testers, spares, joint boxes, joint material etc. for prompt restoration of leased circuits faults.
- (ii) For all such places, daily monitoring of number of faults and restoration will be made by the SSA in-charge himself along with his subordinate team.
- (iii) SSA head / EB in-charge should meet customers regularly to keep them informed about the importance being granted to maintenance of leased circuits by BSNL.
- (iv) Ensure that all the leased circuits are migrated on the CDR platform correctly and the name / telephone numbers of the leased circuits maintenance officials are entered correctly which will help in monitoring all leased circuits faults after migration to CDR and Enterprise Business Call Center which is operational at Bangalore.

6.0 To conclude, I would like to once again emphasize about prevention of loss of leased circuit revenue by taking all the possible remedial measures including above.

A compliance report on training, formation of teams and other measures initiated may be sent to me in 1st week of every month starting from the month of November 2015.

With best wishes,

Nandy
(N. K. MEHTA) 21/10/2015

To

All Chief General Managers
Telecom Circles/Telecom Distts