



**No: Sr. GM (BB)/Misc-09/27/10**

**dated 07/02/2011**

**Sub: Minutes of meeting of Designated Committee for broadband disconnection.**

A meeting of designated committee formed for looking into broadband disconnection was held in corporate office on 01/02/2011. Following officials were present in the meeting:

1. Sh. Anil Jain, Sr. GM (NWP-BB), BSNL C.O.
2. Sh. G.P. Verma, GM (F)-CFA, BSNL C.O.
3. Sh. Indrajeet S. Khanna, GM (PDP), BSNL C.O.
4. Sh. Vishwa Mohan, Addl. GM (BBO), BSNL C.O.
5. Sh. Jitender Shukla, DGM(S&M)-CFA, BSNL C.O.

Sh. Kamal Kumar, GM (CFA), Punjab Circle & Sh. Roy M. Jacob, GM (BB)-CFA, Kerala Circle have participated in the meeting through video-conferencing.

Reported circle wise gross broadband connections of Dec, 2010 (attached as annexure-1) were discussed. As per report, compiled by BB Cell, out of 6809497 gross broadband connections, 1478432 broadband connections are disconnected. It means 21.71% broadband connections of BSNL are disconnected. As per the figures of disconnection, it was seen that circles having maximum disconnections are Assam, Bihar, Chhattisgarh, MP, NE-I, Orissa, Rajasthan & UP (East). It was intimated by Punjab & Kerala GMs that broadband disconnection rate in their circle is 35-40% and 30% respectively.

Various reasons of higher disconnections were discussed. It was noted that some of the reasons might be:

**As per GM (F) - CFA, following are the main reason of broadband disconnection**

1. Poor service in broadband fault rectification.
2. Collected bills (3-6 months) instead of monthly bill in CDR implemented SSAs.

**GM (CFA), Punjab has pointed following reasons for broadband disconnection**

3. Due to road widening work of NHAI and other municipal works in circles BSNL underground cables get faulty.
4. Underground Cables/ telephone lines remain faulty for long duration due to non-availability of U/G Cables in circles for repair of U/G cable fault.
5. Non-availability of Telephone sets for new and existing broadband connections.

**GM (BB)-CFA, Kerala has pointed following reasons for broadband disconnection**

6. Faults in PC/ laptop of broadband customers.
7. Excess Billing and collected billing of BB customers.

**CDR implemented SSAs are having more disconnections and the reason are as follows:**

- a. Non- issue of monthly bill in CDR implemented SSAs. Collected billing of 3-6 months.
- b. Excess Billing of BB customers in CDR implemented SSAs.
- c. Flow order in CDR is not same as Dotsoft & BSNL officials are finding it difficult to track orders of provisioning of new broadband connections.
- d. Self-care mechanism is not working properly & it is very slow.
- e. Provisioning time for broadband connections has increased considerably. Provisioning time is more in CDR implemented SSAs as compared to Dotsoft SSAs.

- f. Landline gets restored but broadband remains disconnected. Order tracing is difficult in CDR.
- g. In shifting cases, billing continues on old address.
- h. Customers are not able to see/view their broadband usage because of difficulty in logging on CDR.
- i. There is no provision of manual intervention to control disconnection as it used to be there in Dotsoft.
- j. All faults are booked as landline fault in account of line staff instead of landline fault and broadband faults separately. However, 80% faults are of broadband. Broadband faults are attended by TTAs/ JTOs etc, which are to be allocated manually by external SDO.

However, it was noted that the issue requires further deliberations based on some data. Following steps were discussed & designated committee has recommended these steps to reduce high rate of broadband disconnections:

1. A market research is to be conducted immediately to know the exact reasons of broadband disconnections. The process would be initiated immediately. Target date for completion of market research is 15/03/2011.
2. Best-fit broadband package utility has already been implemented on home page of BSNL website [www.bsnl.co.in](http://www.bsnl.co.in). This utility would help the potential broadband customers in selecting best BB plan according to their requirement in terms of amount of bill and/or usage and/or download speed. ITPC, Pune would make necessary changes in this utility whenever broadband tariff plans are changed. All circles should popularize this in call centres and CSCs etc.
3. Circles need to popularize of new Post-paid Broadband tariff plans and promotional schemes of pre-paid broadband along with bills and other marketing & advertising means.
4. Sr. GM (NWP-BB) informed that changes in "Samadhan Scheme" for Broadband customers has already been implemented. Now this scheme is available anytime & is not restricted to first three bills.
5. Voluntary Disconnection BB customers should be encouraged/ persuaded to opt pre-paid broadband option.

This is issued with approval of the competent authority.



AM (BBO)

**Copy to:**

1. CGM (ITPC) for info and n/a please.
2. CGMs of all Telecom Circles & Telephone Districts.
3. Sr. GM (IT-CFA)-for kind inf. Pl.
4. All the participants.