



No: 64-297/2013-CFA competition

Dated: 19.02.2014

To

**The Chief General Managers
All Telecom Circles / Telephone Districts**

Subject: CFA Competition program and Award at Zonal Basis.

1. It has been decided to start a competitive program on zonal basis to encourage circles to excel in CFA Business unit performance. Under this program one best circle from each Zone shall be awarded rotating shield by CMD and circle head will be invited to have dinner with CMD and Board of Directors.
2. The detail of Parameters to be used for deciding performance of circles and their corresponding weightage is as under:

S. No.	Score No.	Parameter	Weightage
Landline Performance			
1.	1	NET Landline connection Addition	20%
2.	2	Provisioning rate	05%
3.	3	Fault rate	10%
4.	4	Fault Rectification	05%
Broadband Performance			
5.	5	NET Broadband connection Addition	40%
6.	6	Broadband Provisioning rate	05%
7.	7	Fault rate	10%
8.	8	Fault Rectification	05%

Formula for calculating performance scores of circles is as follows:

- a) For Score 1 & Score 5 = (NET connection Addition/Total NET Connection at start of Year)* ARPU* Weightage
 - b) For Score 2 = ((Connection provided within 7 days/ Total connection booked)/100) * Weightage
 - c) For Score 6 = ((Connection provided within 15 days/ Total connection booked)/ 100) * Weightage
 - d) For Score 3 & 7 = (Benchmark for fault rate #/ Fault rate of circle)* Weightage
 - e) For Score 4 & 8 = (Fault repairing rate by next working day of circle/ 90)* Weightage
3. Total Score of a circle will be sum of score 1 to 8. These scores will be published on Intranet portal on monthly basis.
 4. Winner on zonal basis shall be decided by the total score for three months period of the financial year i.e. Jan 2014 to March 2014.

5. To maintain the uniformity all data related to performance will be taken from IPTC Pune.

Note:

for landline and broadband fault rate benchmark of 5% shall be taken.

A handwritten signature in black ink, appearing to read 'Anil Jain', written over a horizontal line.

(Anil Jain)
PGM (NWP-BB)

Copy to:

CGM IPTC to work out the score & send the same to NWP-BB unit BSNL CO for uploading it on Intranet by 7th of every month