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

No. 8-23/2013/NWO-I CFA/MSE

Dated: 22.03.2013

To,

All CGMs
All Telecom Circles/Telephone Districts.

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

The Fault/Repeat-fault/provisioning report for landline connections obtained from CDR platform for the period from Nov-12 to Feb-13 is placed 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 Feb-2013 operational parameters:

(A) **Fault Rate:**

Minimum Fault Rate: NE-II (1%), A&N (2%) and AP (4%).
Maximum Fault Rate: CTD (12%), HR (12%) and MP (11%).
No. of Circles showing improvement over the previous month: 17
(Max. Improvement ChTD: -1.55% & BH: -1.40%)
No. of Circles which show deterioration over the previous month: 09
(Max. Deterioration MP: +1.22% & PB: +0.78%)

(B) **Fault Clearance by next working day:**

Maximum Fault Clearance: A&N (93%), AP (83%) and GJ (80%).
Minimum Fault Clearance: NE-II (26%), NE-I (35%) and AS (35%).
No. of Circles showing improvement over the previous month: 13
(Max. Improvement CN: +7.63% & AN: +4.53%)
No. of Circles which show deterioration over the previous month: 13
(Max. Deterioration J&K: -4.20% & PB: -3.54%)

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(C) **Fault Clearance within 3 days:**

Maximum Fault Clearance: A&N (97%), AP (89%) and GJ (87%).
Minimum Fault Clearance: NE-II (34%), NE-I (44%) and AS (45%).
No. of Circles showing improvement over the previous month: 17
(Max. Improvement CG: +7.31% & NE-II: +6.71%)
No. of Circles which show deterioration over the previous month: 09
(Max. Deterioration J&K: -3.96% & UP (W): -3.19%)

(D) Fault Clearance within 7 days:

Maximum Fault Clearance: A&N (97%), AP (93%) and HR (93%).

Minimum Fault Clearance: NE-II (45%), WB (60%) and AS (62%).

No. of Circles showing improvement over the previous month: 12

(Max. Improvement NE-I +12.76% & BR: +6.13%)

No. of Circles which show deterioration over the previous month: 14

(Max. Deterioration J&K -3.93% & PB: -2.16%)

South & East Zone Repeat Fault analysis:

S.No	Circle Name	Repeat Fault Rate (%) of Total Faults			
		Nov-12	Dec-12	Jan-13	Feb-13
1	AN		17.36	19.13	21.21
2	AP	24.99	24.95	26.42	27.53
3	AS		8.12	8.20	10.34
4	BH		14.14	12.55	14.86
5	ChTD	17.74	17.44	18.82	21.96
6	JH		13.34	14.73	12.89
7	KL	11.64	10.41	11.80	13.05
8	CTD		10.58	10.51	12.24
9	KT	19.11	19.29	19.94	23.09
10	NE-I		4.30	3.94	6.92
11	NE-II		3.21	2.91	5.51
12	OR		14.41	12.96	15.55
13	TN	17.22	16.95	18.91	22.87
14	WB		8.03	7.47	9.87

Min Repeat Fault Rate (Feb-13): NE-II (5.51%).

Max Repeat Fault Rate (Feb-13): AP (27.53%) and KT (23.09%).

No. of Circles showing improvement in Feb-13 over the previous month: 01

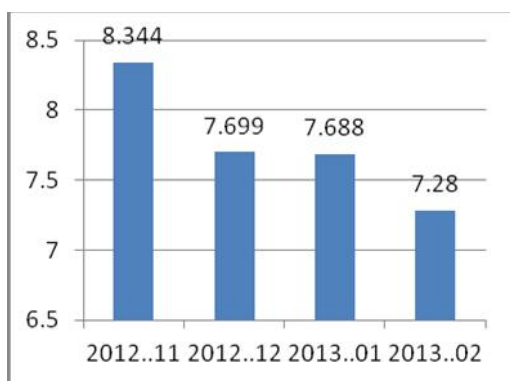
No. of Circles which show deterioration in Feb-13 over the previous month: 13

(Max. Deterioration: TN +3.96%)

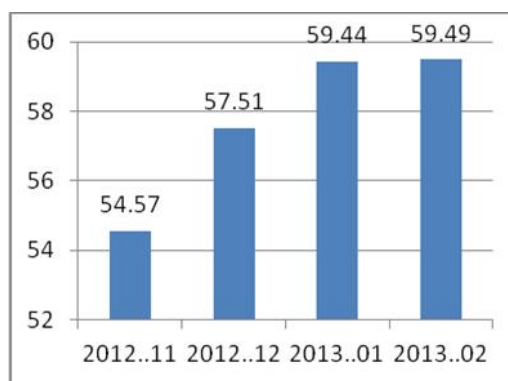
(Repeat Fault Report of North & West Zones is not available.)

Overall BSNL performance (from Nov-2012 to Feb-2013):

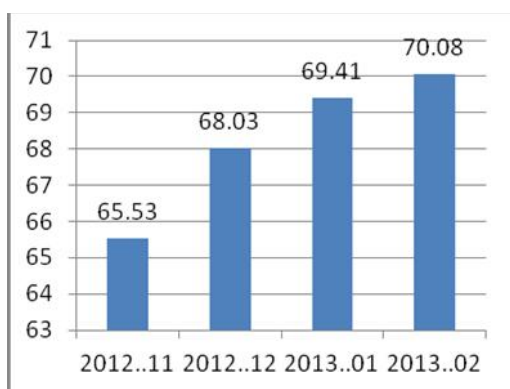
Parameters	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
Total Faults			1894408	1691323	1552777	1542379	1451135
Fault rate (%)	10.01	10.05	9.30	8.34	7.70	7.69	7.28
Faults cleared by next working Day (%)	52.75	52.32	51.32	54.57	57.51	59.44	59.49
Faults cleared within 3 days (%)	65.46	64.53	62.75	65.53	68.03	69.41	70.08
Fault cleared within 7 days (%)	83.51	80.97	79.23	79.93	81.27	83.30	82.83



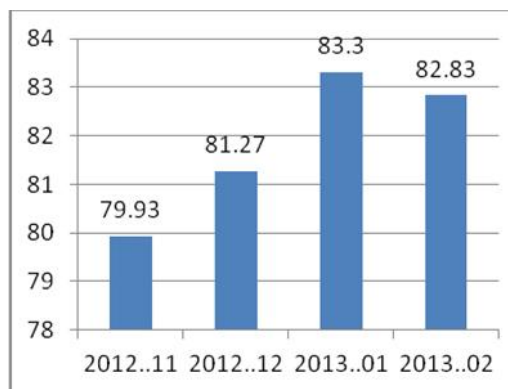
Fault rate %



% Faults cleared by next working Day



% Faults cleared within 3 days



% of faults cleared within 7 days

As most of the Circles performance is below the TRAI Benchmark, it is requested to take necessary steps to improve the operational performance. Circles whose performance has deteriorated over previous months are requested to send a report to this office by 28.03.2013, regarding the reasons for deterioration and action plan to improve it.

Ecnl.: As above.

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

Comparative statement of Fault Rate from Nov-12 to Feb-13

Annexure-I

	TRAI benchmarks for fault rate	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.								
S.No	Circle Name	Total fault booked				Fault rate %				
		11.2012	12.2012	01.2013	02.2013	11.2012	12.2012	01.2013	02.2013	% change (Jan-to-Feb)
1	ANDAMAN AND NICOBAR	396	432	392	264	2.76	3.01	2.73	1.83	-0.90
2	ANDHRA PRADESH	94,323	75,761	75,002	66,488	5.06	4.08	4.05	3.61	-0.44
3	ASSAM	12,589	11,207	11,128	10,754	7.05	6.28	6.22	6.00	-0.22
4	BIHAR	13,347	16,342	18,283	15,513	6.60	8.07	9.00	7.60	-1.40
5	CHHATTISGARH	8,165	8,833	7,824	8,149	6.64	7.16	6.33	6.59	0.26
6	CHENNAI TELEPHONES	1,38,958	1,14,281	1,02,715	89,836	16.95	13.95	12.56	11.00	-1.55
7	GUJARAT	1,38,986	1,46,176	1,47,601	1,42,826	8.85	9.31	9.39	9.08	-0.31
8	HARYANA	44,095	50,857	59,782	57,739	8.89	10.36	12.32	12.00	-0.32
9	HIMACHAL PRADESH	9,996	10,680	11,303	12,428	3.49	3.77	4.01	4.47	0.46
10	JHARKHAND	15,470	14,188	12,854	12,050	9.56	8.77	7.94	7.45	-0.49
11	JAMMU AND KASHMIR	11,099	12,927	14,172	13,741	5.50	6.44	7.09	6.92	-0.17
12	KERALA	3,21,454	2,53,089	2,32,827	1,95,025	10.69	8.46	7.81	6.56	-1.25
13	KOLKATA	1,35,987	1,21,233	1,22,512	1,14,672	14.50	12.95	13.13	12.34	-0.80
14	KARNATAKA	1,48,351	1,28,510	1,13,402	1,03,850	8.71	7.57	6.70	6.16	-0.54
15	MAHARASHTRA	1,30,302	1,29,482	1,31,519	1,23,539	6.65	6.66	6.80	6.48	-0.31
16	MADHYA PRADESH	60,924	60,768	60,374	67,716	10.25	10.22	10.14	11.37	1.22
17	NORTH EAST I	7,282	6,158	6,723	6,385	9.06	7.66	8.37	7.94	-0.43
18	NORTH EAST II	847	747	824	853	1.03	0.93	1.05	1.09	0.04
19	ORISSA	23,210	19,106	21,289	18,443	6.51	5.34	5.94	5.15	-0.79
20	PUNJAB	75,052	83,078	93,876	99,507	7.12	7.99	9.18	9.95	0.78
21	RAJASTHAN	88,152	87,186	99,137	1,01,294	9.03	9.04	10.67	11.24	0.57
22	TAMILNADU	1,19,387	1,01,615	87,032	77,712	7.28	6.22	5.36	4.80	-0.56
23	UTTAR PRADESH (EAST)	33,560	37,451	43,472	44,062	4.53	5.07	5.91	6.05	0.14
24	UTTARANCHAL	6,764	8,804	10,455	11,006	3.35	4.38	5.21	5.49	0.28
25	UTTAR PRADESH (WEST)	27,640	31,835	34,279	34,128	5.83	6.74	7.29	7.30	0.01
26	WEST BENGAL	24,987	22,031	23,602	23,155	4.63	4.11	4.42	4.36	-0.06
Overall Result		16,91,323	15,52,777	15,42,379	14,51,135	8.34	7.70	7.69	7.28	-0.41

Comparative statement of Fault Clearance from Nov-12 to Feb-13

TRAI benchmarks for fault rate	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.

S.No	Circle Name	% Faults cleared by next working Day					% Faults cleared within 3 days					% of fault cleared within seven days				
		11.2012	12.2012	01.2013	02.2013	% change (Jan-to-Feb)	11.2012	12.2012	01.2013	02.2013	% change (Jan-to-Feb)	11.2012	12.2012	01.2013	02.2013	% change (Jan-to-Feb)
1	ANDAMAN & NICOBAR	80.56	93.98	89.03	93.56	4.53	92.42	94.44	91.58	96.97	5.39	94.95	94.91	95.41	96.97	1.56
2	ANDHRA PRADESH	81.17	82.55	81.13	83.28	2.15	87.86	88.24	87.55	88.94	1.40	93.54	92.86	93.10	93.37	0.27
3	ASSAM	34.23	35.58	35.07	35.02	-0.05	42.17	43.49	42.70	45.05	2.35	55.84	58.36	60.97	61.53	0.56
4	BIHAR	44.80	41.89	45.09	47.35	2.27	55.91	53.35	57.36	60.92	3.56	73.80	72.50	78.63	79.43	0.80
5	CHHATTISGARH	42.91	40.31	44.72	48.50	3.78	60.22	59.75	59.74	67.05	7.31	85.82	82.75	82.54	87.95	5.41
6	CHENNAI TELEPHONES	54.76	59.98	62.14	69.77	7.63	65.13	69.04	72.25	78.35	6.10	81.80	82.92	86.33	88.18	1.84
7	GUJARAT	79.19	79.26	79.31	80.31	1.00	88.08	87.79	86.58	86.76	0.18	95.09	94.40	93.38	91.76	-1.62
8	HARYANA	67.45	70.95	74.81	75.99	1.17	79.81	82.71	83.83	84.89	1.05	91.61	92.83	93.86	92.67	-1.19
9	HIMACHAL PRADESH	40.49	42.57	47.59	48.76	1.17	56.50	59.85	61.89	63.59	1.70	84.08	83.04	85.61	85.69	0.07
10	JHARKHAND	57.46	62.47	59.36	60.91	1.55	67.10	70.48	66.27	70.43	4.16	80.40	79.92	77.96	80.46	2.50
11	JAMMU & KASHMIR	60.56	62.07	64.13	59.94	-4.20	73.20	75.11	75.09	71.13	-3.96	85.76	88.03	88.53	84.59	-3.93
12	KERALA	37.34	41.40	45.04	42.90	-2.15	46.42	49.67	54.13	52.49	-1.65	64.18	64.80	69.40	67.32	-2.08
13	KOLKATA	39.59	40.84	42.14	41.67	-0.48	49.73	50.24	51.42	52.03	0.62	65.94	67.10	68.83	69.46	0.63
14	KARNATAKA	61.10	65.96	65.71	67.43	1.72	71.10	73.82	74.14	75.82	1.68	83.97	84.95	86.00	85.63	-0.37
15	MAHARASHTRA	51.16	52.88	54.85	51.68	-3.16	65.64	67.42	66.45	65.21	-1.23	81.99	83.53	83.81	82.05	-1.76
16	MADHYA PRADESH	60.99	63.41	64.34	63.25	-1.09	74.71	75.38	74.71	75.07	0.36	88.27	87.53	87.78	87.21	-0.56
17	NORTH EAST I	30.10	19.39	31.83	34.63	2.80	40.73	28.79	41.26	44.06	2.80	56.14	47.14	59.90	63.23	3.33
18	NORTH EAST II	33.06	25.97	22.69	26.38	3.68	42.27	30.92	26.82	33.53	6.71	54.07	40.03	41.14	44.67	3.53
19	ORISSA	58.72	60.34	62.42	60.94	-1.47	66.25	67.15	69.28	68.73	-0.55	77.88	78.21	80.07	79.49	-0.58
20	PUNJAB	61.63	61.99	64.22	60.68	-3.54	77.69	77.88	78.16	75.98	-2.18	91.66	92.11	93.06	90.90	-2.16
21	RAJASTHAN	61.54	62.76	63.67	65.63	1.96	77.44	78.75	77.12	79.64	2.52	92.03	92.66	93.47	92.33	-1.14
22	TAMILNADU	59.06	61.15	64.36	61.62	-2.75	68.61	69.88	72.90	70.65	-2.25	81.82	82.36	84.74	82.76	-1.98
23	UP (EAST)	39.02	40.56	45.16	44.38	-0.78	55.29	57.58	59.57	61.05	1.48	77.33	79.36	81.85	81.79	-0.06
24	UTTARANCHAL	60.67	63.33	58.99	56.82	-2.16	71.92	76.11	71.72	68.85	-2.86	84.85	90.17	88.64	87.62	-1.02
25	UP (WEST)	52.75	53.10	56.68	53.65	-3.04	70.16	70.49	72.73	69.54	-3.19	89.93	89.19	91.10	89.14	-1.96
26	WEST BENGAL	38.35	39.54	41.90	38.95	-2.94	46.85	46.92	48.54	47.64	-0.89	59.48	58.59	60.23	60.48	0.25
Overall Result		54.57	57.51	59.44	59.49	0.05	65.53	68.03	69.41	70.08	0.67	79.93	81.27	83.30	82.83	-0.47

Comparative statement of Fault/Repeat Fault from Nov-12 to Feb-13 (South & East Zone Only)

S.No	Circle Name	TRAI benchmarks for fault rate 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.															
S.No	Circle Name	11.2012		12.2012		01.2013		02.2013		11.2012		12.2012		01.2013		02.2013	
		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	396		432	75	392	75	264	56	2.76		3.01	17.36	2.73	19.13	1.83	21.21
2	ANDHRA PRADESH	94,323	23,569	75,761	18,902	75,002	19,816	66,488	18,302	5.06	24.99	4.08	24.95	4.05	26.42	3.61	27.53
3	ASSAM	12,589		11,207	910	11,128	912	10,754	1,112	7.05		6.28	8.12	6.22	8.20	6.00	10.34
4	BIHAR	13,347		16,342	2,310	18,283	2,295	15,513	2,305	6.60		8.07	14.14	9.00	12.55	7.60	14.86
5	CHHATTISGARH	8,165		8,833		7,824		8,149		6.64		7.16		6.33		6.59	
6	CHENNAI TELEPHONES	1,38,958	24,652	1,14,281	19,935	1,02,715	19,330	89,836	19,730	16.95	17.74	13.95	17.44	12.56	18.82	11.00	21.96
7	GUJARAT	1,38,986		1,46,176		1,47,601		1,42,826		8.85		9.31		9.39		9.08	
8	HARYANA	44,095		50,857		59,782		57,739		8.89		10.36		12.32		12.00	
9	HIMACHAL PRADESH	9,996		10,680		11,303		12,428		3.49		3.77		4.01		4.47	
10	JHARKHAND	15,470		14,188	1,892	12,854	1,893	12,050	1,553	9.56		8.77	13.34	7.94	14.73	7.45	12.89
11	JAMMU & KASHMIR	11,099		12,927		14,172		13,741		5.50		6.44		7.09		6.92	
12	KERALA	3,21,454	37,431	2,53,089	26,348	2,32,827	27,475	1,95,025	25,458	10.69	11.64	8.46	10.41	7.81	11.80	6.56	13.05
13	KOLKATA	1,35,987		1,21,233	12,821	1,22,512	12,873	1,14,672	14,038	14.50		12.95	10.58	13.13	10.51	12.34	12.24
14	KARNATAKA	1,48,351	28,355	1,28,510	24,787	1,13,402	22,611	1,03,850	23,975	8.71	19.11	7.57	19.29	6.70	19.94	6.16	23.09
15	MAHARASHTRA	1,30,302		1,29,482		1,31,519		1,23,539		6.65		6.66		6.80		6.48	
16	MADHYA PRADESH	60,924		60,768		60,374		67,716		10.25		10.22		10.14		11.37	
17	NORTH EAST I	7,282		6,158	265	6,723	265	6,385	442	9.06		7.66	4.30	8.37	3.94	7.94	6.92
18	NORTH EAST II	847		747	24	824	24	853	47	1.03		0.93	3.21	1.05	2.91	1.09	5.51
19	ORISSA	23,210		19,106	2,753	21,289	2,760	18,443	2,867	6.51		5.34	14.41	5.94	12.96	5.15	15.55
20	PUNJAB	75,052		83,078		93,876		99,507		7.12		7.99		9.18		9.95	
21	RAJASTHAN	88,152		87,186		99,137		1,01,294		9.03		9.04		10.67		11.24	
22	TAMILNADU	1,19,387	20,553	1,01,615	17,228	87,032	16,457	77,712	17,775	7.28	17.22	6.22	16.95	5.36	18.91	4.80	22.87
23	UP (EAST)	33,560		37,451		43,472		44,062		4.53		5.07		5.91		6.05	
24	UTTARANCHAL	6,764		8,804		10,455		11,006		3.35		4.38		5.21		5.49	
25	UP (WEST)	27,640		31,835		34,279		34,128		5.83		6.74		7.29		7.30	
26	WEST BENGAL	24,987		22,031	1,769	23,602	1,763	23,155	2,285	4.63		4.11	8.03	4.42	7.47	4.36	9.87
Overall Result		16,91,323		15,52,777		15,42,379		14,51,135		8.34		7.70		7.69		7.28	

Comparative statement regarding provisioning of LL & BB for the month of

JAN 2013

&

FEB 2013

TRAI Benchmark for
provisioning

1. For LL new connection 100% within 7 days. 2. For BB 100 % within 15 days(subject to feasibility)

S.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		
		01.2013	02.2013	% change	01.2013	02.2013	% change	01.2013	02.2013	% change	01.2013	02.2013	% change
1	ANDAMAN AND NICOBAR	30	30	-1	67	69	2	68	73	4	90	97	7
2	ANDHRA PRADESH	42	46	4	75	78	3	75	79	4	90	92	2
3	ASSAM	40	39	-0	60	60	0	71	65	-6	88	86	-2
4	BIHAR	27	35	9	54	63	9	73	74	1	89	89	0
5	CHHATTISGARH	30	32	2	59	60	1	76	73	-2	90	88	-2
6	CHENNAI TELEPHONES	14	16	2	41	48	7	72	77	5	90	93	2
7	GUJARAT	48	52	4	72	79	7	66	65	-1	87	88	2
8	HARYANA	24	24	0	61	64	3	64	70	5	90	92	3
9	HIMACHAL PRADESH	41	36	-4	79	74	-5	76	77	2	92	96	5
10	JHARKHAND	40	35	-6	66	64	-2	64	73	9	84	89	5
11	JAMMU AND KASHMIR	20	20	-0	59	54	-5	75	77	2	94	95	1
12	KERALA	25	23	-2	45	43	-1	46	44	-2	70	70	0
13	KOLKATA	11	10	-1	34	31	-3	34	29	-5	64	62	-2
14	KARNATAKA	29	27	-1	53	56	3	63	63	0	83	83	0
15	MAHARASHTRA	28	27	-1	54	54	0	58	58	0	79	80	1
16	MADHYA PRADESH	38	39	1	67	67	0	76	77	1	91	92	1
17	NORTH EAST I	31	39	8	51	58	7	44	48	5	66	68	2
18	NORTH EAST II	47	61	13	83	80	-3	76	86	10	88	94	6
19	ORISSA	42	44	2	68	70	2	69	75	6	87	91	4
20	PUNJAB	36	33	-3	76	80	4	68	71	2	92	95	3
21	RAJASTHAN	28	29	2	57	62	5	59	65	7	86	91	4
22	TAMILNADU	29	27	-3	59	56	-2	60	61	2	81	83	2
23	UTTAR PRADESH (EAST)	24	28	4	56	60	4	67	70	4	89	91	2
24	UTTARANCHAL	35	30	-5	63	65	2	61	67	6	86	92	6
25	UTTAR PRADESH (WEST)	32	24	-8	68	64	-4	77	79	2	93	96	2
26	WEST BENGAL	39	39	-0	66	63	-3	65	64	-1	80	80	0
Overall Result		32	32	0	60	62	2	63	65	2	84	86	2