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 To

Dated 15th March., 2013

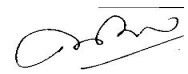
All Heads of Territorial Circles and Metro Telephone Districts of BSNL

Subject: TR performance report of Circles for the month of January-2013 in respect of Basic plus Services, Non-MSR based WLL and Broadband.

The TR performance report for Basic Service (including PCOs, VPTs and ISDN), Non-MSR based WLL and Broadband service for the month of **January-2013** in respect of amount billed, amount recovered, outstanding dues, Collection efficiency and ARPU etc. in respect of all Circles is enclosed. The main observations on the report are as follows:

1. The performance of **January-2013** in comparison to that of **January-2012** reveals that, the number of working connections has fallen by 8.81% and ARPU has fallen by 5.95% and Collection Efficiency is less by 2.79%, 4.50%, 3.20% and 19.11% than the targets fixed for 6th month, 3rd month, 2nd month and 1st month respectively. All the Circles are requested to analyse the reasons for decline in ARPU for **January-2013** over corresponding month of previous year (**January-2012**) and take corrective measures to stop further decline in ARPU immediately.
2. Heavy cancellation of bills is noticed in some Circles. As this has a direct bearing on the ABF, the Circles are requested to ascertain the reasons for the same and take adequate measures to avoid excess / fictitious billing, to present purified billing data. The Circles where the cancellation is more than 3% of ABF during **January-2013** are Jharkhand (38.71%), NE-II (7.88%), West Bengal (5.19%), NE-I (3.80%), UP (E) (3.42%) and Calcutta (3.35%). Despite requesting the Circles regularly to analyse the reasons for heavy cancellation and to avoid recurrence of the same, heavy cancellations are happening unabated without communicating the reasons there for. The aforesaid Circles (especially Jharkhand Circle (where cancellation is reported as 38.71%) are requested to intimate the reasons for such heavy cancellation for submission of the same to BSNL Management, which has taken a serious note of heavy cancellation of revenue.
3. Similarly, the Circles where disputed amount is more than Rs 3 crores are: Gujarat (15.05 Cr.), Haryana (6.89 Cr.), Calcutta Phones (6.27 Cr.), Maharashtra (4.00 Cr.) and Punjab (3.76 Cr.). Position of these Circles is almost the same since long. There is no visible improvement in the settlement of disputed bills in respect of the aforesaid Circles despite requesting all these Circles regularly to launch a special drive to settle the disputes on a war footing manner. These Circles are once again requested to take concrete steps immediately to settle the disputes and reduce the disputed amount.
4. The outstanding dues for Basic Services (Net of disputes) – Excluding WLL service have reached to Rs. 2303.84 Crores and for Broadband to Rs. 489.87 Cr. All the Circles are requested again to take concrete steps to liquidate the outstanding dues at the earliest.
5. The Collection Efficiency, especially for 6th month in respect of Basic Services is very low even less than 95% against the target of 99.8% in the following Circles – N.E-II (52.06%), N.E-I (92.53%), Bihar (93.35%), Jharkhand (94.25%), J&K (94.35%) and Assam (94.68%). This is despite the fact that all the Circles have been repeatedly requested to find out the reasons for low collections and to take remedial measures for improvement thereof. The aforesaid Circles (**NE-II in particular**) are once again requested to intimate the reasons for low Collection Efficiency urgently and to take remedial steps to improve their collection.
6. The SLRs of Circles are the only source from which the TR information is compiled at Corporate Office and submitted to Management, based on which important policies and decisions are introduced. Therefore, keeping in view the importance of this return, it is reiterated that SLR statements, complete and correct in all respects should reach this office by the due date i.e. 25th of the month following the month of report.
7. **The report has been delayed due to late receipt of SLR from Jharkhand, Karnataka and NE-II Circles (16 days) each. The delay in submission of SLR be avoided in future as the whole process of submission of the revenue information to the Management and the Hon'ble MOC & IT gets delayed due to non-receipt of SLR from any Circle.**
8. THE PERFORMANCE REPORT IS LOADED ON INTRANET PORTAL IN DIRECTOR (CFA) SECTION. THE DETAILS ARE BASED ON THE SLR RECEIVED FROM THE CIRCLES THROUGH E-MAIL. THE CIRCLES ARE REQUESTED TO ENSURE THAT THE FIGURES SENT THROUGH E-MAIL ARE CORRECT & COMPLETE. IN ALL RESPECTS.

This issues with the approval of GM (F)-CFA



D.G.M. (RM-I)-CFA

Copy for information to:

1. The CMD, BSNL.
2. The Dir (CFA) / Dir (CM) / Dir (Enterprise) / Dir (Finance) / Dir (HR) BSNL Board.
3. ED (Finance) CO BSNL.
4. CGM (ITPC), Pune with the request to examine the issue regarding delayed generation of SLR by the concerned data centre in respect of Circles mentioned at item 7. above and issue necessary instructions for timely/ correct generation of SLR for all the SSAs in future.