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

No. 8-23-14-PHM

Dated 15th April 2014

To
The Chief General Manager,
All Telecom Circles / Metro districts
BSNL

Subject: Memorandum of Understanding (MOU) for the year 2014-15

The MOU for the year 2014-15 has been signed by BSNL with DOT on 27.03.2013. As per this MOU, overall targets for various Parameters on QoS for basic Services have been fixed as per TRAI norms for BSNL. TRAI & MOU targets are same for the year 2014-15. TRAI/MOU benchmarks for QoS parameters for NWO-CFA cell are given below.

S.NO.	Name of Parameter	TRAI/ MoU Benchmarks
1.	Fault incidences(No. of faults/100subscribers/month	≤ 5
Fault repaired		
2.	For urban areas	
	(i)By next day	$\geq 90\%$
	(ii)Within 3 days	100%
3.	For rural and hilly areas	
	(i)By next day	$\geq 90\%$
	(ii)Within 5 days	100%
4.	Mean Time To repair	≤ 8 Hrs.
5.	Call Completion rate within local network	$\geq 55\%$
6.	Point of interconnection (POI) congestion (on individual POI)	$\leq 0.5\%$
7.	%age request for Termination/closure of service complied within 7 days	100%

You are requested that all out efforts may be made to achieve the TRAI/MOU benchmarks for ail operational parameters of basic services.

m. meena
(MUKESH MEENA)
DGM (NWO-I-CFA)