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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
(CIN: U74899DL2000GOI107739, Website: www.bsnl.co.in)

No. - BSNLCO-EBII/11(16)/1/2022-EB-II   Dated: 20. 04. 2023

To

The Chief General Managers
All Telecom Circles / Metro Districts

Sub : - Important decisions taken & key take away points from HoCC meeting held on 11.04.2023

The important decisions taken by management as well as the key take away points from HoCC meeting held on 11.04.2023 i.r.o. Enterprise Vertical are as below:-

Ent- Finance

1. The Circles need to make all out efforts for achieving the revenue targets of Rs. 5700 Crores fixed for the FY 2023-24.
2. There is a need of time to acquire more Lease Circuits business from Private Customers.
3. Regular pursuance is required to clear outstanding of State Government.
4. Outstanding against Department of Justice (DoJ) is increasing with the time. The circle should pursue at appropriate level for recovery of outstanding.
5. Data purification and review of reasons of cancellation may be reviewed before migration to CDR-3.
6. InstaPay 2.0 needs to be more popularize among the EB customers and for this purpose NAMs/KAMs should be assigned KPI targets for ensuring 25% payment through InstaPay 2.0.
7. Action should be taken for timely renew of MOU to minimize the cancellation.
8. Local CCA office should be pursued for recovery of dues for circuits provided to DoT units.

EB-II

1. BSNL need to grow by another 50% in EB business for which dedicated resources along with engagement at higher level is required.
2. Strong one to one relationship and a system driven approach is required to capture more private business and Core business percentage also needs to be improved in private category.
3. Retention of existing business is very important in addition to bringing in new business for which Service Delivery and Service Assurance are very important parameters. SLAs to be finalized every three months.
4. Timely action for renewal of MoU to avoid cancellation for which EB field teams need to be strengthened.
5. By the end of April 2023, minimum 4% staff to be posted in EB on exclusive basis by the circles. Further in key business cities like Bengaluru (Karnataka), Hyderabad (Telangana), Pune &

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Mumbai in Maharashtra, Chennai, Noida (UP-West), Gurugram (Haryana) to post minimum 5% staff in EB on exclusive basis as these circles are growing in IT business with major IT giants opening their data centers here.

6. Key business cities to have a key person to take charge of Enterprise business activities for handholding the KAMs there.

7. One stop solution with bundled product to be given to Enterprise customers to improve business BSNL as SPOC for all telecom related requirements. Focus shall also be given on Data centre business, Educational institutes' BW requirement, Small & Medium businesses' retail and distribution network hosted on cloud based architecture, Security as a solution business etc.

8. 90% of circuits in banks/ insurance companies to be fiberised up to July'23

9. Top 50 private customers in each circle to be targeted. There should be dedicated teams for private customers.

10. The silent, sincere and shy workers who work in the interest of BSNL may be recognized at the circle levels and if the CGMs think that contribution of some other officers need to be recognized then they must do so, provided the distribution of award is limited to the deserved candidates only. Best performing KAMs to be appreciated at Circle Level and if possible at BA level too to adequately keep them motivating.

EB-I

1. EB, being relationship based business acquisition, all unit heads & NAM/KAM should meet top 20 customers on monthly basis and all other customers on quarterly basis.

2. Regular account review should be done by all platinum units and action plan to be prepared to address pain points and acquire additional business from each customer.

3. Major focus should be on acquiring private business and a dedicated teams in each platinum unit to be formed.

4. Posting of dedicated & exclusive staff to all platinum units, particularly Ahmadabad, Pune, CNTX- S Units should be on priority.

5. Circles are advised to be more proactive in tender participation, HQ shall provide the requisite support.

6. Case Study of NIT Durgapur PPT may be used as sample case for targeting the WiFi Business of similar institution/organization across India by EB Teams. All bank branches/offices /large complexes to be targeted.

7. Focus on new business stream like SD-WAN, SECaaS and IDC. and request detailed feedback from circles to formulate requisite changes in existing policies of these services.

8. Major focus should be on fiberization of banks and BFSI links. Circles who have completed 90-95% fiberization should target to reach 100% with in Q1. Similarly, circles having less than 90%

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fiberization should target 90% fiberization by July-23. SBI, as showcase customer should be given highest priority.

9. As competency building measure two business case studies should be discussed on monthly basis by two nominated circles through VC having participation of all EB units officials.

10. All circles to complete the commissioning all New links/Up-gradation order booked during the last FY within 2 month times as per the Stage-IV data.

LC

1. 75% Leased circuits (New + Upgradation) to be commissioned in 30 days.
2. Field units should contact with customer on same day when the circuit order is created. This will develop a rapport with customer and show our commitment to provide timely service.
3. QoS is the only way forward to retain the customer. 95% of leased circuits faults to be attended within 24 Hrs and Fault rate should be less than 1%. Fault should not be more than 3 days.
4. 90% fiberisation of Banks and Insurance company circuits should be completed by July 2023.
5. CMD highlighted that circles Bihar, Jharkhand, UP East & UP West have failed in almost all parameters in review of FY 2022-23. These circles should look into the reasons and improve in current financial year.
6. CMD instructed the ITPC unit to expedite the Leased circuit migration to new CDR incorporating all the suggestions from Corporate Office. All the issues and suggestion should be discussed and implemented at the stage of development itself.
7. MH circle performance on front of Service delivery and Service assurance is poor during the FY 2022-23. CMD will review the performance of MH circle in the first week of June 2023.
8. CDR data should be purified before migration to new CDR.

CNP

SL. No.	Subject: Core Network Planning	Discussion	Action to be taken
1.	Status of Equipment procurement	The status of super edge router, cyber security solution, MAAN (CPAN) & OTN procurement was intimated and circles were asked to make infra ready & plan the installation at their sites as per traffic requirements. Utilization & loading of existing CPAN, MGPAN, L3 Lan switches, MPBN, etc needs to be ensured.	All Core Tx Circles & Territorial Circles

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2	Procurement of Test & Measuring Instruments	APO placed. Circle-wise allocation will be intimated shortly. Circles were requested to intimate consignee details by 30.04.2023.	All Core Tx Circles & Territorial Circles
3	OFC procurement	Supply status was intimated. QA circle needs to gear up to expedite inspection (IC) process. OF cable to be deployed for New Routes should on armoured OF cable. Detection equipment for armoured OF cable needs to be procured by BSNL CO for which circles shall send the requirement.	All Circles concerned & BSNL CO
4	Inventory	PI update ERP data. CNP cell is allocating equipment based on ERP data. All reconciliation of inventories in ERP to be done by 30th April positively.	All Core Tx Circles & Territorial Circles

CNO

SL.No.	Action Points	Action to be taken
1.	Improvement in OFC Network Performance: In FY 2022-23 : Average OFC Network Reliability of (Core Network - 98.7% & Territorial Circle - 97.2%) and average MTTR of (Core Network - 05 Hrs 12 Min & Territorial Circle - 09 Hrs 05 Min) CMD BSNL has deliberated that wherever the MTTR is less than 4 Hrs. the network reliability is more than 99%. CN-TX Circles should be role model to Territorial Circles in terms of performance of network parameters. Every circle should emphasise on maintaining network parameter and achieve the target. Early detection & early restoration should be the philosophy of OFC O&M Target for FY 2023-24 (Network Reliability of 99% & MTTR < 4 Hrs)	All Core Tx Circles & Territorial Circles

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2	Retrieval of Faulty Fiber: PAN India Fiber Status: As on Healthy Faulty July 202260.4% 39.6% March 202366.1% 33.9% Faulty Fibers> 50% in NE-II, UP(East), Bihar & MP Circle whereas Kerala Circle has lowestFaulty Fibers (2.8%) which may be taken as role model circle for remaining circles. For this the rehabilitation work on the priority routes having high span loss has to be complete in a time bound manner. Target for FY 2023-24: Retrieval of 50% of the faulty fibres count in the Circle.	All Core Tx Circles & Territorial Circles
3	Rehabilitation of OFC Network: OFC Network rehabilitation work has been approved for 6104 Kms toCNTx-Circle and 6398 Kms to territorial circles. Only 44% (5500 Kms) rehabilitation has been achieved till March 2023. In time completion of rehabilitation work is required for strengthening the existing OFC Network. Balance work may be completed by 30/09/23.	All Core Tx Circles & Territorial Circles
4	Allotment of Testing Meter :- Splicing Machine allotted for 921 Nos Single fiber & 200 Nos. ribbon Type. OTDR allotted for 924 Mini OTDR, 461 Type-1 OTDR and PON OTDR 589 Nos. Circle may send consignee details.	All Core Tx Circles & Territorial Circles
5	Improvement of OTN Service Links: OTN is loaded with different services broadly categories as MPLS, NON-MPLS and SGSN-GGSN. In the FY 22-23 MPLS Backbone Links Uptime has been improved from Q1 to Q4: 96.07% to 96.85%, Non-MPLS Link Uptime improved from Q1 to Q4: 96.61% to 97.11%, and SGSN-GGSN Link Uptime improved from Q1 to Q4: 96.67% to 98.48%. The reason for downtime is due to Power Failure (40%) & Multiple OFC Route Failure. (60%). The inter-region network need serious improvement. CN-TX Circle need to focus on interregional OTN uptime and all efforts should be made to achieve the uptime target. OTN Service link uptime target for FY 2023-24: > 99%	All Core Network Circles

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6.	Improvement of OTN Span Loss: BSNL has 330 Nos of OTN Route with 4466 no of fiber in OTN routes/spans. In March 31 -2022 @ 9.85% of no of fiber were having loss > 30 dB and Now it is 9.80 % as on March 31-2023. Intra-East &Intra-North Regions have improved the span loss, However Intra-South, Intra-West & Inter-regional routes have deteriorate in FY 22-23. Hence all rehabilitation work should be completed in priority and circle may reduce the span loss in all core network circle to keep it below 8%. Inter-region routes need special care for keeping the span loss at par with the intra-regions routes span loss.	All Core Network Circle
7.	Alien Wave Utilization: Installation & integration for 100% alien wave equipment (300 Nos) has been done, on 84 % equipped 10G ports services has been created but loaded only for 25% of the total capacity. All CNTx Circles have to immediately load the services for the best utilizations of the alien wave equipment.	All Core Network Circles.
8.	CPAN Port Utilization CPAN Utilization may be categories as (i) Port utilization and (ii) capacity utilization. All circle should utilize ports by re-arrangement & by using E/O converter.	All Circles & CNP Cell
9.	Nationwide Network on OPGW model : BSNL has hired dark fiber pair of around 6845 Kms PAN India to strengthen its network. Out of which 3776 Kms is hired at the rate of less than Rs.4000/- per fiber per km per annum on OPGW (Optical Ground Wire) media in various states such as Odisha, Jharkhand & Bihar (A) Such OPGW hiring proposals to be sent by the circles to their respective core network circle with copy to CNO Cell. The recommendation of CNTx should reach corporate office within 15 days (norms). (B) All Circles tocheck out the availability of OPGW mediaof Power Transmission Companies along with the fiber leasing-in rates for the long term period (say 5 to 10 years) in their respective circles & submit the details along with fiber hiring requirement to CNO Cell within 20 days. Further, Circles should also work on geo-tagging of OPGW network superimposing the existing BSNL networks, so that hiring can be planned as and when is required.	All Circles & CNO Cell

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MM

1. Supply of all size of VRLA Batteries to all circles to be expedited.
2. SMPS power plant tender to be finalized by end of the April'23.
3. Tendering process of OTN is required to be expedited and be completed by 30.04.2023
4. MM streamline process (physical verification of all inventory) need to be completed (both forward & reverse verification & reconciliation) by all field offices/Circles by31.05.2023.

This is issued with the approval of competent authority.

20/04/23

DGM (EB-II)
BSNL CO, New Delhi

Copy to:

- PPS to CMD BSNL - for kind information.
- PS to Director (Ent./CFA/CM/HR/Fin.) - for kind information.