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

No. BSNLCO-CMQS/11(11)/3/2020-NWO CM II/618111

Dated: 24-04-2023

To,  
The Chief General Manager,  
All Telecom Circles/ Telecom Districts

**Sub: - 2G, 3G and 4G KPIs in March'2023 on CM-DB in CNMC portal- Improvement Actions Regarding**

CNMC portal is showing following 2G, 3G and 4G KPIs based on OMC-R reports. Month wise and Day wise PAN India, Circle and SSA wise as follows:

2G KPI	3G CS KPI	3G PS KPI	4G KPI
Call Drop Rate ( $\leq 2\%$ )	Call Drop Rate ( $\leq 2\%$ )	Call Setup Success Rate ( $\geq 95\%$ )	Call Drop Rate ( $\leq 2\%$ )
Call Setup Success Rate ( $\geq 95\%$ )	Call Setup Success Rate ( $\geq 95\%$ )	RAB Drop ( $\leq 2\%$ )	Call Setup Success Rate ( $\geq 95\%$ )
Handover Success Rate ( $\geq 95\%$ )	RRC CON Success Rate ( $\geq 98\%$ )	RAB EST Success Rate ( $\geq 98\%$ )	IRAT Handover Success Rate ( $\geq 95\%$ )
TCH Block Rate ( $\leq 3\%$ )	RAB EST Success Rate ( $\geq 98\%$ )	3G 2G Success Rate ( $\geq 95\%$ )	RAB Setup Success Ratio ( $\geq 98\%$ )
	Handover Success Rate ( $\geq 95\%$ )	Throughput	RRC Connection Success Rate ( $\geq 98\%$ )
	3G 2G Success Rate ( $\geq 95\%$ )		
	RAB Block ( $\leq 2\%$ )		

On reviewing the report of 2G, 3G-CS, 3G-PS and 4G KPIs of March 2023, it is observed that some circles are not meeting TRAI benchmark. Day wise details of 2G, 3G & 4G QoS parameters are provided in Annexure-I,II and III respectively.

Technology	Best Circles (Meet all TRAI benchmark)	Worst 5 Circles
2G	HP, KO, MP and PB	JH, AP, CN, WB and N1
3G-CS	JH, KO, TN and TS	BR, KL, KA, N2 and AN
3G-PS	AP, BR, JH, KA, KO, N1, N2, OR, TS and WB	CG, CN, HR, TN, MH and SK
4G	AN, AP, AS, BR, CG, JK, KA, KL, KO, N1, N2, PB, TN, TS and UK	SK, HR, MH, OR and MP

Circles are requested to review QoS parameters of their BAs, verify the reports and take appropriate action for improvement in QoS. CN is requested to verify 2G HOSR parameter from ITPC.

AN, AP, BR, CG, CN, HR, JH, KA, KL, MH, MP, N1, N2, OR, SK, TN and WB circles are requested to send Action Taken Report to this office on email ids cmtsqs.bsnl@bsnl.co.in/ dmwnwocmqos@gmail.com latest by 27.04.2023.

This is issued with the approval of PGM (NWO-CM-II), BSNL CO.  
Encls: As Above

*Versha*  
(Versha Luckwal)  
DGM (NWO-CM-III)  
BSNL CO