No.   11-2/2012-CDR/IT-CFA/Vol.III   20th Nov'12

To,
CGMs
All Telecom Circles/Metro District

Subject: CDR system Pan India Enterprise reports and assigning of responsibility for monitoring at Circle office- regarding.

1.   With the deployment of CDR system in BSNL, various very useful PAN-India top management reports are now available and can be viewed from Circle office as well as corporate office.

Though Circles/SSAs are already using various operational reports configured at Circle/SSA level from their respective zonal data centres, however these Pan India reports have been prepared from the data of all the 4 zones so as to enable a single view at Top Management level for any month or any range of month period and in these reports data is populated Circle-wise.

2.   Some of the important reports available in Pan-India ER are as below:

2.1. BB Plan-wise Information Report

➤ This report is designed for analyzing plan wise BB data usage by the customers in each Circle.

➤ This report will show the BB plan wise data usage as Month wise and Circle wise. This will help in analyzing the BB plans popularity among the users.

2.2. Collection Statement Report:

➤ This report will show the performance of collection channels in a month for each Circle.

➤ Here one can see the total amount collected through any of the collection channel in a Month for each Circle.

2.3. Closed connection O/S Report

➤ This report will show the outstanding amount pending to be recovered from the permanent disconnected customers (Final bill issued).

➤ The O/S is categorized amount wise and their respective customer count is also provided in the report.

2.4. Revenue Report

➤ This report depicts the amount billed through various segment of LL customers i.e. LL-Urban, LL-Rural, BB-Urban, BB-Rural, PCO-Rural Non STD, PCO Rural STD, PCO Urban Non-STD, PCO Urban STD, VPT with STD, VPT w/o STD in a month or any range of month for any of the Circle with the customer count.

2.5. Calling Pattern Report

> This report is designed to analyze the customers calling pattern across the telecom network. This will show the Total no. of customers and MOU's in various slabs.

2.6. **Plan-wise ARPU Report:**

> This report will display the plan-wise ARPU for a Circle in a Month along with the billed usage number of customer in that plans.

2.7. **Delay in Provisioning:**

> This report will show the provisioning time of LL, BB and PRBT service to the customer by a Circle in a Month or any range of Month period.
> Here Circle performance w.r.t. service provisioning delay can be analyzed.

2.8. **BB USO Report :**

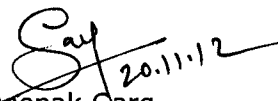Plan wise subscription analysis on the various plans under USO.

2.9. **Fault Report**

Analysis of the fault clearance in terms of number of days , helpful in analysis the performance of various circle w.r.t TRAI requirements on Quality of Service.

2.10. **Defaulter Report**

Analysis of the defaulters added in a particular month, the recovery done by the circles in a particular months and the net Outstanding pending thereof. Helpful in reviewing month on month performance of circles in clearing the old outstanding.

3. These reports provide the comparative statement of various circles on various parameters and are very useful information for CGM of Circle to compare their circle performance/position vis-a-vis other circles.

3.1. These reports can be accessed by CGMs of circles at URL http://10.193.208.231:50000/irj/portal and the password by all the circle for Pan-India Enterprise Reports can be obtained from Shri Vivek Mishra DGM ITPC Pune (mobile no. 09423055500). The Output of the above mentioned reports can be used online and also the output of these reports can be exported in excel format for further editing and customization by circles.

4. You are requested to regularly visit this useful portal and take further necessary actions to improve upon parameter to meet TRAI benchmark/other specified targets and follow up with your SSAs.

5. This has the approval of Director CFA Board.

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Copy to:
1   CGM ITPC Pune
2   Sr. GM ITPC DC Pune/Kolkata/Hyderabad/Chandigarh for n/a.