

NO.8-23/2011-PHM
 BHARAT SANCHAR NIGAM LIMITED
 (A GOVERNMENT OF INDIA ENTERPRISE)
 (PHM SECTION)
 8TH FLOOR, BHARAT SANCHAR BHAVAN,
 JANPATH, NEW DELHI

Dated : 21-03-2011

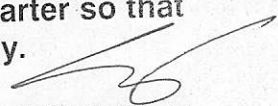
To
 All Chief General Managers,
 Telecom Circles/Telephone Districts.

Sub:- TRAI/MOU Targets of operational parameters for the year 2011-12 for Basic Services.

This is in reference to fixing of TRAI/MOU Targets of operational parameters for fixed landline network. The TRAI/MOU Targets for the year 2011-12 are here as under:

Performance parameters	TRAI TARGETS	MOU TARGETS	
		Excellent	Very good
Fault rate (%)	≤5	4.70	4.95
Fault clearance (%)			
(a)Same day	Not monitored by TRAI	84	80
(b)By next day	≥90	95.55	91
(c)Within 3 days	100 for URBAN areas.	100	97
(d) Within 5 days	100 for Rural/Hilly areas	Not in MOU	Not in MOU
CCR(%)			
(a)Local	≥55	70.25	66.90
(b)Junction	Not monitored by TRAI	61.64	58.70
(c)STD	Not monitored by TRAI	56.07	53.40
MTTR	≤8 Hrs.	Not in MOU	Not in MOU
Provision of Services in area on demand			
(a)New connection within 7 days	7 Days	100	98
(b)Local shift within 3 days	3 Days	100	96
© Inter Exchange shift within 5 days	5Days	99.75	95

Director (CFA) has desired that every Circle should put its efforts to achieve **EXCELLENT GRADE** in each parameter and in every month and every quarter so that company's rating for financial year 2011-12 can be improved substantially.


 (H.R.SHUKLA)
 Sr. G.M. (NWO-CFA)