

412, EB-II Cell,
Bharat Sanchar
Bhavan,
Janpath, New Delhi –
110001
Ph. 011-23765199
Fax. 011-23731760



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

28th May, 2013
BSNL/EB-II/ IRCTC/2012/Pt.4

The Chief General Manager
All Telecom Circles / Metro Districts.

Subject: Low call flow on BSNL for Railway Enquiry Service – 139.

M/s Bharat BPO has indicated that call flow on BSNL for Railway Enquiry Service “139” has highly decreased during the last few months. The comparative summary of calls during first four months for current and previous year is as under:

Month	Total calls (in Millions) in 2012	Total calls in (Millions) in 2013	Decrease in calls
January	6.6	5.5	19.5%
February	5.4	3.9	37.8%
March	5.8	3.9	48.8%
April	6.3	4.2	50.6%

The zone-wise variance for first three months of current and previous year is as under:

Month	North Zone	East Zone	West Zone	South Zone
January	-12%	-11%	-36%	-17%
February	-52%	-31%	-34%	-38%
March	-74%	-39%	-44%	-44%

It is requested to kindly review and analyze the same and get all configurations etc checked as this will affect the revenue of BSNL

T. Syama Sundar

(T Syama Sundar)
DGM (EB-II)

Copy to : Director (CFA), for information pl.