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

No.: 7-1/2016-PHM

Dated: 02-02-2016

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

**Sub.:- Inviting comments from Circles on Guidelines on Outsourcing of Underground cable Maintenance work- regarding**

Kindly find enclosed the proposed guidelines on outsourcing of Underground cable Maintenance work. You are requested to send the comments on the above matter by 12.02.2016 on e-mail id [nwocfa@gmail.com](mailto:nwocfa@gmail.com) or on fax no 011-23354549 please.

With regards,

Enclosure: as above

-sd-

Dy. GM (NWO- I CFA)

## GUIDELINES ON OUTSOURCING OF UNDERGROUND CABLE MAINTENANCE WORK

Recently it is observed that there are frequent cables damaged by the private/local bodies. In many cases the cable has been stolen also. Sometimes, there is no control on occurring of cable damages. In such a situation, restoration work gets delayed and quality of service gets suffered. Further, in many Circles, sufficient numbers of cable jointers are not available. Under these circumstances, it is difficult to maintain the parameters of Quality of Services of basic services in SSAs/Circles. In order to achieve better Quality of Service parameters, it is felt necessary to have outsourcing of maintenance of underground (UG) cables including jointing.

### 2. Objectives of the Proposal:

1. To improve the quality of services of Landline / Broadband.
2. Restoration of work better than prescribed MTTR (Mean Time To Restoration).
3. Attending of faults in such a way that no telephone remains faulty for more than 7 days.
4. To improve the BSNL image.

### 3. Scope of the UG Cable Maintenance work:

- (i) Pillar-wise faulty cable pair retrieval activity as preventive maintenance.
- (ii) To detect cable fault.
- (iii) To engage labourers at the sites so that timely restoration work initiated such as digging and pit preparation etc as per the standards of BSNL construction manual.
- (iv) To ensure proper jointing of each pair of the UG cable through testing team of BSNL and Cable Jinter of contractor.

### 4. Roles and Responsibilities:

- (a) Staff at BSNL MDF Test Room, Line men and Cable Jointers are the key persons in Outdoor Plant maintenance.

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DWM(RM-II)CFA

(i) Staff at BSNL MDF/Test Room: The staff shall provide testing help with the person engaged in cable restoration work of the contractor. Person engaged for cable restoration work shall report to MDF/Test Room in charge on daily basis. All testing report will be prepared by the MDF/Test room staff under the DE [Outdoor].

(ii) Cable jointer shall co-ordinate with the restoration labourers engaged by the contractor so as to ensure the quality of restoration work. They should also extend necessary co-ordination for rectification of fault to the persons engaged by the contractor. Details of work done report will be given to DE/SDE in charge of outdoor plant.

(iii) SDE/DE (Outdoor Plant):

Overall supervision will be done by them. However, nodal officer may be designated by SSA Head. Work diary of contractor maintained by the Line staff/Cable jointer and MDF test room staff will be scrutinised by DE/SDE/JTO/TTA in SDCA/SSA in timely manner so as to release the bill to the contractor efficiently.

(b) Demarcation of responsibility is necessary to streamline the work for better execution. Nodal person at the contractor end and BSNL end shall be displayed with address, contact no., e-mail for transparency.

(i) Contractor's Responsibilities:

Persons engaged by the Contractor shall have knowledge of laying of telecom UG cable network etc. Skilled person are to be deployed for jointing of cables pair. For digging work labourers should be arranged by the contractor as per prevailing labour Wages Act. Necessary testing instruments such as route tracer, cable fault locator, jointing tools, multi-meter etc. are to be arranged by contractor.

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**Responsibilities on the side of BSNL:**

All stores such as jointing kits, sleeves, tapes UG cables etc. are to be supplied by BSNL. Patrolling of cable network may be schedules in a time bound manner as preventive maintenance and it is to be done by BSNL staff. Contact numbers, details of the outdoor staff and lay-out diagram of the UG cable may be given to the contractor.

**5. Rates/quotes by Contractor:**

Schedule of rates (SOR) for cable maintenance works including jointing will be decided by the circles based on size of cable, types of cable and availability of cable in duct or HDPE, etc.

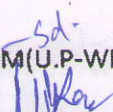

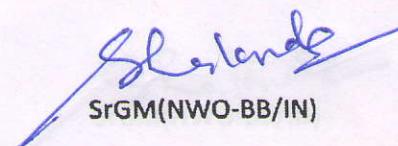
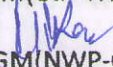

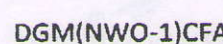
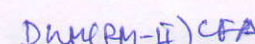
**6. Penalties:** Fault occurrence time may be taken from CDR system and fault may be handed over to the contractor immediately. If the restoration of cable damaged is not done as per the prescribed parameters; (such as MTTR limit, no telephone fault remains beyond seven days, all cable pairs at the damaged cable section are to be made ok) suitable compensations/penalties need to be fixed by the Circles.

Based on above guidelines, Circle may prepare tender document for UG Cable maintenance work so as to enable for achieving the better quality of service target.

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**4. Roles and Responsibilities**

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