

No.4 - 4 / 2010 -BSNL /TR

Dated 20<sup>th</sup> April, 2012

To

All Heads of Territorial Circles and Metro Telephone Districts of BSNL

**Subject: TR performance report of Circles for the month of January-2012 in respect of Basic plus Services, Non-MS-C based WLL and Broadband.**

The TR performance reports for Basic Service (including PCOs, VPTs and ISDN), Non-MS-C based WLL and Broadband service for the month of **January-2012** in respect of amount billed, amount recovered, outstanding dues, Collection efficiency and ARPU etc. **in respect of all Circles** is enclosed. The main observations on the report are as follows:

1. The performance of **January-2012** in comparison to that of **January-2011** reveals that, the number of working connections is less by **6.29%**, ARPU has fallen by **10.62%** and Collection Efficiency is less by **4.24%**, **3.85%** and **0.66%** than the targets fixed for **6<sup>th</sup> month**, **3<sup>rd</sup> month** and **2<sup>nd</sup> month** respectively. All the Circles are requested to analyse the reasons for sharp decline in ARPU for January-2012 over corresponding month of previous year (January-2011) and take preventive measures to stop further decline in ARPU immediately.
2. **Heavy cancellation of bills is noticed in some Circles. As this has a direct bearing on the ABF, the Circles are requested to ascertain the reasons for the same and take preventive measures to avoid excess / fictitious billing, to present purified billing data. The Circles where the cancellation is more than 3% of ABF during January 2012 are U.P East (9.31%), Haryana (7.74%), Jharkhand (7.49%), U.P. West (6.58%), Calcutta (6.44%), Uttaranchal (4.44%), A.P. (4.05%), M.P. (3.71%) and W. Bengal (3.33%). Despite requesting the Circles regularly to analyse the reasons for heavy cancellation and to avoid recurrence of the same, heavy cancellations are happening unabated without communicating the reasons there for. The aforesaid Circles are requested to intimate the reasons for such heavy cancellation for submission of the same to BSNL Management, which has taken a serious note of heavy cancellation of revenue.**
3. **Similarly, the Circles where disputed amount is more than Rs 3 crores are: Gujarat (15.99 Cr.), Calcutta Phones (6.27 Cr.), Punjab (4.66 Cr.), Maharashtra (4.05 Cr.) and Haryana (3.66 Cr.). Position of these Circles is almost same since long. There is no visible improvement in the settlement of disputed bills in respect of the aforesaid Circles despite requesting these Circles regularly to launch a special drive to settle the disputes on a war footing manner. These Circles are once again requested to take concrete steps immediately to settle the disputes and reduce the disputed amount.**
4. The outstanding dues for Basic Services (Net of disputes) – Excluding WLL service have reached to **Rs. 2612.94 Crores. All the Circles are requested again to take concrete steps to pursue and liquidate the outstanding dues at the earliest.**
5. **The Collection Efficiency, especially for 6th month is very low even less than 90% against the target of 99% in the following Circles – NE-II (49.94%), A & N (69.10%), Chhattisgarh (84.32%), W. Bengal (84.82%), Jharkhand (86.58%), N.E-I ( 87.78%), Calcutta Phones (88.94%), Bihar (89.35%) and J&K 89.36%. This is despite the fact that all the Circles have been repeatedly requested to find out the reasons for low collections and to take remedial measures for improvement thereof. The aforesaid Circles are once again requested to intimate the reasons for low Collection Efficiency urgently and to take remedial steps to improve their collection.**
6. The SLRs of Circles are the only source from which the TR information is compiled at Corporate Office and submitted to Management, based on which important policies and decisions are introduced. **Therefore, keeping in view the importance of this return, it is reiterated that SLR statements, complete and correct in all respects should reach this office by the due date i.e. 25<sup>th</sup> of the following month.**
7. **The report has been delayed due to late receipt of SLR from Chennai Telecom District. The District has intimated that migration to CDR Billing System and non-receipt of SLR from ITPC, Pune, has resulted in delay in compilation/ submission of SLR to Corporate Office. CGM, ITPC, Pune is requested to issue suitable instructions to the Zonal data Centers to avoid such delay in future.**
8. **Some Circle viz. U.P (East), U.P (West) and W.B. have shown huge amount of cancellation (i.e. more than total ABF of the Circle during the year) without giving any reason. This has adversely affected the ABF as well ARPU of the Circle and BSNL as a whole for the year in respect of Non-MS-C based WLL. These Circles are requested to analyse the reasons for appearing of negative ABF in SLR in respect of Non-MS-C WLL and intimate the same to this office for submission to the Management.**
9. THE PERFORMANCE REPORT IS LOADED ON INTRANET PORTAL IN DIRECTOR (CFA) SECTION. THE DETAILS ARE BASED ON THE SLR RECEIVED FROM THE CIRCLES THROUGH E-MAIL. THERE SHOULD NOT BE ANY DIFFERENCE BETWEEN THE FIGURES SENT THROUGH E-MAIL AND IN HARD COPY.

This issues with the approval of GM (F)-CFA.



D.G.M. (RM-I)-CFA

Copy for information to:

1. The CMD, BSNL.
2. The Dir (CFA) / Dir (CM) / Dir (Enterprise) / Dir (Finance) / Dir (HR) BSNL Board
3. ED (Finance) CO BSNL
4. CGM (ITPC), Pune. He is requested to examine the issue regarding non-generation of SLR in respect of Chennai Telephone District for February, 2012 and issue necessary instructions for timely generation of SLR for all the SSAs in future.