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

No: 75-05/06(Pt)

dt 09-05-2011

To

All Chief General Managers,  
Territorial Circles/Metro Districts  
BSNL.

**Sub:-** Online submission of GPMS report for Broadband operation parameters.

**Ref:** No: 75-05/06(Pt) dated 11/04/11

With reference to above referred letter, circle wise target of operational Parameters for Broadband services for the year 2011-12 was conveyed to all circles. In the proforma, following two new parameters have been introduced which are not being monitored currently in TRAI report:

1. Percentage of faults repaired on same day.
2. Percentage of connections provided within 7 Days (subject to technical feasibility)

A provision has been made for online submission of achievement of these parameters under GPMS report on MIS portal namely <http://bbmis.bsnl.co.in> in coordination with ITPC, Pune.

You are requested to direct all SSAs and circle broadband incharges to submit the online GPMS reports for broadband operational parameter along with other broadband operation reports from April 2011 onwards. All circle coordinators are requested to ensure submission of all broadband operation reports by 10<sup>th</sup> of every month positively for the previous month.

This is issued with the approval of competent authority.

Asst. Manager (BBO)

Endo.No. No.CGMT/HR/Broadband/533 part-II

Date 20-6-2011

To all SSA Heads

Copy is forwarded for your kind information and necessary action please.

-sd-  
AD (BB-opn)

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

No: 75-05/06(Pt)

dt 08-04-2011

To

All Chief General Managers,  
Territorial Circles/Metro Districts  
BSNL.

**Sub:-** Circle wise BSNL internal targets of operational parameters for Broadband services in the year 2011-12.

Please find attached herewith the circle wise target of operational Parameters for Broadband services in the year 2011-12 approved by competent authority. Following two new parameters have been introduced which are not being monitored currently in TRAI report:

1. Percentage of faults repaired on same day.
2. Percentage of connections provided within 7 Days (subject to technical feasibility)

You are requested to kindly fix SSA wise targets by 15/04/2011 for these parameters. Effective monitoring mechanism may be put in place for achieving these targets during 2011-12. Regular monthly achievement for these parameters may be sent at [broadbandbsnlco@gmail.com](mailto:broadbandbsnlco@gmail.com) by 7<sup>th</sup> of each month for the previous month.

**Matter may be treated as 'MOST URGENT'.**

(Anil Jain)  
Sr.GM (NWP-BB)

Encl: A/a

**Copy to:**

1. Director (CFA) for kind information please

### Circle wise target for Broadband operational parameter for year 2011-12

| S. No. | Circle | Category of Circle | Fault Rate | %age of faults repaired on same day | %age of faults repaired by next working day | % connection provided with in 7 Days subject to technical feasibility |
|--------|--------|--------------------|------------|-------------------------------------|---|---|
| 1      | AN     | C                  | < 5%       | > 50%                               | > 90%                                       | 77%   |
| 2      | AP     | A                  | < 4%       | > 60%                               | > 92 %                                      | 87%   |
| 3      | AS     | B                  | < 4.5%     | >55%                                | > 92%                                       | 82%   |
| 4      | BR     | B                  | < 4.5%     | >55%                                | > 92%                                       | 82%   |
| 5      | CN     | A                  | < 4%       | > 65%                               | > 94%                                       | 87%   |
| 6      | CG     | B                  | < 4.5%     | >55%                                | > 92%                                       | 82%   |
| 7      | GJ     | A                  | < 4%       | > 60%                               | > 94 %                                      | 87%   |
| 8      | HR     | A                  | < 4%       | > 60%                               | > 93 %                                      | 87%   |
| 9      | HP     | C                  | < 5%       | > 50%                               | > 92%                                       | 77%   |
| 10     | JK     | C                  | < 5%       | > 50%                               | > 92%                                       | 77%   |
| 11     | JD     | B                  | < 4.5%     | >55%                                | > 92%                                       | 82%   |
| 12     | KT     | A                  | < 4%       | > 60%                               | > 93 %                                      | 87%   |
| 13     | KL     | A                  | < 4%       | > 60%                               | > 93 %                                      | 87%   |
| 14     | CL     | A                  | < 4%       | > 65%                               | > 93%                                       | 87%   |
| 15     | MP     | B                  | < 4.5%     | >55%                                | > 93%                                       | 82%   |
| 16     | MH     | A                  | < 4%       | > 60%                               | > 93 %                                      | 87%   |
| 17     | NEI    | C                  | < 5%       | > 50%                               | > 90%                                       | 77%   |
| 18     | NEII   | C                  | < 5%       | > 50%                               | > 92%                                       | 77%   |
| 19     | OR     | B                  | < 4.5%     | >55%                                | > 92%                                       | 82%   |
| 20     | PB     | A                  | < 4%       | > 60%                               | > 93 %                                      | 87%   |
| 21     | RJ     | B                  | < 4.5%     | >55%                                | > 93%                                       | 82%   |
| 22     | TN     | A                  | < 4%       | > 60%                               | > 93 %                                      | 87%   |
| 23     | UPE    | B                  | < 4.5%     | >55%                                | > 92%                                       | 82%   |
| 24     | UPW    | A                  | < 4%       | > 60%                               | > 93 %                                      | 87%   |
| 25     | UL     | C                  | < 5%       | > 50%                               | > 93%                                       | 77%   |
| 26     | WB     | B                  | < 4.5%     | >55%                                | > 92%                                       | 82%   |