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

No. 8-23/2012-PHM

Dtd 17th Jan-2013

To
All Chief General Managers
Telecom Circles/Telecom Districts
BSNL

SUB: Improvement in Fixed line Fault Clearance mechanism

It has been observed that both fault rate and fault clearance time is high in most of the Circles. Besides this, the number of repeat faults occurrence is also very high.

TRAI has recently made regulation on financial disincentives on not meeting the benchmark for quality of service parameters in Basic Service. This regulation has come into effect from 1st January-2013. This office letter dtd 20th November-2012 regarding this may be referred.

It has also been observed that faults occurring on Sundays/holidays or on previous day thereto, are not being attended on such closed holidays. This office letter dtd 26th December-2012 regarding this may be referred in which it was mentioned that CMD has directed to develop a mechanism for attending faults on Sundays and holidays also.

To improve the quality of fault rectification and providing satisfactory services to the customers, CMD has desired that the whole fault clearance process needs to be made more efficient and effective. The root cause for both fault occurrence and delay in fault clearance needs to be addressed. The FRS module of the CDR system be utilized for this if required.

Following steps may be initiated within 15 days:

1. The fault clearance work needs to be extended and be ensured between **0700 Hrs to 2100 Hrs**. The existing

resources may be realigned and if required, the field sections may be merged.

2. A mechanism should be developed that faults are attended on Sundays and holidays also.
3. Regarding reducing repeat faults, it will be now mandatory that the SDE/JTO should visit on 2nd time fault, DE should visit on 3rd time fault, DGM on 4th time fault and GM should visit on 5th time fault occurrence on the same telephone/BB/leased line during the last 30 days period.
4. Possibilities of preparation of DPS(Daily Performance Sheet) may be explored & implemented to improve the efficiency of employees as being practiced in PSU Banks.

A report regarding implementation of above guidelines may be sent to this office by Fax and email by 15th Feb-2013.



RAJESH KUMAR
Addl.GM(NWOI-CFA)

Copy to:

1. CMD,BSNL for kind information please
2. All Directors & EDs,BSNL for kind information please
3. CGM,ITPC, Pune for extending necessary support to field units in fault monitoring & analysis required to undertake above exercise.