



मोहम्मद अशरफ खान आई.टी.एस.

(मुख्य महाप्रबंधक)

MOHAMMED ASHRAF KHAN ITS
Chief General Manager

D.O No.CGM/TNC/OF/2012-13

July 6, 2013

Dear Shri

Kindly find enclosed a 'Notice to show cause' received indicating the amount of penalty levied for quarter ending March 2013 from TRAI for not meeting the benchmarks of the Quality of Service (QoS) parameters.

As you already know, TRAI has imposed penalty of Rs.50,000/- for every QoS parameter benchmark not met. It is generally observed that Circles in the North Zone are invariably meeting the benchmarks for all the QoS parameters and are not getting penalty. The South Zone circles are not meeting the parameter and they are getting penalty. Tamilnadu Circle is getting penalty of Rs.2.5 lacs for not meeting 5 parameters out of 6.

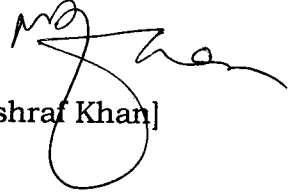
- a) Service provisioning percentage within 15 days - Why are you keeping for 15 days? Don't keep anything pending. Use intelligence please. It is easy and can be 100% as it is met in all Circles of the country except 8 circles. If not followed in your SSA, warning letter will be issued and recovery of Rs.50,000 will also be made.
- b) Percentage of fault repaired for next working day - Except 9 Circles, all are meeting this target in BSNL. Tamilnadu Circle is not meeting. Target is 90%, but Tamilnadu Circle is achieving only 72.6%. It can easily be done, as 10% leverage is already given. Please ensure completion of faults on SMS and input in CDR. Close coordination is required. If not done, penalty per quarter of Rs.50,000 will be recovered.
- c) Percentage of faults repaired in 3 working days is 99% target - Tamilnadu Circle achieving 84.8% and getting penalty of Rs.50,000. As explained above in (b), action may be taken. Here also, 9 Circles only are getting penalty.
- d) TCBH target is 79% - Tamilnadu Circle has 14 links and penalty of Rs.50,000.
- e) Packet loss target is <1% - Tamilnadu Circle has 1.1% and gets penalty of Rs.50,000. In all India, 12 Circles are getting the penalty.

You may contact and interact with your North Zone Circle counterparts to ascertain the methodologies followed by them and adopt the same in your SSA so that the benchmarks for the QoS parameters are met and penalty is avoided.

As instructed in Corporate Office letter No.8-21-2-12-PHM dated 3.7.13, please taken necessary action immediately.

With best wishes,

Yours sincerely,



[Mohammed Ashraf Khan]

Encl: as above.

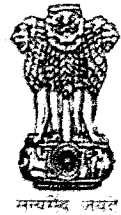
Shri _____

All Heads of SSAs in
Tamilnadu Telecom Circle.



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग (पुराना मिनटो रोड),
 Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg.
 नियर डॉ. जाकिर हुसैन कॉलेज, नई दिल्ली-110002.
 (Old Minto Road). Near Dr. Zakir Husain College, New Delhi - 110 002
 फैक्स/Fax : +91-11-23213294



~~SGM (NWO-BB/N)~~

~~ADD GM (NWO-BB/N)~~

304-3/2013-QoS

Dated the 17th June, 2013

Handwritten: 20/6/13

Handwritten: 20.6.13

Handwritten: 431-22
20/6/13

NOTICE TO SHOW CAUSE

Subject: Show cause notice to M/s Bharat Sanchar Nigam Limited for failure to meet the benchmarks for the Quality of Service parameters for Broadband under regulation 3 of the Quality of Service of Broadband Service Regulations 2006 (11 of 2006).

Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the Authority) established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) [hereinafter referred to as TRAI Act] has been entrusted with discharge of certain functions, *inter alia*, to ensure the compliance of the terms and conditions of the licence, regulate the telecommunications services, protect the interests of consumers of the telecom sector; ensure technical compatibility and effective inter-connection between different service providers; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunications service;

2. And whereas, in exercise of the power conferred upon it under section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997(24 of 1997), the Telecom Regulatory Authority of India hereby issued the Quality of Service of Broadband Service (Amendment) Regulations, 2012 (28 of 2012) to amend the Quality of Service of Broadband Service Regulations 2006 (11 of 2006).

3. And whereas regulation 3 of the regulations provides that every Broadband service provider shall meet the Quality of Service benchmarks for Broadband service in respect of each parameter specified under the said regulations;

4. And whereas regulation 4 of the said Regulations provides that *the service provider shall submit the performance monitoring report on the QoS bench mark for all the parameter in the format to be prescribed by the Authority on the quarterly basis ending 31st March, 30th June, 30th September and 31st December, but not later than 6 weeks from the end of the Quarter.*

Handwritten: 864
21/6

Handwritten: Usage for n/a
PGM (Reg) 21/6

Handwritten: AMRSD, 24/6

Handwritten: SGM (NWP-BB) for info & n/a

5. And whereas the details of compliance reports of different parameters of Broadband Service submitted by **M/s Bharat Sanchar Nigam Limited** for its various service areas, the periodicity of submission of compliance reports, the reference number and date of submission of compliance reports is indicated as under:

S.No.	Details of report	Month/Quarter	Reference No.	Date of submission
1	Quarterly Report on Broadband Service	Quarter ending 31.3.2013	F. No. 319-8/2011-Regln/510 dated 06.05.2013	06.5.2013

6. And whereas, as per serial no. (i) to (viii) of regulation 3, the Authority analysed the Performance Monitoring Report for the quarter ending March 2013, referred in the preceding Para, and found from the said report that **M/s Bharat Sanchar Nigam Limited** has failed to meet the benchmark of the quality of service parameters in different service areas and the details of such failure are contained in the **Annexure-I**:

7. And whereas regulation 3A of the regulations provides for imposition of financial disincentive on the Broadband Service providers for their failure to meet the Quality of Service benchmark and reads as under :-

"3A. Consequences for failure of Broadband service providers to meet the Quality of Service benchmarks.- (1) If a service provider providing Broadband service fails to meet the benchmark of QoS parameter specified under serial number (i) to (viii) of regulation (3), it shall, without prejudice to the terms and conditions of its licence, or the Act or rules or regulations or orders made, or directions issued, thereunder, be liable to pay an amount, by way of financial disincentive, not exceeding rupees fifty thousand per parameter and in case of second or subsequent such contravention, to pay an amount not exceeding rupees one lakh per parameter for each contravention, as the Authority may, by order, direct:

Provided that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider providing broadband service has been given a reasonable opportunity of representing against the contravention of the regulation observed by the Authority.

(2) If the compliance report furnished by a service provider providing broadband service for QoS parameters specified under serial number i to viii under regulation 3 is false and which such service provider knows or believes to be false or does not believe to be true, it shall, without prejudice to the terms and conditions of its license, or the Act or rules or regulations or order made, or, direction issued thereunder, be liable to pay an amount, by way of financial disincentive, not exceeding rupees ten lakh per parameter for which such false report has been furnished.

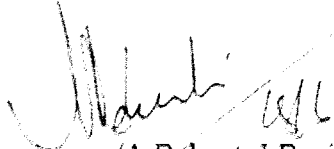
Provided that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider

providing broadband service has been given a reasonable opportunity of representing against the contravention of the regulation observed by the Authority.

(3) The amount payable by way of financial disincentive under these regulations shall be remitted to such head of account as may be specified by the Authority.”;

8. And whereas the details of financial disincentive payable by **M/s Bharat Sanchar Nigam Limited** for its failure to meet the Quality of Service benchmark are contained in **Annexure II**;

9. Now, therefore, **M/s Bharat Sanchar Nigam Limited**, being service provider, is hereby required to show cause within fifteen days from the date of receipt of this notice as to why appropriate action under the provisions of the regulation 3A of the Quality of Service of Broadband Service (Amendment) Regulations, 2012 (28 of 2012) should not be initiated against them for their failure to meet Quality of Service benchmarks specified under regulation 3, and in case no written statement of explanation is received within the time so allowed, the matter will proceed with the presumption that **M/s Bharat Sanchar Nigam Limited** has nothing to offer in their defense.


(A Robert J Ravi)
Advisor (CA & QoS)

To

Shri R K Upadhyay
Chairman & Managing Director,
Room No. 301, Bharat Sanchar Bhawan,
H C Mathur Lane, Janpath,
New Delhi-110001.

Annexure-1					
No.	Service Provider	Parameter	Benchmark	Service Area	Performance
1		Service Provisioning %age of connections provided within 15 days of registration of demand	100%	Andhra Pradesh	99.50
				Assam	95.20
				Bihar(Including Jharkhand)	97.25
				Chennai	85.00
				Karnataka	94.70
				Kerala	86.40
				Tamil Nadu	98.50
				West Bengal(Including A&N)	94.85
1		Faults Repair % of faults repaired by next working day	>90%	Andhra Pradesh	77.70
				Assam	58.10
				Bihar(Including Jharkhand)	44.70
				Chennai	37.00
				Jammu & Kashmir	77.70
				Karnataka	65.10
				Kerala	46.40
				Tamil Nadu	72.60
West Bengal(Including A&N)	83.15				
1		Faults Repair % of faults repaired within 3 working day	=> 99%	Andhra Pradesh	89.50
				Assam	80.50
				Bihar(Including Jharkhand)	76.50
				Chennai	75.30
				Jammu & Kashmir	89.90
				Karnataka	78.70
				Kerala	65.20
				Tamil Nadu	84.80
West Bengal(Including A&N)	94.75				
1	BSNL	Bandwidth/Utilisation/throughput No. of Upstream links for international connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0	Andhra Pradesh	14 links
				Assam	
				Bihar(Including Jharkhand)	
				Chennai	
				Gujarat	
				Haryana	
				Himachal Pradesh	
				Jammu & Kashmir	
				Karnataka	
				Kerala	
				Kolkata	
				Maharashtra	
				Madhya Pradesh(Including Chhatisgarh)	
				North East	
				Orissa	
				Punjab	
				Rajasthan	
				Tamil Nadu	
				Uttar Pradesh East	
				Uttar Pradesh West(Including uttaranchal)	
West Bengal(Including A&N)					

S.No.	Service Provider	Parameter	Benchmark	West Bengal(including AAN)	09 45
		Bandwidth utilization /throughput Broadband Connection Speed available(download) from ISP node to user	> 80%	West Bengal(including AAN)	
1		Packet Loss Packet loss (for wired broadband access) in %age	<1%	Andhra Pradesh Assam Bihar(including Jharkhand) Chennai Gujarat Haryana Himachel Pradesh Jammu & Kashmir Karnataka Kerala Kolkata Maharashtra Madhya Pradesh North East Orissa Punjab Rajasthan Tamil Nadu ✓ Uttar Pradesh East Uttar Pradesh West(including uttaranchal) West Bengal(including AAN)	1.10

DGM (NWO-I CFA),
BSNL Corporate Office,
Bharat Sanchar Bhawan,
H.C.M Lane, Janpath, New Delhi-1
Tel No 23734345, Fax No 23734366/23734357
Email:nwoefa@bsnl.co.in



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

To,
The Chief General Managers,
AP, J&K, KRL, KTK, MH, TN, WB Telecom Circles and Kolkata TD

No.: 8-21-2012-PHM

Dated: 3.7.2013

Sub.- Meeting of CMD with TRAI on QoS (wire line) on 04.07.2013 information regarding

In the review of QoS Parameters for QE March 2013 for landline and Broadband, it has been observed that your Circle has not met the TRAI Benchmarks for quarter ending March 2013. A review meeting is to be held on 4.7.2013 at TRAI on QoS Benchmarks particularly focusing on fault repair of your Circle.

It is therefore requested to send the report to this office indicating the (i) Reasons for failure to achieve the benchmarks, (ii) Action plans and (iii) Action taken to achieve the benchmarks so that position can be explained during the meeting with TRAI. The information must reach to this office latest by 16.00 Hrs. on 3.7.2013 i.e. today positively on Fax No 011-23734357 & e-mail at nwoefa@gmail.com.

This may be treated as MOST URGENT.

Mukesh Meena
(Mukesh Meena)
DGM (NWO-I-CFA)

Copy to: DIR (CFA) for information please.



Dated: 28-06-2013

No: 11-3/2013/BB (QOS)

TRAI MATTER
MOST URGENT

To

The Chief General Managers,
All Telecom Circles/Districts
BBNW, STR & NTR Circles.

Sub: Show Cause Notice from TRAI to M/s BSNL for its failure to meet Quality of Service Benchmarks.
Ref: TRAI Letter No-304-3/2013-QoS Dated 17/06/2013

Kindly refer above mentioned letter (copy attached) regarding Show Cause Notice from TRAI to BSNL for its failure to meet Quality of Service Benchmarks. It is stated by TRAI that the BSNL has not met the TRAI benchmark for the parameters attached as **Annexure-1** of TRAI Letter in the period of quarter ending **31/03/2013**. The details of financial disincentive (Penalty) payable by BSNL for failure to meet the quality of Services Benchmark are given in **Annexure-2** of TRAI Letter. The total financial disincentive (Penalty) to BSNL is **Rs-34.50 Lakhs**.

- Letters for shortfall in TRAI Benchmark of Broadband QoS parameter is being uploaded on intranet portal on monthly/quarterly basis by BSNL C.O. for necessary action and furnish the reason of non-achieving TRAI Benchmarks. The shortfall in Q.E. March'2013 was also intimated vide letter No- 11-3/2013/BB (QOS) Dated 01/05/2013(available on intranet). But so far, compliance has been received only from four Telecom circles namely- **NE-I, J&K, Kerala & Punjab Telecom circle** and other circles have yet to send their compliance.
- The Performance Monitoring Report on Broadband Quality of services (BB-QoS) operational parameters of month ending May'2013 also indicates that the following Telecom Circle performance has not met the TRAI benchmarks:

Telecom circle (qtlly. Circle Performance)	TRAI Parameters not met (Benchmarks)
A&N (99.13%), AP (99.71%), AS (97.65%), CN (84.00%), HR (99.92%), JD (98.92%), KL (84.25%), KT (96.98%), TN (98.61%), WB (91.43%)	% age of Connections provided within 15 days of registration of demands (100%)
A&N(71.28%), AP (77.73%), AS(84.71%), BR (35.04%), CN (32.68%),JD(73.13%), JK (72.75%), KL (45.05%), KT(57.50%), TN(76.01%), WB (77.12%)	%age of fault rectified on next working day (>90%)
A&N (83.04%), AP (89.15%), AS (95.09%), BR (80.65%), CN (64.79%), JD (81.63%), J&K (83.59%), KL (60.03 %), KT (72.99%), NE-I (98.86%), TN (88.19%), WB (93.74%)	%age of fault rectified within 3 working days (>=99%)
A&N (40%)	Broadband connection speed available (download) from ISP node to user (>80%)
All India (87.83%)	%age International Bandwidth utilization during peak hours (< 80%)
23 Links (All India)	No. of Upstream links for International connectivity having bandwidth utilization >90% during peak hours (TCBH)
All India (1.68%)	Packet loss (for wired Broadband access) (<1%)


4. Therefore, it is requested to bestow your personal attention on the matter and take following actions:

actions:

- i. Responsibilities may be fixed for the non-achievement of TRAI Benchmarks, which resulted into financial penalty on BSNL.
- ii. Time bound action should be taken for improvement in Broadband QoS which positively fulfils the TRAI benchmarks to avoid penalties from TRAI in future.

An action taken report including detailed reasons/ explanation of non-meeting of TRAI Benchmark which led to above mentioned penalty from TRAI on BSNL may be furnished at E-mail- bsnlbroadbandoperation@gmail.com or Faxed at 011-23734366/23736752 within next 3 working days positively, so that case can be taken with TRAI.

Encl-A/a

 K. P
28.06.2013
(S. K. Gupta)
Sr. GM (NWO-BB&IN)

Copy to:

1. PGM (ILD)/ Sr. GM (MPLS)/ Sr. GM (NWP-BB)/GM (CNP) BSNL C.O. - for kind information & necessary action please.
2. PGM (Regln.)-for kind information Please

Annexure-B					
Service Provider	Parameter	Benchmark	Service Area	Performance	Financial Disincentive
1	Service Provisioning Range of connections provided within 15 days of registration of demand	100%	Andhra Pradesh	99.50	50000
2			Assam	96.20	50000
3			Bihar(including Jharkhand)	97.25	50000
4			Chennai	85.00	50000
5			Karnataka	94.70	50000
6			Kerala	86.40	50000
7			Tamil Nadu	95.50	50000
8			West Bengal(including A&N)	94.55	50000
9	Faults Repair % of faults repaired by next working day	>90%	Andhra Pradesh	77.70	50000
10			Assam	68.10	50000
11			Bihar(including Jharkhand)	45.20	50000
12			Chennai	37.00	50000
13			Jammu & Kashmir	77.70	50000
14			Karnataka	65.10	50000
15			Kerala	46.40	50000
16			Tamil Nadu	72.60	50000
17	West Bengal(including A&N)	83.15	50000		
18	Faults Repair % of faults repaired within 3 working day	> 99%	Andhra Pradesh	89.50	50000
19			Assam	80.50	50000
20			Bihar(including Jharkhand)	76.50	50000
21			Chennai	78.30	50000
22			Jammu & Kashmir	89.90	50000
23			Karnataka	78.70	50000
24			Kerala	65.20	50000
25			Tamil Nadu	84.80	50000
26	West Bengal(including A&N)	94.75	50000		
27	BSNL Bandwidth/ utilisation/ thr oughput No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0	Andhra Pradesh	14 links	50000
28			Assam	14 links	50000
29			Bihar(including Jharkhand)	14 links	50000
30			Chennai	14 links	50000
31			Gujarat	14 links	50000
32			Haryana	14 links	50000
33			Himachal Pradesh	14 links	50000
34			Jammu & Kashmir	14 links	50000
35			Karnataka	14 links	50000
36			Kerala	14 links	50000
37			Kolkata	14 links	50000
38			Maharashtra	14 links	50000
39			Madhya Pradesh(including Chhattisgarh)	14 links	50000
40			North East	14 links	50000
41			Orissa	14 links	50000
42			Punjab	14 links	50000
43			Rajasthan	14 links	50000
44			Tamil Nadu	14 links	50000
45			Uttar Pradesh East	14 links	50000
46			Uttar Pradesh West(including Uttaranchal)	14 links	50000
47	West Bengal(including A&N)	14 links	50000		
48	Bandwidth utilisation/throughput Broadband Connection Speed available(download) from ISP node to user	> 80%	West Bengal(including A&N)	69.45	50000
49	Packet Loss		Andhra Pradesh	1.10	50000
50			Assam	1.10	50000
51			Bihar(including Jharkhand)	1.10	50000
52			Chennai	1.10	50000
53			Gujarat	1.10	50000
54			Haryana	1.10	50000
55			Himachal Pradesh	1.10	50000
56			Jammu & Kashmir	1.10	50000
57			Karnataka	1.10	50000
58			Kerala	1.10	50000
59			Kolkata	1.10	50000
60			Maharashtra	1.10	50000

	Service Provider	Parameter	Benchmark	Service Area	Performance	Financial Disincentive
61		Packet loss (for wired broadband access) in %age	<1%	Madhya Pradesh(including Chhatisgarh)	1.10	50000
62				North East	1.10	50000
63				Orissa	1.10	50000
64				Punjab	1.10	50000
65				Rajasthan	1.10	50000
66				Tamil Nadu	1.10	50000
67				Uttar Pradesh East	1.10	50000
68				Uttar Pradesh West(including Uttaranchal)	1.10	50000
69				West Bengal(including A&N)	1.10	50000
Financial Disincentive to be imposed for 69 service areas						3450000