



मोहम्मद अशरफ खान आई.टी.एस.

(मुख्य महाप्रबंधक)

**MOHAMMED ASHRAF KHAN** ITS  
Chief General Manager

D.O No.CGM/TNC/OF/2013

August 12, 2013

Dear Shri

Happy Eid.

Einstein thanked 100 times each day all scientists who preceded him. The same we may follow in BSNL to revive and rejuvenate the organization. It will turn around to profit mode, easily. To increase our revenue, the following points may be acted upon:

1. Swap and ZTE installation can go faster.
2. Convert LL to BB as far as possible.
3. Put DSLAMs in new localities in BTS chambers and give BB connections.
4. Meet Collectors and other Government Departments and impress upon them to invariably prefer BSNL connections for security reasons. Airtel murder case may be mentioned.

In GPMS scorecard, Tamilnadu was at 12<sup>th</sup> position with a score of 60/100 for 2012-13, whereas Kerala and Karnataka have scored better securing 3<sup>rd</sup> and 8<sup>th</sup> positions respectively. Please look into this aspect and improve it this year. The main handicaps were:

a)	Average lead time for provisioning of leased circuits	9.4/15
b)	CM Net adds	6/15
c)	Customer satisfaction - CFA	0/20
d)	Customer satisfaction - HR	0/20
e)	Operation ratio	0/20
f)	Broadband addition	2.5/7.5

Further, percentage of exchanges having fault duration of <8 hours is the worst in Coimbatore with 24%. Please improve it.

Further CCTNS Project may kindly be completed fast. Local SP Police will help for even providing vehicle etc. Nilgiris is lagging much behind in this regard.

With best wishes,

Yours sincerely,

[Mohammed Ashraf Khan]

Shri / Smt.....  
Telecom, BSNL,  
.....