

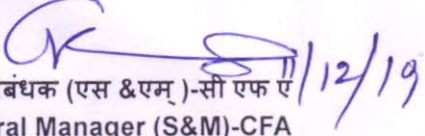
To
All Heads of the SSAs
Telangana Circle

Lr. No. TT/S&M-CFA/21/2019-20/ Dated 09.12.2019

Sub : MINUTES – PGM NWO-S&M(CFA) WING – Action Points
SSA Heads Meeting dated 09/12/2019– reg.,

SI No	Action Point	Action by																					
1.	<p>Operation and Maintenance of CFA in Post VRS: Corporate office is designing procedure for maintenance of CFA operations post VRS through SLA or Out-sourcing. In the first phase, the CO is planning to fix the following norms for maintenance of working lines in urban areas.</p> <p>For Urban :</p> <ul style="list-style-type: none"> Working lines have to be made clusters (like SSA Headquarters, towns, SDCA Headquarters etc., with 5000 or depending on the number of total working lines) The amount for maintenance will be per working line (Landline) (variable X). For Broadband it will be 1.5 times of LL. If the revenue per working line is more than Rs.600 it will be 2.5 times. <p>In this regard, Director, CFA has sought suggestions from Circle to arrive at value for variable "X" (from Pillar to customer) including material.</p> <ul style="list-style-type: none"> The following suggestions were given by SSAs. <table border="1"> <thead> <tr> <th>SI No</th> <th>SSA</th> <th>Per working line cost</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>NZB</td> <td>Rs.40/- (without stores)</td> </tr> <tr> <td>2.</td> <td>HTD South</td> <td>Rs.56/- (without stores)</td> </tr> <tr> <td>3.</td> <td>WL</td> <td>Rs.40/- (without stores I)</td> </tr> <tr> <td>4.</td> <td>HTD North</td> <td>Rs.33/- (without stores)</td> </tr> <tr> <td>5.</td> <td>HTD Central</td> <td>Rs.48/- (without stores)</td> </tr> <tr> <td>6.</td> <td>NGD, KHM</td> <td>Rs.40/- to Rs.45/- (including all) Rs.50/- (including cable mtce)</td> </tr> </tbody> </table> <ul style="list-style-type: none"> KAA and MBN SSAs will work out the cost. 	SI No	SSA	Per working line cost	1.	NZB	Rs.40/- (without stores)	2.	HTD South	Rs.56/- (without stores)	3.	WL	Rs.40/- (without stores I)	4.	HTD North	Rs.33/- (without stores)	5.	HTD Central	Rs.48/- (without stores)	6.	NGD, KHM	Rs.40/- to Rs.45/- (including all) Rs.50/- (including cable mtce)	All SSAs
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2.	<p>Landline Achievement :</p> <p>i. SGD, NGD, KAA and NZB recorded achievement rate of 44.64%, 44.45%, 41.98% and 41.21% (above circle average of 32.4%).</p> <ul style="list-style-type: none"> ADB, WL, MBN, KHM and HTD recorded below Circle average. <p>ii. The Circle Churn Index is 24.05. HD is the only SSA lowest churn index with 18.81.</p> <p>iv. Other SSAs have recorded high churn index rate above circle average and all the SSAs are directed to analyse reasons for huge closures and get back the customers.</p>	All SSAs																					

3.	<p>Broadband Achievement :</p> <p>i. The pace of Broadband provisions is very discouraging and the Circle has recorded only 15.39% rate of achievement till now, against the target for this year.</p> <ul style="list-style-type: none"> SSAs are requested to make all out efforts to increase Broadband provisions, as only 3 months are left over in the current financial year. <p>ii. Except HTD (36.71%) all the remaining SSAs have recorded high churn index rate more than Circle average (44.49%).</p> <p>iii. KAA, NGD, NZB have recorded highest % of disconnections 69.97%, 68.97%, 68.42%, which is alarming.</p> <p>iv. These SSAs are directed to do Plan-wise analysis of disconnections and come out with Action Plan to bring down disconnection trend and to bring back the customers by 11/12/2019.</p> <p>v. All the other SSAs are also directed to take similar analysis and come out with suggestions (like Tariff revision, new Plans etc..) to arrest disconnections.</p>	<p>ADB, WL and KHM</p> <p>All SSAs</p>
4.	<p>Bharat Fiber achievement :</p> <p>Except KHM (36.18), HTD (35.65), WL (28.65), all other SSAs have recorded performance below circle average of 18.34.</p> <ul style="list-style-type: none"> Director CFA instructed SSAs to target one connection per OLT per day. The disconnections in FTTH segment too are on high side. All the SSA are instructed to make TIP-wise analysis and come out with Action Plan for arresting disconnections. 	<p>All SSAs</p>
5.	<p>FTTH Partner Count :</p> <p>Except KHM SSA (2 added during Nov 19), no other SSA has enrolled any TIPs. This count has to be increased.</p> <p>Director CFA instructed that in major towns, at least 20% of the population can be targeted for providing Broadband / FTTH connections in spite of stiff competition from other operators.</p> <p>A Drive may also be conducted by SSAs for enrolling more number of Case-IV TIPs depending on the territory and pillar dynamics.</p>	<p>All SSAs</p>


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