



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

No. FBD/DE CM/Genl Corr/ 17-18

Dated: 11.09.2019

To-

CGM, BSNL
Haryana Circle, Ambala

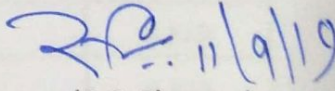
Sub: Reply to the DO dated 09.09.2019 regarding SIM sale

Undersigned is in receipt of DO No. CGMT/HR/ Sales_330/SIM Sale/ II / 16 dated 09.09.2019 calling for explanation about poor performance in SIM sale. Faridabad SSA has been rated poor performing based on achievement of SIM sale vis-à-vis target assigned. In this regard, followings are submitted:-

1. Geographical situation of Faridabad SSA in comparison to that of other SSAs of Haryana Circle is entirely different. Proportion of urban BSNL BTS coverage in Faridabad is much less as compared with that in any other SSAs barring Gurugram. To be specific, there are just **14% (28 of total 199)** BSNL BTSs located in Urban area (Palwal) with rest 86% in rural area. Where as in Ambala SSA, there are **35% (204 out of total 578)** BSNL BTSs and in Karnal SSA, there are **33% (241 out of total 733)** BSNL BTSs in urban area.
2. In Faridabad SSA, entire urban area (barring Palwal city) is having MTNL network coverage. There are just 76 BTS locations of MTNL (**Annexure-I**). MTNL Node-Bs do not support IP or FE connectivity but are provided with just 1 E1 for 3G Node-B and 2 E1s for 2G BTS. You will appreciate that connecting 3G Node with single E1 (2 Mbps) in today's competitive scenario, where 4G by all other operators has already been launched and even BSNL has connected its 3G Nodes with minimum 50 Mbps bandwidth, is as good as no Data Service to customers. Snapshot of data speed observed during Drive Test conducted today in Ballabgarh area of Faridabad SSA (**Annexure-II**) shows either no data network (red colour) or maximum data download speed of less than 700 Kbps (Blue colour).
3. There is no comparison even with similar SSA Gurugram because that SSA has better network of MTNL than that in Faridabad. In fact, MTNL procured 3G Nodes around 2 -3 years ago for expansion of its network. Considering commercial importance, new equipment with IP enabled Nodes was deployed in Delhi, Noida and Gurugram areas. There has been significant improvement in both of these city areas. On contrary, phased out version of recovered Nodes were re-deployed in Faridabad and Ghaziabad area. New equipment in Gurugram supports IP connectivity with adequate bandwidth but obsolete equipment deployed in Faridabad supports only few PCMs connectivity. Recovered Microwave systems of MTNL are installed in cascading chain with single E1 drop at each 3G site. It is also a cause of large outage of MTNL network in this area because when any one site in the chain happens to be off-the-air due to power problem or otherwise, all connected sites go out of order.

4. With just 1 PCM (2Mbps) connected to 3G Node-B, one could imagine what kind of data speed customers must be getting. Even whatsapp does not work. BSNL customers from rural areas having good mobile network, when visit city area for medical treatment or other business, their mobile stop working. Having faced difficulty, they apply for MNP Port-out from BSNL immediately after going back to villages. They spread bad news among 10 others. MNP Ratio goes for a toss. It is really difficult to sell BSNL SIMs even in rural areas, despite all out and sincere efforts by teams in the SSA.
5. Out of 44 MTNL owned sites in Faridabad area, 40 do not have any battery back up and only 4 sites have been provided with new battery sets during last year. Power Supply condition in Faridabad is very bad. In the absence of required power back-up, majority of such sites remain off-the-air with no service at all. Because of such non-reliable MTNL network, not to talk of customers, even you and undersigned had to carry always another SIM of private operators for voice calls, while being in Faridabad or in Gurugram areas.
6. MTNL SDE (BSS) Faridabad does not have any supporting staff except for 2 RMs. AMC of Mobile Network equipment has been withdrawn and for want of Diesel expense, there is ban on DG operation at stand alone sites. SDE manages DG operation at 7 nos. of hub sites. When, there is no supply of diesel and operation of DG sets, one can visualize as for how many hours these sites must be radiating and what is the status of MTNL network availability. There are many TRX cards and other media hardware faulty. Not to talk of VSWR faults or routine optimization, there is no re-source to monitor major faults. Air-conditioning units at most of the MTNL sites are faulty. High temperature causes outage of mobile network. There are about 7 sites being shared with private operators, who have their battery bank for their own equipment but not for MTNL BTS/Node-Bs.
7. Coming back to BSNL rural network, it is to submit that DHBVN supply is available for 15 to 16 hours a day with battery backup ranging from 1 to 3 hours. Supply of Diesel for running DG sets at standalone BTS sites has been stopped. Even otherwise, the vendor is refusing to supply because payment worth Rs. 94 Lakh is pending. This is resulting into excessive outage of BSNL network. This is adversely affecting SIM sale and revenue.
8. Rent of site owners has not been paid for the last one year. One of the reasons for long pendency of site rent payment is non-renewal of rentals or non-issuance of sanction in time in the past. Payment to Infra Service persons has not been made for many months. Owners and Infra Persons keep locking sites and creating problem. OFC maintenance Contractors are also not being paid for quite some time. They are reluctant to provide resources and it takes time to assure them and garner their support. All these causes are adding to network outage and impacting SIM sale.

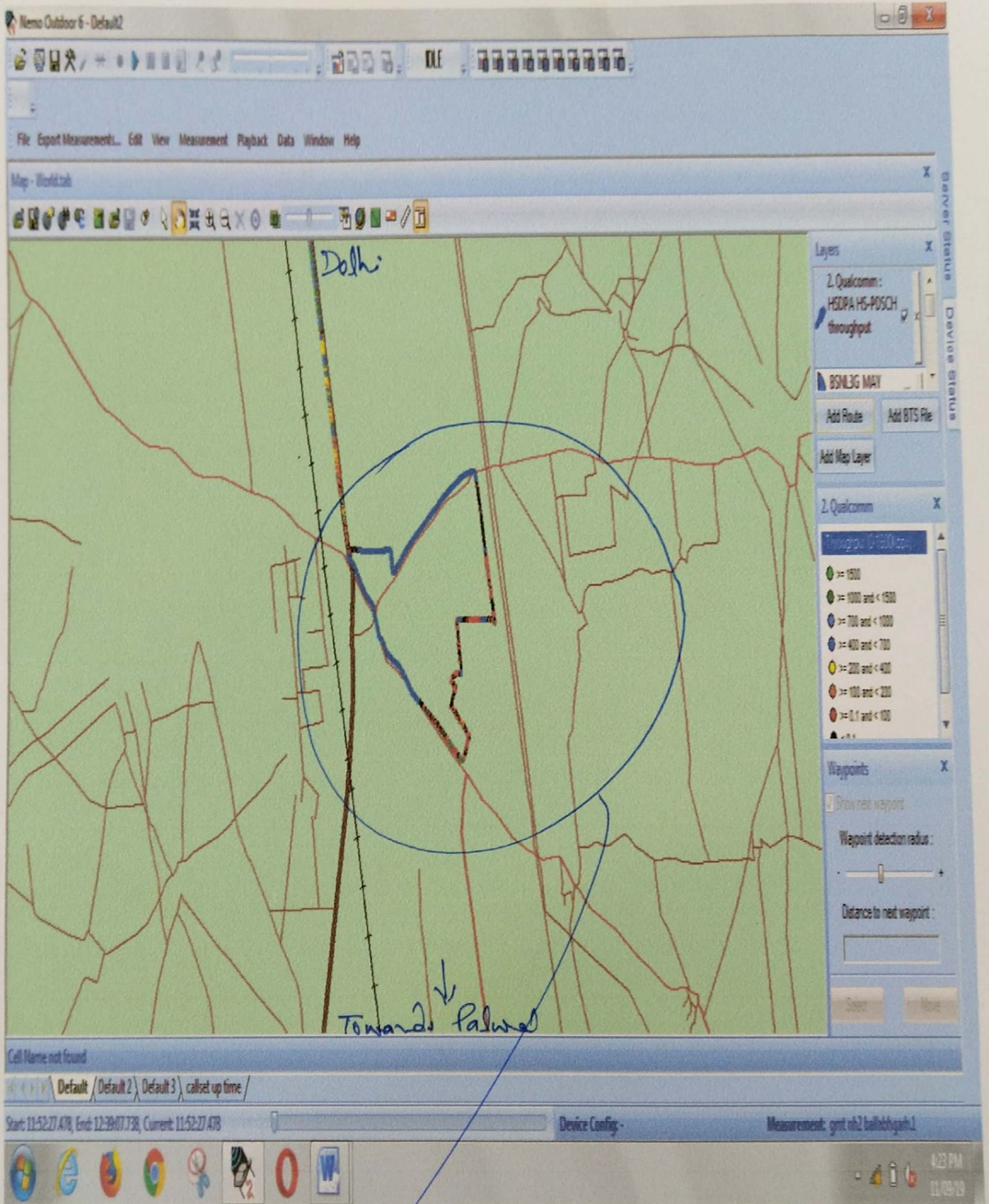
In view of above situation, it is very clear that BSNL is passing through a severe financial crunch but still teams in SSA are trying their level best to manage the network, run services somehow and maintain SIM sale rate. Ground realities are to be realized by the management, especially Director (CM) BSNL Board before issuing dictates like deduction of salary etc. It is requested not to threaten the SSA team but to encourage and motivate in such a critical situation.


(S.C. Sharma)
Principal GM
Mobile-9414001118

NO.	CELL ID	SITE NAME	SHARED	3G installed	Bandwidth
1	4007	SECTOR-15 BSNL	EXCH	combo	6 MB
2	4003	SECTOR-19 FBD	INDOOR	combo	6 MB
3	4005	SECTOR-16	INDOOR	combo	6 MB
4	4009	NIT-1	INDOOR	combo	6 MB
5	4011	SECTOR-24	INDOOR	combo	6 MB
6	4012	SECTOR-11 OLDFBD	INDOOR	combo	6 MB
7	4008	NIT-MARKET	INDOOR	combo	6 MB
8	4006	NIT THEATRE	INDOOR	combo	6 MB
9	4001	DLF-SINGH	INDOOR	combo	6 MB
10	4002	SECTOR-28	INDOOR	combo	6 MB
11	4020	CHARMWOOD	INDOOR	combo	6 MB
12	4016	BALLABHGARH	INDOOR	combo	6 MB
13	4023	TIGAON	INDOOR	combo	6 MB
14	4021	SIKRI HIGHWAY	INDOOR	NO	4 MB
15	4024	SARAI QWAJA	INDOOR	combo	6 MB
16	4025	SANJAY COLONY	INDOOR	NO	4 MB
17	4032	NIT-3, FARIDABAD	INDOOR	combo	6 MB
18	4039	SEC 14 FARIDABAD	INDOOR	combo	6 MB
19	4037	SEC 29 FARIDABAD	INDOOR	combo	6 MB
20	4033	DABUA COL FARIDABAD	INDOOR	combo	6 MB
21	4036	SEC 58 FARIDABAD	INDOOR	combo	6 MB
22	4034	JAWAHAR COLONY FBD	INDOOR	combo	6 MB
23	4030	FBD SEC18	INDOOR	combo	6 MB
24	4031	FBD SEC21	INDOOR	combo	6 MB
25	4038	SIHI VILLAGE	INDOOR	combo	6 MB
26	4035	BALLABGARH2	INDOOR	combo	6 MB
27	4041	NTPC FARIDABAD	INDOOR	combo	6 MB
28	4105	CHARM WOOD	INDOOR	combo	6 MB
29	4107	ANAJ MANDI	INDOOR	combo	6 MB
30	4111	YMCA FARIDABAD	INDOOR	combo	6 MB
31	4113	SANJIVNI CHOWK, FBD	INDOOR	combo	6 MB
32	4128	SECTOR-11, FARIDABAD	INDOOR	combo	6 MB
33	4116	BADKHAL ROAD	INDOOR	combo	6 MB
34	4042	SECTOR-37, FARIDABAD	INDOOR	combo	6 MB
35	4046	SECTOR-21, FARIDABAD	INDOOR	combo	6 MB
36	4121	SIDDARTH ASHRAM	RELIANCE	combo	6 MB
37	4045	INDRAPRASTH COLONY (FBD)	INDOOR	combo	6 MB

38	4100	VILLAGE BHANKRI,	INDOOR	combo	6 MB
39	4209	VIL BARKHAL SGM NAG	RELIANCE	combo	6 MB
40	4102	KHILOO SAINI COLONY	INDOOR	combo	6 MB
41	4202	BALLABHGARH 2 NEW	OUTDOOR	combo	6 MB
42	4208	SANJAY CNY 2	OUTDOOR	combo	6 MB
43	4215	DABUA COL 2	OUTDOOR	combo	6 MB
44	4211	OLD FARIDABAD	OUTDOOR	combo	6 MB
45	4131	SEC 38 FARIDABAD	INDOOR	combo	6 MB
46	4213	SARAWATI COLONY	OUTDOOR	combo	6 MB
47	4210	N.I.T FARIDABAD	OUTDOOR	combo	6 MB
48	4239	TELEX SEC 23 FBD	INDOOR	combo	6 MB
49	4219	DLF BSNL FBD	INDOOR	combo	6 MB
50	4014	FBD SEC 6	INDOOR	combo	6 MB
51	4237	BSNL SEC-21C FBD	INDOOR	combo	6 MB
52	4109	NIIT GOLF COURSE FBD	INDOOR	combo	6 MB
53	4238	NEHARPAN BSNL	INDOOR	combo	6 MB
54	4225	DABUA COLONY	INDOOR	combo	6 MB
55	6134	GEEKAY TEX INDUS	INDUS	combo	6 MB
56	2855	Green Field Shopping Complex	FBD	only 3G	2 MB
57		Sanjay Colony Sector 23	FBD	only 3G	2 MB
58	2860	SANJAY COLONY Sec 43	FBD	only 3G	2 MB
59	2884	Muje shar	FBD	only 3G	2 MB
60	2885	anda Complex Opposite Whirlpo	FBD	only 3G	2 MB
61	2888	BLOCK K NIT 1	FBD	only 3G	2 MB
62	2915	Sec 19 part 2 Huda Market	FBD	only 3G	2 MB
63	2920	SLF Mall Indraprastha Colony	FBD	only 3G	2 MB
64	2939	Faridabad Sec 15	FBD	only 3G	2 MB
65	2817	SECTOR-16	FBD	only 3G	2 MB
66	2816	Jawahar colony	FBD	only 3G	2 MB
67	2821	Mewla Maharajpur NHPC Colony	FBD	only 3G	2 MB
68	2864	SHEELA International	FBD	only 3G	2 MB
69	2824	Krishna Nagar-FBD	FBD	only 3G	2 MB
70	2847	ell Site Faridabad-Jawahar Color	FBD	only 3G	2 MB
71	2849	Dabua Colony-II	FBD	only 3G	2 MB
72	2869	FBD_Sec46_2187	FBD	only 3G	2 MB
73	2889	Krishna Tower BSC	FBD	only 3G	2 MB
74	2909	Sanjay Memorial Industrial Estat	FBD	only 3G	2 MB
75	2940	Sec-14(II) FBD	FBD	only 3G	2 MB
76	2818	Harsh Colony_	FBD	only 3G	2 MB

Drive Test in MTNL Faridabad area
Date: 11-09-2019



Ballbhgash Market area
Data speed less than 700 Kbps