

UNITED FORUM

Comprising of

AIBSNLEA and AIGETOA

No. UF/CMD/2014

Dated the 5th November 2014

Shri.A.N.Rai,
CMD, BSNL,
New-Delhi - 110001.

Subject: Suggestions for Improvement of Mobile Services in Calcutta Telephones for increasing revenue.

Respected Sir,

We want to draw your kind attention towards the extremely poor and unacceptable quality of Mobile services of our circle causing dissatisfaction among our customers and as well as steep decline in revenue. Net Connection addition to our network is about (-7000) per month and we are losing around 1, 00,000 customers from our network to our competitors in every financial year. The total subscriber base as on September 2013 was (HLR DB) is 911437 which has reduced to 807287 as on September 2014. The average active VLR Data is 764943 as on September 2013 and 672114 as on September 2014. The problem areas mainly affecting the poor services in CTD are illustrated below:

1. Very poor network coverage
2. Frequent call drop.
3. Extremely poor video call quality and data transfer in 3G network.
4. Non-implementation of centralized dedicated Project Vijay team for market control & monitoring.
5. Fallacious VAS service activations
6. Inadequate call center staff training

The root cause of poor GSM service is mainly due to very poor network & improper drive test. We want your kind personal attention towards these problems for their resolution and periodic review with you including any assistance, if required, from outside. Our technical team has done a thorough analysis of the problem areas and suggested some methods to come out of this pathetic condition as given below:

Contd.2

1. Not maintaining regular drive test, Data Collection and analysis of 2G & 3G:

It is noticed that regular drive test, which is very much required to maintain wireless services, is not being done in CTD causing frequent call drop, & unavailability of signal. The same has been observed even by our officers/officials as they are facing the same problem. This is root cause of poor GSM service in Kolkata. Even frequent call drops observed in full signal in Kolkata HQ Telephone Bhawan & near by office like Tiretta Bazar.

Possible Solution:

Presently Calcutta telephones is having 8 drive test tool and 1 DT is likely to come with ZTE Project. Hence, it is requested to **decentralize RF operation in at least 4-5 zones**. Regular drive test may be done by the RF team of that segment and analysis of data along with implementation in the field may be done with utmost priority. The monthly review of this may kindly be done by any senior level officer with proper feedback to you. **It may be outsourced if required, like other zones for the existence of GSM service in Kolkata.**

The above issue already intimated to circle management but so far no action has been initiated by the concerned RF team. These facts can be verified by perusing the drive test data of last three to six months.

If this issue not given highest priority, it will be difficult to sustain in the competitive market like Kolkata.

2. Lack of infrastructure :(Urgent need of RF Capacity)

In this metro city, we are operating our network with only 1206 2G BTS and 622 3G BTS (as on October'2014), whereas our competitors like Airtel and Vodafone are having 2200 and 2400 2G BTS respectively. In much awaited Phase -VII expansion, we have got only 2,00,000 capacity and 146 2G/3G BTS citing the reason that we are still have excess core capacity. But in order to acquire new customers, RF coverage is very much required. Lots of our connections are getting disconnected or ported out due to poor RF coverage. Moreover as Reliance Jio is coming in big way with 4G in Kolkata and Airtel is already offering 4G in Kolkata so our 3G needs to be strengthened.

Possible Solution:

Your kind intervention is required for the increase in allotment of BTS to a minimum 400 to 500 2G and 3G to ensure optimum use of 2G and 3G spectrum available with us and to be ready for the high speed wireless Broadband services to the customers.

3. Poor BTS maintenance:

It is observed that BTS maintenance is very much poor in some BTS maintenance area.

Possible solution:

- a) Proper monitoring is very much required by senior officers and some young TTA/Executive may be posted in high traffic but poor maintenance area in place of the presently non-performing staffs in these units.
- b) **Immediate arrangement of spare cards at all BTS maintenance location.**
- c) **Arrangement of VSWR meter & power meter for all BTS maintenance team.**
- d) Immediate arrangement of required vehicle for BTS maintenance team.
- e) OMCR should be under the control of DGM(BTS) maintenance.

Due to direct monitoring by PGM-HQ & after the joining of Dr. Biswajit Paul, Sr. GM(NWO)CM, daily fault rate has reduced considerably and same is expected to improve in future.

4. Poor Transmission maintenance:

Nowadays restoration of one OFC cut takes minimum of 15-20 days time which directly affects minimum of 6 to 7 BTSs. Although they are in ring system, but it is quite prominent that when one arm remains faulty, rest of the system works in a linear way.

Possible solution:

- a) To ensure that all the existing rings are working from both side as in ring structure.
- b) **All MLLN should be converted to OFC.**
- c) **In fault prone area, microwaves may be introduced as backup.**
- d) **OFC restoration time needs to be minimized.** To achieve this, fortnightly/monthly meeting of all teams viz., BTS Mtce. team, PCM team and OMCR team along with RF team should be held in presence of GM(CMTS) and GM(Trans)Mtce. to have better co-ordination between all of them and quick solution to existing problems.

5. Poor battery back up:

It has been observed that the battery backup is very poor in some of the Node-B BTSs. As soon as power goes out, those BTSs goes out of order.

Possible solution:

There is urgent need to replace such batteries. However, as an interim measure following process can be followed:

Since power cut in CESC area is negligible compared to WBSEB area, hence from **two good battery bank in CESC area's BTS, one such battery bank may be redeployed in WBSEB area BTS where no battery backup is present.** It may be done on PILOT BASIS for 1-2 sites and may be replicated in other such BTS if it works out fine.

6. Poor 3G speed even with full signal of 3G and IP media integration for 14.4 Mbps IP board:

In phase V, Ericsson was supposed to provide umbrella coverage of 3G in CTD, but they had given us only 576 sites, our installation team had already reported non-availability of 3G signal at some major location and requirement of more 3G BTS from M/s Ericsson, but no positive outcome given so far.

Moreover, in various locations where 3G signal is available, data speed is almost NIL or less than even 2G. Reason behind this is synchronization error.

Possible solution:

For our 574 BTSs, IP board has been supplied and installed, but IP media availability is only for 46 sites through G-PON and all these 46 sites has no such synchronization issue.

However, all other Node-B are with 3 E1 and on first & second PCM, synchronization is configured. But due to error in PCM (MLLN), synchronization alarm appears & data speed is impacted very hard. Hence, in time bound targeted manner, media conversion from E1 to IP may be done with utmost priority to resolve synchronization issue & better utilization of 14.4Mbps speed.

7. Marketing and call center issue:

BSNL Recharge vouchers are not easily available in comparison to other Telecom operators as they have their vouchers distribution points at each and every nook and corner of the city. The Call center staffs are ignorant of the BSNL plans and tariffs as they mis-guide customers most of the time.

Possible solutions:

- (i) Immediate implementation of centralised Project Vijay team under one GM who will be dedicated only for market monitoring and franchisee/retailer problems.
- (ii) Proper Training Program to call centre employees that can be arranged by CMTS technical Persons.

(iii) Complete online system for New connection application by customers and delivery of SIM to customer premises including document collection and verification by BSNL Representative from customer premises within 48 hrs.

These are the basic issues which our team has prepared after taking feedback from all the stakeholders of our Calcutta telephones. We earnestly request you to kindly give your personal intervention and instruct concerned section to resolve the issue in time bound manner. We are ready to explain any of the above points in detail with concerned technical persons, if at all required.

Hence, it is requested to kindly analyze all the issue raised by us and if any better solution apart from our suggestion is available kindly implement the same in time bound manner. We would also be very happy if your kind self allow us some time to have Knowledge about action taken in this regard by BSNL CO CM cell.

BSNL is offering bread and butter for our families and our association assures you that we all young and experience executives are ready to extend our full heartiest support to our management in the constructive steps to turn around our CTD.

With kind regards

for Mantoshkumar
General Secretary
(VP-III)
AIGETOA

Yours faithfully

General Secretary
[Signature]
AIBSNLEA
AGS(HR)

Copy to:
The Director (CM), BSNL Board, New Delhi – 110001