



No. 2-2/2011-BSNL/TR.

Dated: 21 Sept., 2017.

To
Heads and IFAs of all Territorial Telecom Circles and Metro Telephone Districts
Bharat Sanchar Nigam Limited.

Subject : Targets for staff working in TRA Cell in SSAs.

During the month of August, 2017, Zonal review meetings were undertaken regarding billing and collection of telephone dues. Following the review, the Circles have significantly improved their cash collection.

This has been possible due to focussed approach of the staff and officers handling Telecom Revenue who have specifically focussed upon not only billing and collection, but also getting the customer back to the network.

Therefore, in keeping with the need of the hour, the following shall be part of the Key Performance Parameters of staff and officers of TRA Cell for prevention of disconnection (for landline, broadband and mobile) and restoration of disconnected numbers.

Accordingly, following targets are assigned to the Territorial Circles and Metro Districts :

<u>Parameters</u>	<u>Target</u>
i) No. of disconnections as percentage of billed connection	: <=2%
ii) No. of customers contacted immediately after issue of bills for billed amount > Rs.500/-	: 100%
iii) No. of customers contacted for payment whose numbers appear in dunning list issued by CDR and Zonal Data Centres	: 90%
iv) No. of customers contacted after outgoing bar (OGB)	: 90%

This has the approval of CMD, BSNL.

21/9/17

GM (Finance) - CFA

Copy for kind information to :

1. PPS to CMD, BSNL
2. PPS to Director - CFA & EB / CM / HR & Finance, BSNL.
3. GM (Finance)-CM, CO, BSNL