

भारत संचार निगम लिमिटेड, हरीश चन्द्र माथुर लेन,  
जनपथ, नई दिल्ली-110001, भारत  
दूरभाष कार्यालय : 91-11-23372424  
फैक्स : 91-11-23372444  
ई-मेल : cmdbsnl@bsnl.co.in



भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

**BHARAT SANCHAR NIGAM LIMITED**

(A Govt. of India Enterprise)

Bharat Sanchar Bhawan, H C. Mathur Lane,  
Janpath, New Delhi-110001, India  
Tel (O) : 91-11-23372424  
Fax : 91-11-23372444  
E-mail : cmdbsnl@bsnl.co.in

अनुपम श्रीवास्तव

अध्यक्ष एवं प्रबन्ध निदेशक

**ANUPAM SHRIVASTAVA**

Chairman & Managing Director

No. CMD/BSNL/2015-L ..7952

September 18, 2015

Dear Shri

You will appreciate that the menace of call drop has been gripping up mobile networks of all telecom operators to the extent that even our Hon'ble Prime Minister has shown his serious concern towards this problem. He further directed Telecom Department to deal with this sore issue effectively. Hon'ble MOC&IT has also taken serious view of this problem with all service providers and BSNL has to find ways to tackle this issue immediately with optimal use of our mobile network. Last week, newly appointed Chairman, TRAI had called a meeting of CEOs of all major mobile companies and expressed serious concern of the government towards this burning issue.

BSNL also faces this problem and at various forums not only Cabinet Ministers and Members of Parliament but media and our customers also complain on the issue. Government of India is taking serious view of the situation and action is to be taken against erring telcos not able to resolve this issue of public grievance with financial penalties for call drops. Press clippings on call drops on mobile network frequently come across, putting question mark on our infrastructure and capabilities to provide world class telecom services, which we proclaim and surely have with us too.


In order to find permanent solution to this serious problem, I suggest you to take immediate action including following acts / precautions for mobile network of your circle.

- *Technical audit of the mobile network of your circle to find out root cause of call drops;*
- *Identify counts and reasons for 'failure in call set up success rate', 'call drop rate', TCH blocking and 'handover failure rate'.*
- *Minimize restoration time of OFC cuts and ensure working of OFC rings;*
- *Replacement of batteries with less than 1 hour back-up on Top Priority;*
- *Ensure availability of sufficient spare parts all the time;*
- *Thorough drive test & optimization of network;*
- *Monitoring of VSWR alarm with corrective actions etc.*

BSNL Corporate Office provides all possible assistance / guidance to you in managing your circle mobile network and increasing its efficiency is your responsibility. It is pertinent to mention here that if despite all possible resources, mobile network in your circle faces frequent call drops or register below QoS benchmarks performance, the onus of this responsibility would be with you personally.

With best wishes,

Yours sincerely,

  
(Anupam Shrivastava)

Shri  
Chief General Manager,  
Telecom Circle / District

Copy to : **Director (CM).**

पंजीकृत एवं निगमित कार्यालय : भारत संचार भवन, हरीश चन्द्र माथुर लेन, जनपथ, नई दिल्ली-110001  
Regd. & Corporate Office : Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi-110001  
Corporate Identity Number (CIN) : U74899DL2000GOI107739  
Website : www.bsnl.co.in