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

No: 27-114/NWO-BB&IN/2018-19/CFA Review

Dated 16.12.2020

To

1. The Chief General Manager,
All Territorial Telecom Circles, BSNL
2. The PGM/GM,
All Business Areas, BSNL

Sub: Restructuring of CFA Network, Customer, and Partner Management activities-reg.

1. The activities related to Network Management and Customer Management are being done currently at the exchange/equipment location level. Customer Service management is generally done through indoor staff station at main exchange locations and outdoor takes care of last mile activities. The commercial activities related to partner (cluster, FTTH) partner management are being done in decentralized manner.

2. With the change in technology and management methodologies, it is very much desired that 24/7 network management is done through a **centralized location** for first level monitoring and corrective action required for the operational excellence. Wherever physical presence of staff is required for change of network card etc, there should be common staff at site to manage technical equipment, power plan, electrical infrastructure etc.

3. Re-structuring Cell has also issued instructions vide letter No. **4-02/2014-Restg Vol. V (Pt.) dated 27.08.2020 & 21.10.2020** whereby SSAs have been consolidated to business areas across all circles.

4. Keeping in view the above facts, following arrangement is proposed for centralized network/customer/partner management.

a) **Network Management:** A centralized team shall operate on 24/7 basis handling all activities related to

- i) FTTH/OLTE management,
- ii) BNG/RPR/OCLAN Management,
- iii) NGN equipment management Wi-Fi equipment,
- iv) CDR system/FMS system.

A training programme shall be conducted by NGN, BBNW and ITPC for the P-CSG on the various tools to be used by the group to maintain the system. All members in the group shall be cross functional, and hence able to support the BSNL/Partner team members on the technical requirements. The BA wise team size required for the centralized NoC activities is given in **Annexure-A**.

b) **Partner Management:** A Centralized Group for Partner Support (CGPS) shall operate performing the following separate activities for the cluster/FTTH partners:

- i) Partner onboarding including all paperwork for contract signing, creation of user ID/login in various IT systems like FMS,DKYC,CDR system, e-pay system, wallet etc.
- ii) Monthly settlement of revenue share thru ERP and wallet
- iii) Exchange of all information related to sales and market activities.

5. Common Toll-Free number shall be opened by ITPG, which shall be mapped with the telephone numbers at respective BA level CGPS. A telephonic PIN (T-Pin) shall be issued to all the partners so that the call from the partners can be routed to the respective BA P-CSG.

6. It has been decided that Bangalore Telecom District shall implement the instructions by 25th December 2020 and the system shall be made live on 1st January 2021.

- i) All Headquarter BAs in the circles, shall implement the same by 15th January 2021
- ii) Rest of the BAs shall implement by 30th January 2021

This is issued with the approval of Director (CFA), BSNL Board.


(Vivek Dua)
GM (CFA)

Encl: As above

Copy to:

1. Dir (CFA), BSNL Board- for kind information please.
2. CGM ITPG/NCNGN/BBNW for kind information and n/a please.