

महाराष्ट्र दूरसंचार परिमंडल,  
छठवीं मंजिल ए विंग, प्रशासनिक भवन,  
जुहू रोड, सांताक्रुज (प), मुंबई - 400 054.

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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

DO No. MHCO-SMCM/29(12)/1/2021-O/o GM SMCM

Dated: 15<sup>th</sup> March 2021.

My Dear

It can be seen from the report of February 2021 that many customers have ported out from BSNL network using the MNP process, around 40000 plus customers are ported out whereas only 14120 customers are ported in BSNL. The MNP ratio of Maharashtra Circle has recently crossed 2.8 (Annexure-I). The same trend is observed in the month of March 2021 also. There is a need to analyze the pattern and take appropriate action to arrest port-out & increase port-in.

In order to facilitate proper monitoring and control of this churn, SSA team should daily visit the BCCS portal, get the list of UPC generated customers and contact them. As per the BCCS portal report for March 2021, only 7 SSAs have updated the data on portal (Annexure-II). The grievances related to tariff, network or others should be suitably redressed and customer assured for improved services. If convinced, then customer can send SMS to 1900 and cancel his Port-Out request within a time of 24 hours.

Feedback from customer can be recorded on portal, any feedback or help with reference to this application may be obtained from Shri Mhd. Hassan Ansari, JTO (S&M-CM) on mail-id [jtosmcm@gmail.com](mailto:jtosmcm@gmail.com).

I am sure that you will take further initiatives to reduce the churn from our network by making best use of this application as well as by other means.

With best wishes,

Yours Sincerely,

(RAMAKANT SHARMA)  
Chief General Manager

Encl: As above.

To:

All BA/SSA Heads, BSNL, Maharashtra Circle.

<b>MNP Report</b>								
SN	SSA	DAILY ON 28.02.2021			MONTHLY UPTO 28.02.2021			
		PI	PO	PO/PI	PI	PO	NET GAIN	PO/PI
1	MH-Panj	23	9	0.39	638	335	303	0.53
2	MH-Sawa	27	22	0.81	971	680	291	0.70
3	MH-Chan	17	11	0.65	474	522	-48	1.10
4	MH-Ratn	22	33	1.5	575	901	-326	1.57
5	MH-Kaly	15	18	1.2	460	770	-310	1.67
6	MH-Nagp	28	33	1.18	606	1044	-438	1.72
7	MH-Sata	22	38	1.73	538	965	-427	1.79
8	MH-Kohl	31	86	2.77	1014	1997	-983	1.97
9	MH-Amra	10	23	2.3	430	894	-464	2.08
10	MH-Ward	3	8	2.67	96	203	-107	2.11
11	MH-Gadc	18	30	1.67	478	1043	-565	2.18
12	MH-Nasi	51	113	2.22	1365	3345	-1980	2.45
13	MH-Jalg	27	81	3	564	1865	-1301	3.31
14	MH-Pune	28	128	4.57	982	3256	-2274	3.32
15	MH-Latu	9	53	5.89	374	1281	-907	3.43
16	MH-Raig	2	11	5.5	124	433	-309	3.49
17	MH-Bhan	18	25	1.39	208	731	-523	3.51
18	MH-Ahmr	33	117	3.55	904	3214	-2310	3.56
19	MH-Sang	13	51	3.92	378	1385	-1007	3.66
20	MH-Dhul	14	77	5.5	451	1729	-1278	3.83
21	MH-Osma	2	25	12.5	120	494	-374	4.12
22	MH-Sola	26	99	3.81	436	1841	-1405	4.22
23	MH-Beed	20	67	3.35	466	2149	-1683	4.61
24	MH-Jaln	7	37	5.29	239	1170	-931	4.90
25	MH-Akol	5	34	6.8	189	1008	-819	5.33
26	MH-Yeot	4	21	5.25	103	553	-450	5.37
27	MH-Aura	27	138	5.11	769	4237	-3468	5.51
28	MH-Buld	1	10	10	65	476	-411	7.32
29	MH-Nand	7	42	6	145	1190	-1045	8.21
30	MH-Parb	1	29	29	54	822	-768	15.22
	<b>TOTAL</b>	<b>511</b>	<b>1469</b>	<b>2.87</b>	<b>14216</b>	<b>40533</b>	<b>-26317</b>	<b>2.85</b>

## Annexure -II

MNP Feedback Report as on 10th March 2021							
SN	SSA	MNP Ratio	No. of Customer Ported out	Number of customers contacted by the SSAs	No. of Customer retained in BSNL	% of Customer retained in BSNL	Ported out due to Network issues
			a	b	c	d = c/b	e
1	Beed-MH	3.54	726	255	163	64%	67
2	Sangli-MH	2.97	463	29	2	7%	29
3	Kohlapur-MH	2.44	774	444	14	3%	395
4	Nasik-MH	2.12	1045	106	2	2%	73
5	Osmanabad-MH	5.89	165	106	1	1%	40
6	Jalgaon-MH	3.28	724	159	0	0%	44
7	Amravati-MH	1.74	221	6	0	0%	5
8	Ahmednagar-MH	3.69	1075	0	0	0%	0
9	Akola-MH	6.79	285	0	0	0%	0
10	Aurangabad-MH	5.92	1540	0	0	0%	0
11	Bhandara-MH	2.63	263	0	0	0%	0
12	Buldhana-MH	6	120	0	0	0%	0
13	Chandrapur-MH	1.19	185	0	0	0%	0
14	Dhule-MH	4.21	619	0	0	0%	0
15	Gadchiroli-MH	1.43	293	0	0	0%	0
16	Jalna-MH	2.91	364	0	0	0%	0
17	Kalyan-MH	1.75	227	0	0	0%	0
18	Latur-MH	2.43	409	0	0	0%	0
19	Nagpur-MH	1.35	325	0	0	0%	0
20	Nanded-MH	9.57	555	0	0	0%	0
21	Panjim-MH	0.6	124	0	0	0%	0
22	Parbhani-MH	9.39	291	0	0	0%	0
23	Pune-MH	3.55	1128	0	0	0%	0
24	Raigad-MH	3.93	177	0	0	0%	0
25	Ratnagiri-MH	1.57	294	0	0	0%	0
26	Satara-MH	2	326	0	0	0%	0
27	Sawantwadi-MH	0.65	231	0	0	0%	0
28	Solapur-MH	6.99	818	0	0	0%	0
29	Wardha-MH	1.76	60	0	0	0%	0
30	Yeotmal-MH	4.14	149	0	0	0%	0
	<b>Total</b>	<b>2.81</b>	<b>13976</b>	<b>1105</b>	<b>182</b>	<b>16%</b>	<b>653</b>