

Network Operation - CFA  
Maharashtra Telecom Circle  
O/oCGMT, 2<sup>nd</sup> floor, A wing  
BSNL Admn Complex, Juhu road,  
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भारतसंचारनिगमलिमिटेड  
(भारतसरकारकाउपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

MHCO-CFAO/11/1/2020-O/o PGM CFA

dated 22/04/2021

To,  
ALL BA Heads/SSA Heads,  
MH circle

Sub: - CFA Targets for FY 2021-22

Ref:- D.O. No. 27-113/2018/NOW-BBIN/BB Targets dt 01/04/2021 from DIR (CFA)

Vide letter under reference, DIR (CFA) has conveyed the Targets for FY 2021-22.

**PHYSICAL TARGETS (GROSS):** The Details of Physical Targets for Landline, Broadband and FTTH Broadband are detailed below.

PHYSICAL TARGET FOR	Q-I	Q-II	Q-III	Q-IV	TOTAL	REMARKS
LANDLINE	17472	17664	17664	17280	70080	1 connection per Cluster per day
BROADBAND	17472	17664	17664	17280	70080	1 connection per Cluster per day
FTTH BROADBAND	23550	31800	46100	71450	172900	

**TARGETS FOR OPERATIONAL PARAMETERS:**

S.No.	Parameter	Targets for FY:2021-22		
		LANDLINE	FTTH-BB	BB
1	Fault Rate (%)	5%	≤ 2%	≤ 04%
2	Fault Clearance within 24 Hrs (Calendar Hours/Days) (in %)	≥ 80%	≥ 80%	≥ 80%
3	Repeat Fault rate (in %)	15%	≤ 5%	≤ 5%
4	Repeat fault (unique count)	10%	-	-
5	Provisioning within 3 days (Calendar Hours/Days) (%)	≥ 80%	≥ 80%	≥ 80%
6	MTTR in Hrs.	≤ 8 Hrs	≤ 8 Hrs	≤ 8 Hrs

Clarity target for LL CMD Monitoring Parameters for FY:2021-22		
S.No.	Parameters	Target
1	Fault Clearance within 4 Hrs (Urban)	≥ 40%
2	Fault Clearance within 6 Hrs (Rural)	≥ 40%
3	Provisioning within 24 Hrs	≥ 50%

## TARGET FOR REHABILITATION OF PILLARS

Total Pillars	Pillars Pending for Rehabilitation	Q1 TARGET			
		Apr-21	May-21	Jun-21	Total
22892	19927	3400	3398	0	6798

BA wise/SSA wise Targets are enclosed herewith. All BA/SSA Heads are requested to further assign the individual Cluster-wise Targets to Cluster Partners & FTTH Partners. Also, it is further requested to start chasing the targets from the very first Month of the FY onwards, so that none of our team lose focus in our efforts.



DGM (CFA)  
MH Circle

Encl: As above

**CFA PHYSICAL TARGETS (QUARTER-WISE, SSA-WISE ) FOR FY 2021-22**

BA	SSA	No of Clusters	FTTH BB Conn. Wkg as on 31.03.2021	LANDLINE Target Per Quarter of FY:2021-22 with One Connection per cluster per day					BROADBAND Target Per Quarter of FY:2021-22 with One Connection per cluster per day					FTTH Target Per Quarter of FY:2021-22				
				Q1 (Apr to Jun - 91 Days)	Q2 (Jul to Sept - 92 Days)	Q3 (Oct to Dec- 92 Days)	Q4 (Jan to Mar - 90 Days)	Total	Q1 (Apr to Jun - 91 Days)	Q2 (Jul to Sept - 92 Days)	Q3 (Oct to Dec- 92 Days)	Q4 (Jan to Mar - 90 Days)	Total	Q1 (Apr to Jun)	Q2 (Jul to Sept)	Q3 (Oct to Dec)	Q4 (Jan to Mar)	Total
<b>Total</b>		<b>192</b>	<b>115114</b>	<b>17472</b>	<b>17664</b>	<b>17664</b>	<b>17280</b>	<b>70080</b>	<b>17472</b>	<b>17664</b>	<b>17664</b>	<b>17280</b>	<b>70080</b>	<b>23550</b>	<b>31800</b>	<b>46100</b>	<b>71450</b>	<b>172900</b>
PUNE	PUNE	18	24200	1638	1656	1656	1620	6570	1638	1656	1656	1620	6570	4951	6685	9691	15021	36348
NAGPUR	NAGPUR	8	9657	728	736	736	720	2920	728	736	736	720	2920	1976	2668	3867	5994	14505
GOA	GOA	17	7552	1547	1564	1564	1530	6205	1547	1564	1564	1530	6205	1545	2086	3024	4687	11343
NASHIK	NASIK	10	10843	910	920	920	900	3650	910	920	920	900	3650	2218	2995	4342	6730	16286
KALYAN	KALYAN	15	1855	1365	1380	1380	1350	5475	1365	1380	1380	1350	5475	379	512	743	1151	2786
	RAIGAD	7	577	637	644	644	630	2555	637	644	644	630	2555	118	159	231	358	867
AHMEDNAGAR	AHMEDNAGAR	9	5070	819	828	828	810	3285	819	828	828	810	3285	1037	1401	2030	3147	7615
	BEED	4	1814	364	368	368	360	1460	364	368	368	360	1460	371	501	726	1126	2725
AMRAVATI	AMRAVATI	4	2982	364	368	368	360	1460	364	368	368	360	1460	610	824	1194	1851	4479
	AKOLA	4	1496	364	368	368	360	1460	364	368	368	360	1460	306	413	599	929	2247
	YEOTMAL	2	895	182	184	184	180	730	182	184	184	180	730	183	247	358	556	1344
AURANGABAD	AURANGABAD	5	3611	455	460	460	450	1825	455	460	460	450	1825	739	998	1446	2241	5424
	JALNA	2	353	182	184	184	180	730	182	184	184	180	730	72	98	141	219	530
	BULDHANA	3	1840	273	276	276	270	1095	273	276	276	270	1095	376	508	737	1142	2764
CHANDRAPUR	CHANDRAPUR	4	4719	364	368	368	360	1460	364	368	368	360	1460	965	1304	1890	2929	7088
	GADCHIROLI	3	3781	273	276	276	270	1095	273	276	276	270	1095	774	1044	1514	2347	5679
	WARDHA	3	1407	273	276	276	270	1095	273	276	276	270	1095	288	389	563	873	2113
	BHANDARA	5	1567	455	460	460	450	1825	455	460	460	450	1825	321	433	628	973	2354
JALGAON	JALGAON	8	4299	728	736	736	720	2920	728	736	736	720	2920	879	1188	1722	2668	6457
	DHULE	5	4018	455	460	460	450	1825	455	460	460	450	1825	822	1110	1609	2494	6035
KOLHAPUR	KOLHAPUR	14	3680	1274	1288	1288	1260	5110	1274	1288	1288	1260	5110	753	1017	1474	2284	5527
	RATNAGIRI	8	2523	728	736	736	720	2920	728	736	736	720	2920	516	697	1010	1566	3790
	SINDHUDURG	6	3946	546	552	552	540	2190	546	552	552	540	2190	807	1090	1580	2449	5927
NANDED	NANDED	2	1253	182	184	184	180	730	182	184	184	180	730	256	346	502	778	1882
	PARBHANI	2	341	182	184	184	180	730	182	184	184	180	730	70	94	137	212	512
	LATUR	3	1564	273	276	276	270	1095	273	276	276	270	1095	320	432	626	971	2349
SOLAPUR	SOLAPUR	5	2518	455	460	460	450	1825	455	460	460	450	1825	515	696	1008	1563	3782
	OSMANABAD	3	741	273	276	276	270	1095	273	276	276	270	1095	152	205	297	460	1113
SANGLI	SANGLI	6	2512	546	552	552	540	2190	546	552	552	540	2190	514	694	1006	1559	3773
	SATARA	7	3500	637	644	644	630	2555	637	644	644	630	2555	716	967	1402	2172	5257

**BA-WISE MONTH-WISE LANDLINE/BROADBAND TARGET FOR FY 2021-22 (ONE CONNECTION PER DAY PER CLUSTER)**

BA	SSA	No of Clusters	MONTH-WISE TARGETS											ANNUAL TARGET	
			Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22		Mar-22
<b>Total</b>		<b>192</b>	<b>5760</b>	<b>5952</b>	<b>5760</b>	<b>5952</b>	<b>5952</b>	<b>5760</b>	<b>5952</b>	<b>5760</b>	<b>5952</b>	<b>5952</b>	<b>5376</b>	<b>5952</b>	<b>70080</b>
PUNE	PUNE	18	540	558	540	558	558	540	558	540	558	558	504	558	6570
NAGPUR	NAGPUR	8	240	248	240	248	248	240	248	240	248	248	224	248	2920
GOA	GOA	17	510	527	510	527	527	510	527	510	527	527	476	527	6205
NASHIK	NASIK	10	300	310	300	310	310	300	310	300	310	310	280	310	3650
KALYAN	KALYAN	15	450	465	450	465	465	450	465	450	465	465	420	465	5475
	RAIGAD	7	210	217	210	217	217	210	217	210	217	217	196	217	2555
AHMEDNAGAR	AHMEDNAGAR	9	270	279	270	279	279	270	279	270	279	279	252	279	3285
	BEED	4	120	124	120	124	124	120	124	120	124	124	112	124	1460
AMRAVATI	AMRAVATI	4	120	124	120	124	124	120	124	120	124	124	112	124	1460
	AKOLA	4	120	124	120	124	124	120	124	120	124	124	112	124	1460
	YEOTMAL	2	60	62	60	62	62	60	62	60	62	62	56	62	730
AURANGABAD	AURANGABAD	5	150	155	150	155	155	150	155	150	155	155	140	155	1825
	JALNA	2	60	62	60	62	62	60	62	60	62	62	56	62	730
	BULDHANA	3	90	93	90	93	93	90	93	90	93	93	84	93	1095
CHANDRAPUR	CHANDRAPUR	4	120	124	120	124	124	120	124	120	124	124	112	124	1460
	GADCHIROLI	3	90	93	90	93	93	90	93	90	93	93	84	93	1095
	WARDHA	3	90	93	90	93	93	90	93	90	93	93	84	93	1095
	BHANDARA	5	150	155	150	155	155	150	155	150	155	155	140	155	1825
JALGAON	JALGAON	8	240	248	240	248	248	240	248	240	248	248	224	248	2920
	DHULE	5	150	155	150	155	155	150	155	150	155	155	140	155	1825
KOLHAPUR	KOLHAPUR	14	420	434	420	434	434	420	434	420	434	434	392	434	5110
	RATNAGIRI	8	240	248	240	248	248	240	248	240	248	248	224	248	2920
	SINDHUDURG	6	180	186	180	186	186	180	186	180	186	186	168	186	2190
NANDED	NANDED	2	60	62	60	62	62	60	62	60	62	62	56	62	730
	PARBHANI	2	60	62	60	62	62	60	62	60	62	62	56	62	730
	LATUR	3	90	93	90	93	93	90	93	90	93	93	84	93	1095
SOLAPUR	SOLAPUR	5	150	155	150	155	155	150	155	150	155	155	140	155	1825
	OSMANABAD	3	90	93	90	93	93	90	93	90	93	93	84	93	1095
SANGLI	SANGLI	6	180	186	180	186	186	180	186	180	186	186	168	186	2190
	SATARA	7	210	217	210	217	217	210	217	210	217	217	196	217	2555

**BA-WISE MONTH-WISE FTTH BB TARGET FOR FY 2021-22 (ONE CONNECTION PER DAY PER CLUSTER)**

BA	SSA	FTTH BB Conn. Wkg as on 31.03.2021	MONTH-WISE TARGETS											ANNUAL TARGET	
			Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22		Mar-22
<b>Total</b>		<b>115114</b>	<b>7850</b>	<b>7850</b>	<b>7850</b>	<b>10600</b>	<b>10600</b>	<b>10600</b>	<b>15350</b>	<b>15350</b>	<b>15400</b>	<b>23800</b>	<b>23800</b>	<b>23850</b>	<b>172900</b>
PUNE	PUNE	24200	1650	1650	1650	2228	2228	2228	3227	3227	3237	5003	5003	5014	36348
NAGPUR	NAGPUR	9657	659	659	659	889	889	889	1288	1288	1292	1997	1997	2001	14505
GOA	GOA	7552	515	515	515	695	695	695	1007	1007	1010	1561	1561	1565	11343
NASHIK	NASIK	10843	739	739	739	998	998	998	1446	1446	1451	2242	2242	2247	16286
KALYAN	KALYAN	1855	126	126	126	171	171	171	247	247	248	384	384	384	2786
	RAIGAD	577	39	39	39	53	53	53	77	77	77	119	119	120	867
AHMEDNAGAR	AHMEDNAGAR	5070	346	346	346	467	467	467	676	676	678	1048	1048	1050	7615
	BEED	1814	124	124	124	167	167	167	242	242	243	375	375	376	2725
AMRAVATI	AMRAVATI	2982	203	203	203	275	275	275	398	398	399	617	617	618	4479
	AKOLA	1496	102	102	102	138	138	138	199	199	200	309	309	310	2247
	YEOTMAL	895	61	61	61	82	82	82	119	119	120	185	185	185	1344
AURANGABAD	AURANGABAD	3611	246	246	246	333	333	333	482	482	483	747	747	748	5424
	JALNA	353	24	24	24	33	33	33	47	47	47	73	73	73	530
	BULDHANA	1840	125	125	125	169	169	169	245	245	246	380	380	381	2764
CHANDRAPUR	CHANDRAPUR	4719	322	322	322	435	435	435	629	629	631	976	976	978	7088
	GADCHIROLI	3781	258	258	258	348	348	348	504	504	506	782	782	783	5679
	WARDHA	1407	96	96	96	130	130	130	188	188	188	291	291	292	2113
	BHANDARA	1567	107	107	107	144	144	144	209	209	210	324	324	325	2354
JALGAON	JALGAON	4299	293	293	293	396	396	396	573	573	575	889	889	891	6457
	DHULE	4018	274	274	274	370	370	370	536	536	538	831	831	832	6035
KOLHAPUR	KOLHAPUR	3680	251	251	251	339	339	339	491	491	492	761	761	762	5527
	RATNAGIRI	2523	172	172	172	232	232	232	336	336	338	522	522	523	3790
	SINDHUDURG	3946	269	269	269	363	363	363	526	526	528	816	816	818	5927
NANDED	NANDED	1253	85	85	85	115	115	115	167	167	168	259	259	260	1882
	PARBHANI	341	23	23	23	31	31	31	45	45	46	71	71	71	512
	LATUR	1564	107	107	107	144	144	144	209	209	209	323	323	324	2349
SOLAPUR	SOLAPUR	2518	172	172	172	232	232	232	336	336	337	521	521	522	3782
	OSMANABAD	741	51	51	51	68	68	68	99	99	99	153	153	154	1113
SANGLI	SANGLI	2512	171	171	171	231	231	231	335	335	336	519	519	520	3773
	SATARA	3500	239	239	239	322	322	322	467	467	468	724	724	725	5257

**QoS targets for LL, BB, FTTH-BB connections for FY:2021-22**

S.No.	Parameter	Targets for FY:2021-22	
		FTTH-BB	BB
1	Fault Rate (%)	≤ 2%	≤ 04%
2	Fault Clearance within 24 Hrs (Calendar Hours/Days) (in %)	≥ 80%	≥ 80%
3	Repeat Fault rate (in %)	≤ 5%	≤ 5%
4	Provisioning within 3 days (Calendar Hours/Days) (%)	≥ 80%	≥ 80%
5	MTTR in Hrs.	≤ 8 Hrs	≤ 8 Hrs

**Clarity target for LL Operational Parameters for FY:2021-22**

S.No.	Parameters	Target
1	Fault Rate	5%
2	Repeat Fault Rate	15%
3	Repeat fault ( unique count)	10%
4	MTTR	8 Hrs
5	LL Provisioning within 3 days	≥ 80%
6	Fault Clearance within 24 Hrs	≥ 80%

**Clarity target for LL CMD Monitoring Parameters for FY:2021-22**

S.No.	Parameters	Target
1	Fault Clearance within 4 Hrs (Urban)	≥ 40%
2	Fault Clearance within 6 Hrs (Rural)	≥ 40%
3	Provisioning within 24 Hrs	≥ 50%

**PILLAR REHABILITATION TARGET FOR QUARTER-1 OF FY 2021-22**

SI No	BA	SSA	Total Pillars	Pillars Pending for Rehabilitation	Q1 TARGET			
					Apr-21	May-21	Jun-21	Total
<b>Total</b>			<b>22892</b>	<b>19927</b>	<b>3400</b>	<b>3398</b>	<b>0</b>	<b>6798</b>
1	PUNE	PUNE	4066	3812	650	650	0	1300
2	NAGPUR	NAGPUR	1416	43	7	7	0	15
3	GOA	GOA	1254	1254	214	214	0	428
4	NASHIK	NASIK	1463	886	151	151	0	302
5	KALYAN	KALYAN	2570	2529	432	431	0	863
		RAIGAD	515	512	87	87	0	175
6	AHMEDNAGAR	AHMEDNAGAR	881	881	150	150	0	301
		BEED	241	241	41	41	0	82
7	AMRAVATI	AMRAVATI	540	474	81	81	0	162
		AKOLA	1042	1042	178	178	0	355
		YEOTMAL	373	373	64	64	0	127
8	AURANGABAD	AURANGABAD	580	577	98	98	0	197
		JALNA	196	196	33	33	0	67
		BULDHANA	407	406	69	69	0	139
9	CHANDRAPUR	CHANDRAPUR	328	154	26	26	0	53
		GADCHIROLI	59	4	1	1	0	1
		WARDHA	224	214	37	36	0	73
		BHANDARA	398	309	53	53	0	105
10	JALGAON	JALGAON	1062	952	162	162	0	325
		DHULE	639	639	109	109	0	218
11	KOLHAPUR	KOLHAPUR	908	907	155	155	0	309
		RATNAGIRI	221	221	38	38	0	75
		SINDHUDURG	214	214	37	36	0	73
12	NANDED	NANDED	331	321	55	55	0	110
		PARBHANI	274	274	47	47	0	93
		LATUR	412	237	40	40	0	81
13	SOLAPUR	SOLAPUR	657	655	112	112	0	223
		OSMANABAD	192	192	33	33	0	65
29	SANGLI	SANGLI	492	492	84	84	0	168
		SATARA	937	916	156	156	0	312