



BULLETIN

MTNL DELHI UNIT

INTRODUCTION

MTNL Delhi is a leading service provider of basic telephone, broadband, mobile and other telecom services in Delhi. The company is also providing services like ISDN(PRI & BRI), web hosting, leased circuits on MLDN, MPLS, MNS. It also provides Intelligent Network(IN) based services like CENTREX and Toll Free numbers. It offers mobile services in the city of Delhi as well as four peripheral NCR towns of Noida, Gurgaon, Faridabad & Gaziabad. MTNL, Delhi has equipped capacity to provide more than 24 lacs land line, about 7.8 Lac broad band and 28 lacs mobile connections as on March, 2016.

IMPORTANT MEASURES BY MTNL DELHI UNIT TO IMPROVE SERVICES

Following measures have been taken by MTNL Delhi UNIT in recent past to expand it's network and to improve the quality of services under the able guidance of present CMD.

1) **NEW DSLAM NODES:** For providing better user experience to our esteemed customers using MTNL broadband services, a drive was launched to install small new DSLAM nodes close to the end user. With this the broadband services in the neighborhood of these nodes has improved drastically as the earlier copper loop length upto the customer premises has reduced considerably. The majority of the distance covered now from the exchange to subs premises is now on optical fiber cable (OFC) and only a small portion of the access beyond DSLAM remains on copper. The location of newly installed DSLAMs since June, 2015 can be seen in Table-I. So far about 4000 connections are working from the small

DSLAM nodes and these customers can now enjoy high speed broad band upto 8 MBPS with good quality of service. The staff including sales teams and those working at the CSCs should make note of these locations and promote MTNL high speed broadband service in the neighborhood of these nodes.

2) FTTH SERVICES BY MTNL DELHI UNIT:

Fiber To The Home (FTTH) services has much better data throughput than the conventional ADSL connection working on copper. It is capable to deliver a much better end user experience with enhanced Quality of Service (QoS). The takeoff of FTTH services in MTNL Delhi had not been up to the expectations in the past. Since its launch in the year 2011 up to March 2015, MTNL Delhi Unit could provide only about 1930 FTTH connections. In order to boost the demand of FTTH connection and speedily roll out the network, MTNL Delhi is now taking various steps aggressively. The FTTH connections have been increased from about 1930 connections in April 2015 to 3300 connections in March 2016 which is a growth of about 70% in less than a year.

- High speed internet and voice services were launched on FTTH in Common Wealth Games (CWG) village in partnership with a leading Infrastructure Provider company whereby the existing FTTH network setup by the company was utilized by MTNL to provide MTNL services in the village complex. For the first time either by MTNL/BSNL such arrangement has been made with the partner wherein even OLT and ONTs are provided by the partner and no capex to roll out FTTH network is incurred

by MTNL. Only two numbers of fibers from the nearest exchange are to be brought to the complex by MTNL to commence delivering its services to the residents.

- Broadband speed upto 50 Mbps with digital voice has been made available to the customers. About 140 customers have already availed MTNL service in the complex either as a new broadband customer in the complex or, by migrating from the existing service provider present in the complex.
- MTNL Delhi unit is in the process of entering into agreement with the partners to roll out FTTH services on similar model in other parts of Delhi like Dwarka, IP extension, Rohini etc.
- MTNL corporate office is also in the process of finalizing the EOI to select partners on revenue share model to provide FTTH services. This would help to speedily increase FTTH customer base.



- FTTH services were launched in Tughlakabad Area in February, 2016 with technology support of C-DOT. The services were launched by Hon'ble MP Sh. Ramesh Bidhuri in the presence of Sh. N.K. Yadav, Member(S) Telecom Commission and CMD MTNL. Hon'ble M.P. (Lok Sabha), Shri Ramesh Bidhuri, inaugurated services by making Digital Voice Call and applauded MTNL's efforts to provide high speed internet on latest

technology to the masses of Delhi.

- With this it is now feasible to provide broadband connections with a speed of upto 100 mbps. The customers have the option to choose Tariff Plan as low as Rs 790 a month with speed of 10 Mbps up to 25 GB data download and speed of 1 mbps thereafter. With FTTH services, customers can avail high speed Broadband, Digital Voice Services and TV Services on the same FTTH connection.
- MTNL Delhi unit has recently launched new FTTH Plans with speed of 10, 20 and 50 mbps, details of which can be seen in Table-II.

3) WI-FI Services

A project to cover whole of the Residence/Kothi of Hon'ble MPs by WiFi on FTTH connections has been undertaken and is at very advance stage. With this the Hon'ble MPs would be able to experience seamless high speed internet connectivity on PCs, laptops, Tablet, mobile phones etc. within their premises.

Another Project to provide Public WiFi hotspots has also been commenced and is at Acceptance Testing stage.

PERFORMANCE SO FAR DURING THE YEAR

MTNL Delhi provisioned 57794 gross broadband connections and 58155 land line connections during the year upto February, 2016. Landline Telephone average fault rate this year upto Dec, 2015 is 7.43 as compared to 7.61 during 2014-15. There has been improvement in speed of landline and broadband fault rectification. This year average next day telephone and broadband fault clearance upto Dec, 2015 is 85.48 and 81.72 respectively against the figures of last year of 84.13 and 80.14 respectively. During this year so far 100% broadband connections have been provided within 15 days of their booking as against the figure of 98.94 last year.

TRAINING

The Institute of Telecom Technology & Management, ITTM (formerly DTTC), Shadipur is engaged in imparting induction training and short duration trainings to its officers and employees in the field of Telecom, IT, Computer systems and Management. It also imparts training to the outside candidates so as to generate additional revenue stream.

A total of about 3302 candidates have been trained in various streams up to Feb, 2016. The schedule of various trainings for the month of March 2016 is available in Table-III. Interested officials or, candidates may chose the training course and get their names forwarded through their controlling officers and units.

Some other initiatives and measures have been taken to improve training facilities and generate additional revenue.

- Five new courses have been introduced for outside candidates (students and house wives) on chargeable basis.
 1. Broadband and Wi-Fi (2 days)
 2. FTTH (2 days)
 3. Computer familiarization (2 days)
 4. Personality Development (1 day)
 5. E-Social Networking (1 day)
- Industrial visits were conducted for the students of following engineering colleges.
 1. One day visit of 37 students from G.L. Bajaj Institute of Technology.
 2. One day visit of 31 students from Dronacharya College of Engineering.
- Setup to impart in house WI-FI training to the executives of MTNL is in advance stage. Installation/Commissioning of WI-FI lab at IITM is under progress.

OTHER EVENTS & INITIATIVES

On the occasion of **International Women's Day** i.e on 08-03-2016, MTNL Delhi celebrated the event by organizing health camp for their employees and family members. The health camp was inaugurated by **Smt. Annie Moraes** Member Finance DOT, and the event was also graced by the presence of **Shri. N.K.Yadav**, Member Services DOT & CMD MTNL, **Sh. Sunil Kumar**, ED, Delhi and other senior officers of MTNL.



RG Stone urology & Laparoscopy hospital, a prestigious & pioneer institute organized a Urology & Laparoscopy health camp to detect asymptomatic diseases before it damages the vital organs and produce complications. In the health camp BP monitoring, Random blood sugar, KFT, LFT test were done free of cost for female employees, their family members. The senior consultants and doctors gave health profile to be kept by female employees and Dr. Jaya Aggarwal also delivered a talk to the female employees on urology. Shri N.K. Yadav CMD MTNL also emphasized the benefit of sound health particularly for women who have big role to play and highlighted the contribution by eminent women. A large number of MTNL women employees attended the camp for check-up.

On the occasion of **International Women's Day**, MTNL Delhi also converted the Eastern Court Sanchar Haat as **All Women Sanchar Haat**. This Sanchar Haat is now managed by all women employee of MTNL and it was inaugurated by Smt. Meena Chauhan GM (HR) Corporate Office.



CAMOUFLAGING BTS SITE

MTNL has done camouflaging at the BTS site installed at roof top of R/o Honorable PM at 11 RCR so as to look part of greenery and enhance the aesthetics.

"1130" MTNL'S SINGLE CUSTOMER HELP LINE

A Single Help line number "1130" is launched for MTNL's customers. Now, Customers can easily access MTNL Helpline number "1130" from all service providers from all states and union Territories of INDIA at free of cost as this is a non-metered services. Moreover Delhi Unit has introduced the option for FTTH services in customer helpline menu. This is available as option '6'.

FEEDING OF STANDARDISED ANNOUNCEMENT

MTNL Delhi has incorporated the standardized announcement in 5ESS, OCB283 and EWS

Exchanges in all the switches for uniformity.

NEW PAYMENT MODE INTRODUCED IN MTNL DELHI .

MTNL DELHI has tied up with popular e-wallet service provider M/s. MOBIKWIK for acceptance of land line bill payments. This e-age payment mode started in January 2016 for our esteemed customers has received tremendous response from the users. Payment so received through M/s. Mobikwik gets instantly updated in our billing system. Payment towards approx. 7000 land line bills has been received through M/s. Mobikwik Application/Website in the month of February 2016 only.

INCREASE IN 8 MBPS CUSTOMERS BY UPGRADATION OR, NEW CONNECTION

MTNL Delhi unit made special efforts to upgrade its existing customers to higher plans, specially the 8 mbps plan. Against about 1960 customers in 8 mbps plans as on 26/11/2015, the number of customers are 4220 as on 1.3.2016, means a growth of about 115% in 3 months.



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Table-I: List of new DSLAM Nodes

S.No.	GM Area	Small DSLAM Node Location	Capacity(Ports)
1		SAFDURJUNG HOSPITAL	128
2		SEWA BHAWAN	64
3		OLD JNU	64
4		IB OFFICE CHY	64
5		ABHM, SP MARG	64
6		H.No 21, sunjeja tower, yusuf sarai	64
7		C-DOT Chhaterpur	64
8		CWC	64
9		Select City Walk Saket	64
10		BSNL Office,CTS Netaji Nagar	64
11		IGNOU	192
12		Swami Mutt, Sector-12, R.K. Puram	64
13		Munirka Enclave	128
14		BTS Site ID-5028 MAX Hospital Saket	64
15		RZ-17C, BHAWANI KUNJ, (BTS site) ID-328	64
16		Post office ,Vasant Kunj (BTS Site) ID-321	64
17		E53 Mahipalpur	64
18		Kutub Apptt, Hauskhas	64
19		DDA Flats Munirka Vihar	192
20		New Moti Bagh OLT Room	64
21		Aya Nagar	64
22		Block 9, Defence Officers Enclave SP Marg	64
23		Vasant Vihar Police Station Near pillar no-VVR 190	64
	BCP	Total	1856
24		SP BHAWAN	64
25		RAJIV GANDHI BHAWAN	48
26		SUPREME COURT	48
27		PRESIDENT ESTATE	64
28		DTC DEPOT MILLENIUM PARK	48
29		Y Shape Building at ITO	128
30		CATHEDRAL CHURCH NEAR GPO	24
31		India Habitate Centre, Lodhi Road	48
32		Lady Harding Medical College	96
33		Statesman bldg	64
34		IR Hall,E/Court	48
35		Air India Bldg.	48
36		BSF Bldg. CGO Complex	48

37	Scindia House	48
38	RML Hospitalm DLC Room	48
39	Parliament House Annexe	288
40	Kailash Bldg K.G. Marg	288
41	Social Welfare Delhi Govt near Ambodkar Stadium	96
		1544

Central	Total	
42		128
43	ARA CENTER	48
44	GANGARAM HOSPITAL	64
45	DELHI JAL BOARD JHANDREWALAN,ND	64
46	Meghdoot Bhawan	48
47	Panchsarp Bhawan	48
48	R.No. 49, Kavel Bang Police Stn	48
49	Manik Bhawan	60
50	S.Chand & Co. & Tourist Hotel Qutub Road	60
51	Bura rooti, Sadar Bazar 493739, Ward No.13 BTS	96
52	LG HOUSE	96
53	Azad Market A-14-15, Hathi Khana BTS ID-202	96
54	Sushrroma (Cell ID- 65253), T- Room Basement	96
55	BTS 62 Racquet Court Rd, Civil Lines	96

EAST	Total	952
56	RAJIV COLONY NARELA, Nt RAMDEV CHOWK	48
57	Plot no.4 J.S.C.,Sammik Vihar(BTS Site ID 727)	64
58	BL No 228, Old SBI Bldg, VPO Rathala(BTS Site)	64
59	New Police Line, Kingsway Camp	128
60	BTS at Burari Soc-19, Near Pradhan Colony	60
61	2062,Old Anaj Mandi ID-5578 BTS Site	288
62	Burari Opp. Authority, Burari Near Plr No 428,BTS	64
63	Mahmud Kaur, 233 Cmnty Centre, Ashok Vht Phd	288
64	Guard Room, Police Station, Vijay Vht, Soc-5, Rohini	64

NORTH	Total	1068
65	NSIC,OKH, Ph-3	128
66	Pratya Bhawan	288
67	Balaji State	288
68	Old Gurga College	48
69	VIMBILANS	36
70	Jamia Hamdard University	48
71	CSC Mkt Sukhdev Vihar	96
72	SXR Office complex	48
73	SBI Officers flat, Kailash Jhll	64

74	Pillar 147 Tikona Park Okhla Village	288
75	Plr No 447 Outdoor DLC Johri Farm Noor Nagar	48
NP	Total	1380
76	EDMC Office, Plot	64
77	CBSE Board Preet Vihar	128
78	Vigyapan Group Housing Society	64
79	Satyam Aptt. Mayur Vihar Ph-3	64
80	Parwana apptt.	64
81	CSC PPG Madhu Vihar	192
82	A-215,Chawla Complex, Gali No.1, Shakarpur	48
83	Neethi Apartment, 84,IP Extention, Patparganj	64
84	Sitaram Apartment, IP Extension, Patparganj	64
85	Ambedkar Institute of Polytechnic Shakarpur Delhi	48
86	Paradise Apptt. MVII	48
87	GTB Hospital	48
88	C-57, P& T CLY VIVEK VIHAR	48
TY	Total	944
89	KAKROLA	48
90	NPL PUSA	48
91	Pillar 65 shyam vihar NJF	60
92	MEERABAGH B BLK	48
93	154/4 KRISHNAPURI, VIKASPURI EXT.	48
94	Hum Sab Dwarka/OLT	48
95	Jafferpur	48
96	Kazipur	48
97	BSF Camp CHHAWLA	48
98	BTS,CDMA, Adhyapak Ngr.,B-30,Amanpuri, Nagloi	60
99	BTS(ID-604)Avtar Enclave, A-5/11, Paschim Vihar	60
100	CDMA BTS site, A-83,Kakrola More, Sewak Park	60
101	MES Customer Service Centre, Dhaula Kuan Part I,	240
102	Army small Exch,Nr Kothi 342, D.Kuan Part II	196
103	Raksha Sampda Bhawan	48
104	B-1/4 Community Center, Janakpuri, ID-536 (BTS)	48
105	G-13 PratibhaTower Community Centre Vikas Pur	60
106	DGBR Signal Room	192
WEST	Total	1408

Table-II: FTTH PLANS

Particulars	FTH-790	FTH-1200	FTH-1800	FTH-2990
Bandwidth (Download Speed)	10 Mbps upto fair usage limit 1 Mbps afterward	20 Mbps upto fair usage limit 2 Mbps afterward	20 Mbps upto fair usage limit 2 Mbps afterward	50 Mbps upto fair usage limit 5 Mbps afterward
Fair Usage Limit	25 GB total data usage (download + upload)	45 GB total data usage (download + upload)	80 GB total data usage (download + upload)	200 GB total data usage (download + upload)
Free fixed IP	Nil	Nil	1	Pool of 4 IP's
Monthly Plan Fixed service charges (Rs)	790	1200	1800	2990
Quarterly Plan Fixed service Charges (Rs)	2300	3500	5300	8800

Table-III: Training Schedule March 2016

S.NO.	Course Name	From	To	Participants	Seat Allocation
1.	Customer Care	01-03-16 22-03-16	02-03-16 23-03-16	CSC , Sanchar Haat and Customer dealing Staff	3 Each GM.
2.	RTI for Executives	23-03-16	23-03-16	All Executives of MTNL	3 Each GM.
3.	Broadband ADSL for non executives	28-03-16	30-03-16	All Non Executives dealing with Broadband	4 Each AREA GM.
4.	DSLAM , BTS ,Power Plant & Fibre Splicing	10-03-16 21-03-16	11-03-16 22-03-16	ALL SDOs , JTOs and Above	3 Each AREA GM.
5.	FTTH for Non Exec	14-03-16	16-03-16	TTAs/ TMs/Technicians /CJs	3 Each GM Area
6.	CCS7 for Executives	16-03-16	16-03-16	All Executives JTOs, SDOs and Above	3 Each GM Area
7.	IPV6 for Executives	22-03-16	22-03-16	All Executives JTOs, SDOs and Above	3 Each GM Area
8.	MS WORD	03-03-16 17-03-16	04-03-16 18-03-16	PS/PAs/TOA/TS/ TC/TTA & Gp C	3 Each GM Unit
9.	MS EXCEL	09-03-16	10-03-16	PS/PAs/TOA/TS/ TC/TTA & Gp C	3 Each GM Unit
10.	Window, Internet, Email, Facebook	21-03-16	22-03-16	PS/PAs/TOA/TS/ TC/TTA & Gp C	3 Each GM Unit