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

BSNLCO-CFAO/12/3/2024-CFA/

Dated: .18.02.2026

To
All CGMs – Telecom Circles / Metro Districts
All BA Heads / OA Heads

Subject: Implementation of BBM Competitive Schemes for Accelerating FTTH Growth (Next 40 Days) up to 31.03.2026

To energize BBMs and accelerate the volume growth of FTTH business, it is hereby directed to initiate schemes amongst BSNL teams in OA and BA with the spirit of competition in all the Circles.


One of the Circles has launched such a scheme, hence similar schemes shall be launched in your circle.

Such initiative will enable to focus on enhancing FTTH provisioning, restoration and customer acquisition resulting in contribution towards achievement of the quarterly and annual FTTH growth targets.

Wide publicity and active field participation shall be ensured.

The details of the initiative launched by UP (East) Circle are enclosed for reference.

This is issued with the approval of the competent authority.


(S R Parmar)
AGM (NWO-BBIN)
BSNL Corporate Office



eFileNo.UPECO-22/17(12)/9/2021- IT

Dated: 28.01.2026

To

**The BA/OA Heads
BSNL, UPE**

Sub: Launch of FTTH Provisioning/Restoration Competitive Scheme **“Fiber Connect Fest”** for BBMs

It has been decided by the competent authority to launch a competitive initiative **“Fiber Connect Fest”** for better FTTH provisioning/restoration of disconnected FTTH customers in UPE Circle, on the lines of the earlier BBM Champion League (BFCL) schemes, in order to strengthen customer retention and improve FTTH performance.

The scheme shall be implemented in **all BAs/OAs of UPE Circle** during Feb'26.

1. Objective

- Provisioning of new FTTH Connections
- Restoration of FTTH connections disconnected during the last six months
- Revival of FTTH pending for permanent disconnection

2.Scope of the Scheme

- Covering the instructions of 1 connection per OLT in 5 days
- List of FTTH connections disconnected during the last six months shall be shared with concerned BBMs.
- List of FTTH connections pending for permanent disconnection
- BBMs shall undertake restoration efforts through:
 - Personal visits to customer premises wherever required
 - Dialling to the customer disconnected/pending for disconnection
 - Understanding customer grievances empathetically
 - Coordination with TIPs/DSAs/TR teams for early resolution

3. Customer Re-engagement Measures

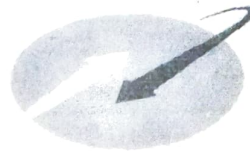
BBMs may, wherever feasible:

- Recommend waiver of fault / disconnection period charges
- Promote BSNL Spark Plan 399, IFTV and other value-added services
- Assure improved service experience to customers

4. Eligibility Criteria

BBMs shall become eligible upon of:

- **Minimum 10 FTTH connections**



5. Scoring Criteria:

New FTTH Provisioning & Reconnection

- a) 1 marks will be awarded for provisioning of each FTTH connection
- b) 1.5 marks will be awarded for addition of each FTTH connection beyond the target of average 5 connection per OLT per month **(as per number of OLT mapped with each BBM-excluding BBNL OLTs)**
- c) 10 marks for installation of new OLT at any society/ Multi-storey Building/Integrated Township/Industrial Township or any other such type entity with minimum 3 connection provisioning.

6. Evaluation of Performers (on the basis of Score achieved)

Points of BBMs for ranking will be evaluated as below;

$$\{5(a) + 5(b)\} / (\text{No. of mapped OLTs}) + 5(c)$$

Circle Level:

- (a) Top **7 BBMs of the Circle** shall be selected based on cumulative score achieved as per above evaluation criteria.

OA Level:

One top-performing BBM from each OA shall be selected excluding circle level winner.

7. Recognition & Felicitation

- **Circle Level:** Felicitation and recognition at Circle Office level with suitable reward.
- **OA Level:** Letter of Appreciation by BA Head.

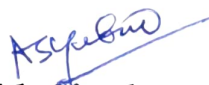
8. Instructions

All BA/OA Heads are requested to

- Ensure correct BBM mapping and data accuracy
- Monitor restoration performance periodically
- Give wide publicity of the scheme among BBMs

This is issued with the approval of the competent authority.

- Encl: 1) BBM Wise Mapped OLT as per FMS (excluding BBNL OLT)
2) Last 6 Months BBM Wise Disconnected FTTH list
3) List of Pending FTTH for Permanent disconnection
4) Popular FTTH scheme


(Amitabh Singh Yadav)
DGM (FTTH), UPE

Annexure-1

OA	count of BBMs against disconnected FTTH	Disc FTTH to be targeted for reconnection	FTTH Pending for permanent disconnection
Total	199	4688	14009
ALD	15	451	1791
AZM	5	163	98
BBK	5	70	774
BLI	4	110	66
BNA	6	38	645
BRH	4	34	195
BST	7	77	816
DRA	7	126	573
FAZ	10	292	411
FKB	4	86	133
FTP	2	7	179
GDA	4	46	110
GKP	6	216	624
GZP	2	86	115
HDI	4	84	335
HMP	4	118	202
JHI	7	99	982
JNP	5	129	130
KNP	17	244	1132
LKW	22	637	1652
LMP	4	47	126
MAU	7	74	28
MRZ	3	160	458
ORI	2	10	334
PTP	4	67	82
RBL	5	53	342
SJN	4	44	333
STP	4	95	180
SUL	5	61	250
UNO	4	46	82
VRS	17	918	831