

**Annexure-I**  
[Paragraph 3.2]

Statement showing the details of excess payment of rent in respect of covered area i.e. third to sixth floors at Westend Centre

<i>(Area in Square feet and Amount in Rupees)</i>															
Month	Third floor		Fourth floor		Fifth floor		Sixth floor		Total area for which rent paid	Total area for which rent payable	Excess area on which rent paid	Rent paid per sft.	Excess payment of rent	Service tax paid on rent	Total excess payment
	Area for which rent paid	Area for which rent payable	Area for which rent paid	Area for which rent payable	Area for which rent paid	Area for which rent payable	Area for which rent paid	Area for which rent payable							
1	2	3	4	5	6	7	8	9	10 (2+4+6+8)	11 (3+5+7+9)	12 (10-11)	13	14 (12X13)	15 (14+ST)	16 (14+15)
Jun-13	0	0	29190	26926	0	0	0	0	29190	26926	2264	80	181120	22386	203506
Jul-13	0	0	29190	26926	0	0	0	0	29190	26926	2264	80	181120	22386	203506
Aug-13	28500	26550	29190	26926	17455	16262	0	0	75145	69738	5407	80	1030751	127401	1158152
Sep-13	28500	26550	29190	26926	17455	16262	0	0	75145	69738	5407	80	432560	53464	486024
Oct-13	28500	26550	29190	26926	28500	26550	0	0	86190	80026	6164	80	1900299	234877	2135176
Nov-13	28500	26550	29190	26926	28500	26550	0	0	86190	80026	6164	80	493120	60950	554070
Dec-13	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Jan-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Feb-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Mar-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Apr-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
May-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Jun-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Jul-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Aug-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Sep-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Oct-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Nov-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238

**Report No. 21 of 2017**

Dec-14	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Jan-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Feb-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Mar-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Apr-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
May-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	69878	635238
Jun-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	79150	644510
Jul-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	79150	644510
Aug-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	79150	644510
Sep-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	79150	644510
Oct-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	79150	644510
Nov-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	80564	645924
Dec-15	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	81977	647337
Jan-16	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	81977	647337
Feb-16	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	81977	647337
Mar-16	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	81977	647337
Apr-16	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	81977	647337
May-16	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	81977	647337
Jun-16	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	84804	650164
Jul-16	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	84804	650164
Aug-16	28500	26550	29190	26926	28500	26550	2974	2071	89164	82097	7067	80	565360	84804	650164
<b>Total</b>										<b>3062581</b>	<b>260881</b>		<b>22875850</b>	<b>3001856</b>	<b>25877706</b>

*Notes: Total fourth floor area was taken over on 1.6.2013.*

*Total third floor area was taken over on 23.8.2013 and over payment of rent calculated accordingly.*

*Out of total area of 28,500 sq. ft. (charged) in respect of fifth floor, 17,455 sq. ft. was taken over on 23.8.2013 and 11,045 sq. ft. was taken over on 15.10.2013. Over payment of rent calculated accordingly.*

*Since fifth floor was taken over in two spells, chargeable area from 23.8.2013 to 14.10. 2013 was calculated proportionately at 71.89% i.e. percentage of chargeable area with reference to area charged.*

*Total sixth floor area was taken over on 1.12.2013*

*Rate of service tax (inclusive of cess) from 1.6.2013 to 31.5.2015 - 12.36%, from 1.6.2015 to 31.10.2015 - 14%, from 15.11.2015 to 31.5.2016 - 14.5% and from 1.6.2016 onwards - 15%.*

**Annexure II**  
**[Paragraph 4.1.2.1 A]**  
**Statement showing connections (including disconnections) as reported to**  
**TRAI and actual connections**

<b>Status as on</b>	<b>DSL &amp; FTTH connections (including disconnections) reported to TRAI</b>	<b>DSL &amp; FTTH* connections as confirmed by Broadband Network</b>	<b>Disconnections D=(B-C)</b>
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
	(Nos of connections in lakh)		
31.03.2012	89.15	52.55	36.60
31.03.2013	99.30	56.34	42.96
31.03.2014	100.00	53.56	46.44
31.03.2015	99.60	52.97	46.63
31.03.2016	99.40	52.73	46.67

\*FTTH connection available from 31 March 2014 onwards

**Annexure III  
[Paragraph 4.1.2.5 A]**

**Statement showing delay in finalisation of purchase order and non-adherence to supply schedule**

Year	Requirement assessed	Order placed	Time taken to place PO	Status of receipt	Time since placement of PO
2009-10 & 2010-11	Reassessed as 4 Mn (Aug 2009) of which Phase-I-1.5 Mn.	APO (October 2009) for 4 Mn CPEs. PO placed for 1.5 CPEs on 8.12.2009	4 mths	Supplies received by May 2010 (Phase I-1.5 Mn)	7 mths
	Procurement of 1.714 Mn CPEs as RQ in 4 Mn CPE project approved (June 2010)	APO for 1.714 Mn was given to M/s ITI(June 2010)Out of 1.714 million PO for 0.643 million CPEs proportionate to 1.5 Mn was to be placed		PO not placed due to non-receipt of security clearance(Nov 2010)	
	Phase II-1.5 Mn July 2010(2010-11)	PO issued for 0.504 Mn (October 2010)	5 mths	PO put on hold due to quality issue of modem. subsequently foreclosed (September 2011)	NA
		PO for 0.546 Mn on L2 and L3 was to be placed		PO not placed due to non receipt of security clearance	NA
	RQ Qty and procurement under Multiplay project	PO placed (Dec 2009) on ITI Ltd for 75000 Nos of ADSL2+CPEs under Package A Phase-I against T.E No 362	NA	Scheduled delivery by March 2010 but was short closed without supply (August 2011)	
		PO placed on ITI Ltd (January 2010) for supply of 0.60 Mn CPEs(Type-I)	NA	Against this 0.28 Mn CPEs were supplied and PO was short closed (Sept 2012) with non supply of 0.32 Mn	20 mths (Sept 2012)
2011-12	3.04 Mn requirement of July 2011 to Sep 2012 assessed in July 2011	Approval given (August 2011 for tendering 1.5 Mn Type II W2 CPEs. Tender floated (October 2011) for 1 Mn	9 Mths	Against target of 3 Mn BB connections supply of even 1.5 Mn CPE could not be ensured	
		For Ph I LI-0.35 Mn (May 2012)	10 Mths	Delivery period was upto July 2012 Supplied in full (as of Jan 13)	2 mths
		For Ph I L2-0.15 Mn(Oct 2012)	15 months	Delivery period was given 6 extensions (May 2015) Supplied in full	32 months

Year	Requirement assessed	Order placed	Time taken to place PO	Status of receipt	Time since placement of PO
		Ph II LI-0.35 Mn (April 2013)		PO not accepted even after rescheduling of delivery date upto Oct 2013. BSNL went for arbitration.	No supply
		Ph II L2 No PO issued		As the time period for placement of order, Expired(June 2013)	NA
2012-13 & 2013-14	3 Mn (2012-13) & 1 Mn (Apr to July 2014) assessed in September /October 2012 Assessment was as: 4.5 Mn(2012-13) and 2013-14(6 months).Final approval was for 1Mn Type II CPE.	Estimated in October 2012,tender for 1 Mn ADSL2+ CPEs (Type-II) was floated in August 2013. Floating of tender took 10 months APO was issued in 2014-15 for procurement of 1Mn ADSL2+W2 Type CPEs. PO was issued in October 2014 for 6 lakh APO issued (Dec 2014) PO issued for 4 lakh in March 2015	Floating of tender took 10 Months  PO was issued 24 months	Extension of period of delivery upto 10.12.2015 was allowed  Supply completed by September 2015	14 months

**Annexure IV**  
**[Paragraph 4.1.2.6 A]**

**Statement showing non-compliance with QoS guidelines for providing new Broadband Services**

<b>Name of Circle</b>	<b>No of test checked SSA where applications pending</b>	<b>Total No of applications received wrt new BB connections</b>	<b>Total No of BB connections provided within 15 days</b>	<b>Total No of connections pending even after 15 days</b>	<b>Total No of connections pending even after 30 days</b>
Gujarat	1	6525	5987	471	67
MadhyaPradesh	4	11588	10879	428	281
Jharkhand	1	4388	3618	752	18
Rajasthan	6	32851	29780	1407	152
Karnataka	3	11487	11221	202	Nil
West Bengal	2	5259	4240	577	46
Punjab	1	7658	7149	324	185
UP(E)	1	989	951	38	29
Odisha	1	8735	6218	2517	1530
Kerala	1	18963	16806	1339	735
<b>Total</b>	<b>21</b>	<b>108443</b>	<b>96849</b>	<b>8055</b>	<b>3043</b>

**Annexure V**  
**[Paragraph 4.1.2.6 B]**

**Statement showing Quality of performance with respect to response time to the customer for assistance**

Year	Pertaining to Q.E	All India % of calls answered by operator (Voice to voice) within 60 sec (standard>60%)	All India % of calls answered by operator (Voice to voice) within 90 sec (standard>80%)	No of Circles not meeting the benchmark	% of calls answered by operator (Voice to voice) within 60 sec (>60%)	% of calls answered by operator (Voice to voice) within 90 sec (>80%)
2013	Jun ***			21	0.00% to 57.33%(in case of 14 circles)	0.00% to 67.67% in case of 14 circles)
2013	Sep***			14	1.55% to 58%(in case of 11 circles)	2.07% to 75.43% (in case of 14 circles)
2013	Dec	52.10	57.04	16	0% to 59.67%(in case of 13 circles)	0% to 77% (in case of 16 circles)
2014	Mar	57.28	62.92	14	0% to 42.23%(in case of 10 circles)	0% to 77.67% (in case of 14 circles)
2014	Jun	64.85	69.18	14	1.96% to 45.92%(in case of 8 circles)	3.92% to 78.49% (in case of 14 circles)
2014	Sep	68.03	72.20	10	1.96 %to 46.8%(in case of 7 circles)	3.92 to 78.93% ( in case of 10 circles)
2014	Dec**	66.44	71.68			
2015	Mar*	82.53	86.47			
2015	Jan			7	21.22 to 54.52%(in case of 7 circles)	25.46 to 65.87% (in case of 7 circles)
	Feb			4	21.22 to 52.82%(in case of 3 circles)	25.46 to 79.53%(in case of 4 circles)
	Mar			3	40.67 to 57.15%(in case of 2 circles)	48.65 to 75.15% (in case of 3 circles)

\* Though the All India Q.E target was met but within the months in the relevant quarter, the benchmark was not met in certain circles

\*\* Circle wise details were not available

\*\*\* All India coverage figs not available

**Annexure VI**  
**[Paragraph 4.1.2.9 A]**

**Statement Showing status of DSLAMS allotted for rural BB connections in the circle**

<b>Year</b>	<b>No of Circle</b>	<b>No of DSLAMS allotted for rural BB connections in the circle</b>	<b>No of DSLAMs with zero connections</b>	<b>No of DSLAMs with 1-10% connections</b>	<b>% of zero connections DSLAMs to total No of DSLAMs allotted</b>	<b>% of DSLAMS WITH 1-10% connections to total No of DSLAMs allotted</b>
2011-12	7	9243	158	3055	1.71	33.05
2012-13	7	9476	256	2919	2.701	30.8
2013-14	7	9511	273	2462	2.87	25.88
2014-15	7	9879	374	2394	3.78	24.23



**Annexure VII**  
**[Paragraph 4.1.2.9 A]**

**Statement Showing loaded capacity/working connections vis-à-vis equipped capacity of rural DSLAMs**

<b>Year</b>	<b>Circles with 0-20% utilisation</b>	<b>Circles with 20-40% utilisation</b>	<b>Circles with 40-50% utilisation</b>	<b>Circles with more than 50% utilisation</b>
2011-12	Rajasthan, Jharkhand, Madhya Pradesh, UP(E)	Guj, WB, Mah, TN		Odisha
2012-13	Rajasthan, Jharkhand, MP, UP(E)	Guj, WB, Mah	TN	Odisha
2013-14	Jharkhand, UP(E)	Guj, Raj, WB, Mah, MP		TN, Odisha
2014-15	UP(E)	Guj, Raj, WB, Mah, MP		TN, Odisha
2015-16	Jharkhand, UP(E)	Guj, Raj, WB, Mah, MP		TN, Odisha, Punjab, Karnataka
Details not provided for Kerala Circle.				
Details for 2011-12 to 2014-15 not available for Punjab, Karnataka Circle.				

Annexure VIII

[Paragraph 4.1.2.9 C]

Statement showing loss of USO subsidy towards non provision of required numbers of Kiosks within the roll out period

Sl No	Name of Circle	No of kiosks not provided within roll out period	Potential loss of subsidy (₹ in lakh)	Potential levy of LD (₹ in lakh)	LD recovered /to be recovered by CCA (₹ in lakh)
1	Punjab	95	19.29	7.71	0.00
2	Kerala	9	8.74	0.00	2.13
3	Jharkhand	100	99.30	8.51	0.00
4	Maharashtra	2471	1505.16	0.00	200.66
5	U.P(E)	1103	1120.77	93.61	0.00
6	West Bengal	944	980.00	0.00	87.05
7	Gujarat	1393	1390.64	0.00	0.00
8	Cuttack	58	73.81	5.02	0.00
9	Rajasthan	509	526.97	42.15	0.00
10	Karnataka	77	75.41	0.00	5.15
11	Madhya Pradesh	712	700.64	0.00	60.05
<b>Total</b>		<b>7471</b>	<b>6500.79</b>	<b>157.02</b>	<b>355.06</b>

**Annexure –IX**  
**[Paragraph 4.1.2.10 A]**

**Statement showing Calculation of excess payment of AMC charges while extending the AMC to same vendors on Nomination basis**

(₹ in Crore)

Vendor	P.O. Value	AMC Charge for one year	AMC Charge @ 7% of P.O. Value (benchmark rate of UTStarcom)	Differential	Period of AMC		Excess Exp. incurred (January 2016 to September 2016)	Committed Exp. (October 2016 to August 2017)
					From	To		
M/s. Nokia Siemens Ltd	70.73	5.66	4.95	0.71	01.01.2016	31.08.2017	0.53	0.65
M/s. ZTE India (P) Ltd								
Yr. I	43	5.98	3.01	2.97	01.01.2016	31.12.2016	2.23	0.74
Yr. II	43	6.27	3.01	3.26	01.01.2017	31.12.2017		3.26
Yr. III	43	6.58	3.01	3.57	01.01.2018	31.12.2018		3.57
					<b>Total</b>		<b>2.76</b>	<b>8.22</b>