

**Annexures
&
Appendices**

Annexure-I
(Referred to in paragraph 2.1.6.2)

Statement showing Sample size checked by TERM cell and non compliant CAFs detected along with percentage of non compliance

| TSP | 2008 | | | 2009 | | | 2010 | | | 2011 | | | 2012 | | |
|-----------------|-------------|--------------------|----------------------------------|-------------|--------------------|----------------------------------|-------------|--------------------|----------------------------------|-------------|--------------------|----------------------------------|-------------|--------------------|----------------------------------|
| | Sample Size | Non compliant CAFs | Percentage of non compliant CAFs | Sample Size | Non compliant CAFs | Percentage of non compliant CAFs | Sample Size | Non compliant CAFs | Percentage of non compliant CAFs | Sample Size | Non compliant CAFs | Percentage of non compliant CAFs | Sample Size | Non compliant CAFs | Percentage of non compliant CAFs |
| AIRCEL | N/A | 5326 | - | 212882 | 9216 | 4 | 532072 | 19400 | 4 | 519410 | 26495 | 5 | 701308 | 34482 | 5 |
| BAL | 173640 | 51512 | 30 | 11119349 | 84833 | 8 | 1950324 | 124268 | 6 | 1638101 | 86854 | 5 | 2301235 | 106851 | 5 |
| BSNL | 100884 | 54272 | 54 | 462258 | 58045 | 13 | 764046 | 47664 | 6 | 685733 | 30230 | 4 | 919085 | 44134 | 5 |
| ICL | 83285 | 7345 | 9 | 432263 | 26373 | 6 | 769748 | 34925 | 5 | 799695 | 40268 | 5 | 1217826 | 61886 | 5 |
| RCL | 103487 | 41822 | 40 | 611385 | 88713 | 15 | 999348 | 88461 | 9 | 961124 | 86072 | 9 | 1122100 | 66822 | 6 |
| TSL | 43560 | 12063 | 28 | 254121 | 19287 | 8 | 689309 | 36579 | 5 | 668590 | 30577 | 5 | 803888 | 38016 | 5 |
| Vodafone | 102012 | 25039 | 25 | 737856 | 54669 | 7 | 1331711 | 62462 | 5 | 1299215 | 53512 | 4 | 1751560 | 70169 | 4 |

Annexure-II
(Referred to in paragraph 3.1.7.1 (i))

Statement showing non-adjustment of contingent bills during 2009-10 to 2011-12

| Sl. No. | Name of PAO | 2009-10 | | 2010-11 | | 2011-12 | | Total Amount |
|--------------|--------------------|--------------------------|--------------|--------------------------|--------------|--------------------------|---------------|---------------|
| | | No. of Bills outstanding | Amount | No. of Bills outstanding | Amount | No. of Bills outstanding | Amount | |
| 1 | Bhopal | 300 | 0.12 | 376 | 0.11 | 390 | 1.41 | 1.64 |
| 2 | Chennai | N.A. | N.A. | N.A. | N.A. | N.A. | 19.05 | 19.05 |
| 3 | Cuttack | 24 | 2.92 | 8 | 4.35 | 11 | 7.07 | 14.34 |
| 4 | Delhi | N.A. | 9.94 | N.A. | 3.64 | N.A. | 6.78 | 20.36 |
| 5 | Hyderabad | 678 | 5.19 | 720 | 5.3 | 546 | 10.98 | 21.47 |
| 6 | Jaipur | 6 | 0.35 | 12 | 0.21 | 10 | 0.36 | 0.92 |
| 7 | Kapurthala | N.A. | N.A. | N.A. | N.A. | N.A. | 0.54 | 0.54 |
| 8 | Kolkata | 216 | 5.97 | 172 | 12.53 | 121 | 14.33 | 32.83 |
| 9 | Lucknow | 66 | 13.32 | 72 | 14.46 | 50 | 25.37 | 53.15 |
| 10 | Nagpur | 136 | 0.94 | 134 | 2.18 | 140 | 5.3 | 8.42 |
| 11 | Patna | N.A. | 28.36 | N.A. | 37.4 | N.A. | 48.87 | 114.63 |
| 12 | Raipur | N.A. | 3.44 | N.A. | 6.8 | N.A. | 9.26 | 19.5 |
| 13 | Thiruvananthapuram | N.A. | 13.67 | N.A. | 12.64 | N.A. | 23.64 | 49.95 |
| 14 | Bangalore | N.A. | N.A. | N.A. | N.A. | N.A. | 9.76 | 9.76 |
| 15 | Ahmedabad | 78 | 0.35 | 44 | 0.28 | 56 | 0.21 | 0.84 |
| TOTAL | | | 84.57 | | 99.90 | | 182.93 | 367.40 |

(₹ in crore)

NA – Data not available
Source: Register and documents relating to contingencies

Annexure-III
(Referred to in paragraph 3.1.7.1 (ii))

Statement showing non-reconciliation of Post Office Schedules with Bank Scrolls

(₹ in crore)

| Sl. No. | Particulars | OB as on 1 st April 2009 | Amount raised during 2009-12 | Amount paired/adjusted | Closing balance as on 31 st March 2012 |
|---------|--|-------------------------------------|------------------------------|------------------------|---|
| 1 | Amount unlinked in bank scrolls in respect of drawings from Bank in respect of 7 PAOs | 3171.21 | 13971.98 | 12007.02 | 5136.17 |
| 2 | Amount unlinked in the Post Office schedules on account of drawings from Bank in respect of 8 PAOs | 10300.02 | 33322.06 | 29403.36 | 14218.72 |
| 3 | Remittances remaining unlinked in the Bank scrolls in respect of 8 PAOs | 4716.45 | 65336.83 | 61981.59 | 8071.69 |
| 4 | Remittances remaining unlinked in the Post Office schedules in respect of 7 PAOs | 15342.61 | 15856.53 | 12633.00 | 18566.14 |

Source: Register of bank scrolls

Annexure- IV
(Referred to in paragraph 3.1.7.2(i))

Statement showing arrears in Cash Certificate work

(₹in crore)

| Sl. No. | Name of PAO | Work in Arrears since | No. of certificates remaining unposted | Value |
|--------------|--------------------|-----------------------|--|----------------|
| 1. | Ahmedabad | 1999 | 3389 | 2.49 |
| 2. | Bangalore | 2002 | 2492 | 1.64 |
| 3. | Hyderabad | 1999 | 176352 | 35.56 |
| 4. | Kapurthala | 2001 | 71477 | 59.36 |
| 5. | Kolkata | 2000 | 34314 | 11.86 |
| 6. | Nagpur | 2008 | 1130 | 2.33 |
| 7. | Thiruvananthapuram | 2008 | 59261 | 37.89 |
| 8. | Cuttack | 2009 | 57602 | 11.08 |
| 9. | Chennai | 2000 | 1509957 | 708.76 |
| 10. | Lucknow | 1999 | 873714 | 549.66 |
| 11. | Delhi | 1999 | 540 | 0.29 |
| 12. | Bhopal | 2005 | 268726 | 66.76 |
| 13. | Raipur | 2005 | 73100 | 15.96 |
| Total | | | 2790228 | 1420.92 |

Source: Register of un-posted items

Annexure-V
(Referred to in paragraph 3.1.7.3 (i))

Statement showing pending issue and paid lists

| Sl. No. | Name of PAO | No. of HPOs from whom returns pending | | Pairing Pending in PAO Since |
|---------|----------------------|---------------------------------------|------------|------------------------------|
| | | Issue Lists | Paid Lists | |
| 1. | Nagpur (Gujarat) | 7 | 14 | December 2011 |
| 2. | Nagpur (Maharashtra) | 28 | 16 | December 2011 |
| 3. | Thiruvananthapuram | 37 | 22 | April 2010 |
| 4. | Bhopal | 42 | 32 | August 2011 |
| 5. | Chennai | 13 | 13 | August 2009 |
| 6. | Hyderabad | 95 | 95 | April 2005 |
| 7. | Cuttack | 35 | 35 | April 2011 |
| 8. | Raipur | 9 | 6 | August 2011 |
| 9. | Lucknow | 80 | 21 | January 2011 |
| 10. | Kolkata | 44 | 44 | August 2009 |

Source: MO issued and Paid registers

Annexure- VI
(Referred to in paragraph 3.1.7.4 (i))

Statement showing non-recovery of penal interest

(₹in crore)

| Sl.No. | Name of PAO | Period for which outstanding | Amount |
|--------|--------------------|------------------------------|-------------|
| 1 | Bangalore | 2003-04 to 12/2011 | 2.74 |
| 2 | Bhopal | 2009-10 to 2010-11 | 0.09 |
| 3 | Chennai | 1/12 to 3/12 | 0.03 |
| 4 | Cuttack | 2008-09 | 0.04 |
| 5 | Delhi | Sep-08 | 1.12 |
| 6 | Hyderabad | 2/2007 to 6/2011 | 2.06 |
| 7 | Jaipur | 9/10 to 3/12 | 0.26 |
| 8 | Kapurthala | 1/09 to 3/09 | 0.06 |
| 9 | Kolkata | 2006 to 2008 | 0.04 |
| 10 | Nagpur | 9/2006 to 12/2010 | 0.04 |
| 11 | Patna | Dec-11 | 1.96 |
| 12 | Thiruvananthapuram | 2007-08 to 2010-11 | 0.37 |
| 13. | Raipur | 2009-10 to 2010-11 | 0.05 |
| | Total | | 8.86 |

Source: Records of Accounts Current section in PAOs

Annexure-VII

(Referred to in paragraph 3.1.7.4(ii))

Statement showing non-recovery of outstanding amount of pension and commission thereon

(₹ in crore)

| Sl. No. | Name of PAO | Total Amount due | | Pending since |
|--------------|-------------|------------------|-------------|---------------|
| | | Amount | Commission | |
| 1 | Bangalore | 7.70 | 1.11 | 2009-10 |
| 2 | Chennai | 1.26 | 0.37 | 2005-06 |
| 3 | Hyderabad | 3.22 | 0.26 | 2008-09 |
| 4 | Lucknow | 1.79 | 0.23 | 2011-12 |
| 5 | Nagpur | 1.42 | 0.47 | 2010-11 |
| 6 | Patna | 14.01 | 1.60 | 2002-03 |
| 7 | Delhi | 1.27 | 0.04 | 2011-12 |
| 8 | Kapurthala | 0.12 | 0.02 | 2009-10 |
| 9 | Kolkata | 0.03 | 0.18 | 2011-12 |
| 10 | Ahmedabad | 0 | 0.22 | 2011-12 |
| 11 | Cuttack | 0 | 1.48 | 2011-12 |
| 12 | Bhopal | 0.46 | 0 | 2009-10 |
| 13 | Raipur | 0.78 | 0 | 2009-10 |
| Total | | 32.06 | 5.98 | |

Annexure-VIII
(Referred to in paragraph 3.1.7.5 (ii))

Statement showing delay in issue of inspection reports

| Sl. No. | Name of PAO | Total IRs issued | No. of IRs issued with delay | Delay (range of delay) in days |
|---------|--------------------|------------------|------------------------------|--------------------------------|
| 1. | Ahmedabad | 101 | 70 | 5 to 84 |
| 2. | Chennai | 312 | 102 | 33 to 210 |
| 3. | Cuttack | | 41 | 30 to 365 |
| 4. | Hyderabad | 256 | 196 | 19 to 192 |
| 5. | Lucknow | 297 | 283 | 60 to 272 |
| 6. | Nagpur | 185 | 184 | 1 to 29 |
| 7. | Bangalore | 167 | 131 | 30 to 365 |
| 8. | Delhi | 99 | 78 | - |
| 9. | Jaipur | 156 | 100 | 5 to 86 |
| 10. | Bhopal | 112 | 108 | 21 to 223 |
| 11. | Raipur | 32 | 30 | 12 to 142 |
| 12. | Thiruvananthapuram | 95 | 93 | 5 to 240 |

Source: Registers maintained for IRs

Annexure-IX

(Referred to in paragraph 3.2)

Statement showing irregular claim of remuneration on silent accounts

(Amount in ₹)

| S.No. | Name of HO | Number of silent accounts | | | | Remuneration claimed during | | | | Total Remuneration claimed from 2009-10 to 2012-13 |
|------------------------------|------------------------|---------------------------|---------|---------|---------------|-----------------------------|---------|----------|----------|--|
| | | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2009-10 | 2010-11 | 2011-12 | 2012-13 | |
| Gujarat Postal Circle | | | | | | | | | | |
| 1 | Bhavnagar | 0 | 32671 | 32671 | 32671 | 0 | 4441949 | 4274347 | 4523953 | 13240249 |
| 2 | Navasari/Bilimora | 0 | 0 | 29331 | 29331 | 0 | 0 | 3837375 | 4061464 | 7898838 |
| 3 | Anreli | 0 | 18570 | 18570 | 18570 | 0 | 2524777 | 2429513 | 2571388 | 7525678 |
| 4 | Surat | 0 | 0 | 77230 | 77230 | 0 | 0 | 10104001 | 10694038 | 20798039 |
| 5 | Valsad | 0 | 0 | 22345 | 22345 | 0 | 0 | 2923396 | 3094112 | 6017509 |
| 6 | Porbandar | 0 | 16218 | 16218 | 16218 | 0 | 2204999 | 2121801 | 2245706 | 6572507 |
| 7 | Navrangpura | 0 | 17378 | 17378 | 17378 | 0 | 2362713 | 2273564 | 2406332 | 7042608 |
| 8 | Vadodara | 861 | 34241 | 37611 | 37611 | 111491 | 4655406 | 4920647 | 5207995 | 14895540 |
| 9 | Dahod | 7622 | 7622 | 7622 | 7622 | 986973 | 1036287 | 997186 | 1055418 | 4075865 |
| 10 | Mehsana/Patan/Palanpur | 0 | 40936 | 40936 | 40936 | 0 | 5565659 | 5355657 | 5668408 | 16589723 |
| 11 | GPO Ahmedabad | 13918 | 15762 | 15762 | 15762 | 1802242 | 2143002 | 2062142 | 2182564 | 8189950 |
| 12 | Rajkot | 23704 | 23704 | 23704 | 23704 | 3069431 | 3222796 | 3101194 | 3282293 | 12675714 |
| 13 | Junagadh | 16254 | 16254 | 16260 | 16260 | 2104730 | 2209894 | 2127296 | 2251522 | 8693442 |
| | Total | | | | 355638 | | | | | 134215662 |

| Tamilnadu Postal Circle | | | | | | | | | | |
|-------------------------|--------------------|------|-------|-------|---------------|----------|---------|---------|---------|------------------|
| 14 | Thanjavur | | | 18594 | 18594 | 0 | 0 | 2432653 | 2574711 | 5007364 |
| 15 | Mayiladuthurai | | | | 58549 | 0 | 0 | 0 | 8107280 | 8107280 |
| 16 | Chengalpattu | 9474 | 17167 | 17858 | 17858 | 1226788 | 2334025 | 2336362 | 2472797 | 8369973 |
| 17 | Ambasamudram | 0 | 0 | 0 | 31628 | 0 | 0 | 0 | 4379529 | 4379529 |
| 18 | Coonoor | 0 | 0 | 0 | 9497 | 0 | 0 | 0 | 1315050 | 1315050 |
| 19 | Manamadurai | 0 | 17611 | 21131 | 22366 | 0 | 2394391 | 2764569 | 3097020 | 8255980 |
| 20 | Pudukottai | 0 | 0 | 19161 | 19161 | 0 | 0 | 2506834 | 2653224 | 5160057 |
| 21 | Tirunelveli | 0 | 0 | 0 | 19611 | 0 | 0 | 0 | 2715535 | 2715535 |
| | Total | | | | 197264 | 0 | | | | 43310768 |
| Rajasthan Postal Circle | | | | | | | | | | |
| 22 | Marwar Junction | | 1120 | 16613 | 0 | 0 | 453891 | 4473881 | | 4927772 |
| 23 | Nasirabad | | 160 | 1346 | 1838 | | 64842 | 362478 | 254507 | 681827 |
| 24 | Dausa | | | 795 | 0 | | | 214093 | | 214093 |
| 25 | Sri Modhopur | | 2097 | 6816 | | | 849829 | 1835548 | | 2685377 |
| | Total | | | | 1838 | | | | | 8509069 |
| | Grand Total | | | | 554740 | | | | | 186035499 |

Annexure-X

(Referred to in paragraph 3.3)

Statement showing short realization of revenue of ₹8.91 Crore
by Tamil Nadu Postal Circle

(₹ in crore)

| S.No | Name of Division | No. of HPOs covered | Name of HPO | Amount |
|--------------|------------------|---------------------|---------------|-------------|
| 1. | Kancheepuram | 1 | Kanchipuram | 0.29 |
| | | 2 | Thiruvallur | |
| 2. | Tiruvannamalai | 3 | Arni | 0.02 |
| | | 4 | Tiruvanamalai | |
| 3. | Nagapattinam | 5 | Natapattinam | 2.79 |
| | | 6 | Tirvanur | |
| 4 | Dindigul | 7 | Dindigul | 0.65 |
| | | 8 | Palani | |
| | | 9 | Nilakottai | |
| 5 | Kanyakumari | 10 | Nagercoil | 2.65 |
| | | 11 | Thuckalay | |
| 6 | Karaikudi | 12 | Karaikudi | 0.18 |
| | | 13 | Devakottai | |
| 7 | Ramanathapuram | 14 | Ramnad | 0.13 |
| | | 15 | Paramakudi | |
| 8 | Theni | 16 | Bodinayakanur | 0.08 |
| | | 17 | Periakulam | |
| 9 | Dharampuri | 18 | Dharampuri | 0.01 |
| | | 19 | Krishnagiri | |
| 10 | Salem East | 20 | Salem | 0.37 |
| | | 21 | Attur | |
| 11 | Erode | 22 | Erode | 0.01 |
| | | 23 | Bhavani | |
| | | 24 | Gobi | |
| 12 | Madurai | 25 | Tallakulam | 1.17 |
| 13 | Thanjavur | 26 | Thanjavur | 0.30 |
| 14 | Trichy | 27 | Trichy | 0.07 |
| | Gazetted PO | 28 | Anna Road | 0.19 |
| Total | | | | 8.91 |

Annexure-XI
(Referred to in paragraph 5.1.3)

Statement of number of plots covered in selected SSAs

| Sl. No. | Name of State | Name of the Circle | Number of SSAs in the Circle | Number of Plots in the Circle | Number of SSAs covered in Audit | Name of SSAs Covered in Audit | Number of Plots covered in Audit |
|---------|----------------|---------------------------------|------------------------------|-------------------------------|---------------------------------|--|----------------------------------|
| 1 | Gujarat | Ahmadabad TD# Gujarat Circle | 1 16 | 134 1468 | 1 3 | Ahmedabad TD Surat, Himmatnagar and Junagadh | 134 307 |
| 2 | Andhra Pradesh | Andhra Pradesh | 22 | 1410 | 3 | Hyderabad TD, Karimnagar and West Godavari | 321 |
| 3 | Bihar | Bihar | 19 | 351 | 1 | Patna | 92 |
| 4 | West Bengal | Kolkata Phones West Bengal | 1 14 | 72 201 | 1 3 | Kolkata Metro District Calcutta SSA, Suri and Asansol (Burdwan Division) | 72 37 |
| 5 | Tamil Nadu | Chennai Phones Tamil Nadu | 1 17 | 112 887 | 1 17 | Chennai Metro District Coimbatore, Cuddalore, Dharmapuri, Erode, Karaikudi, Kumbhakonam, Madurai, Nagercoil, Nilgiris, Pondicherry, Salem, Thanjavur, Tirunelveli, Trichy, Tuticorin, Vellore and Virudhunagar. | 112 880 |
| 6 | Kerala | Kerala | 11 | 725 | 11 | Trivandrum, Kollam, Pathanmitha, Alappuzha, Ernakulam, Trissur, Palakkad, Malappuram, Kozhikode, Kannur and Kottayam | 725 |
| 7 | Karnataka | Bangalore TD# Karnataka | 1 18 | 90 1232 | 1 3 | Bengaluru TD Chikmangalore, Dharwad and Shimoga | 88 265 |
| 8 | Maharashtra | Maharashtra | 31 | 1686 | 5 | Pune, Sholapur, Nanded, Raigad and Kalyan. | 363 |

| Sl. No. | Name of State | Name of the Circle | Number of SSAs in the Circle | Number of Plots in the Circle | Number of SSAs covered in Audit | Name of SSAs Covered in Audit | Number of Plots covered in Audit |
|--|----------------|----------------------|------------------------------|-------------------------------|---------------------------------|---|----------------------------------|
| 9 | Madhya Pradesh | Madhya Pradesh | 34 | 1261 | 3 | Indore, Bhopal and Morena. | 257 |
| 10 | Odisha | Orissa | 13 | 431 | 2 | Bhubaneshwar and Cuttack. | 131 |
| 11 | Punjab | Punjab | 11 | 367 | 3 | Amritsar, Chandigarh and Hoshiarpur. | 103 |
| 12 | Rajasthan | Rajasthan | 24 | 826 | 4 | Jaipur, Udaipur, Jhunjhunu and Bharatpur. | 166 |
| 13 | Uttar Pradesh | Uttar Pradesh (East) | 31 | 741 | 5 | Allahabad, Lucknow, Azamgarh, Ballia and Bahraich | 174 |
| | | Total | 265 | 11994 | 67 | | 4227 |
| <p>The selected Circles have total 265 SSAs and 11994 Plots, out of which 67 SSAs (25.28 per cent of total SSAs) were selected for Thematic Audit and 4227 Plots (35.24 per cent of total plots available in the Circles) were covered.</p> | | | | | | | |
| <p># Ahmedabad TD and Bangalore TD are not separate circles but part of Gujarat and Karnataka circle respectively.</p> | | | | | | | |

Annexure-XII
(Referred to in paragraph 5.1.6.1)

Statement of Freehold & Leasehold Plots of BSNL

| Sl. No. | Name of Circle | Plots as per dbase | Inherited Plots from DoT as on 1.10.2000 | | | | Acquired Plots by BSNL after 1.10.2000 | | | | | | |
|---------|------------------|--------------------|--|----------------|-----------------------------------|------------------------|--|-----------------------------------|------------------------|----------------|-----------------------------------|----|----------|
| | | | Freehold Plots | | Leasehold Plots | | Freehold Plots | | Leasehold Plots | | | | |
| | | | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | | |
| 1 | A&N | 47 | 41 | 130656 | 10.86 | 0 | 0 | 0 | 6 | 4794 | 0.62 | 0 | 0 |
| 2 | Ahmedabad | 134 | 97 | 538813.1 | 360.93 | 25 | 109528 | 1275.72 | 4 | 6300 | 1.5 | 8 | 568 |
| 3 | ALTTIC | 1 | 1 | 327935 | 36.66 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Andhra Pradesh | 1410 | 1086 | 2742275 | 6520.04 | 9 | 25561 | 0.6 | 314 | 217318.3 | 477.37 | 1 | 373.25 |
| 5 | Assam | 279 | 243 | 510714.6 | 973.91 | 0 | 0 | 0 | 36 | 52139.65 | 32.98 | 0 | 0 |
| 6 | Bengaluru | 90 | 70 | 475570 | 2099.34 | 4 | 5602 | 59.1 | 16 | 18091.21 | 492.69 | 0 | 0 |
| 7 | Bihar | 351 | 322 | 838351.1 | 1057.67 | 1 | 4453 | 38.91 | 24 | 41652.75 | 248.94 | 4 | 5174 |
| 8 | Chennai TD | 112 | 102 | 875730.3 | 1967.65 | 5 | 17764 | 5.34 | 4 | 3726 | 41.89 | 1 | 2874 |
| 9 | Chattisgarh | 235 | 153 | 724720.3 | 278.16 | 10 | 44270.19 | 24.66 | 64 | 50371.53 | 0.67 | 8 | 5253 |
| 10 | ETP | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | ETR | 86 | 82 | 271070.15 | 166.18 | 4 | 10762.12 | 8.06 | 0 | 0 | 0 | 0 | 0 |
| 12 | Gujarat | 1468 | 970 | 1890770 | 234757.3 | 13 | 51136.92 | 343.11 | 479 | 473112.7 | 28023.62 | 6 | 12331.8 |
| 13 | Hariyana | 225 | 191 | 906245.9 | 3161.9 | 0 | 0 | 0 | 34 | 100957 | 1307.85 | 0 | 0 |
| 14 | Himachal Pradesh | 157 | 141 | 186190 | 214.31 | 5 | 4984 | 1.92 | 9 | 8347.2 | 16.87 | 2 | 1443 |
| 15 | Jabalpur- TTC | 7 | 7 | 210491 | 6.99 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | J& K | 103 | 3 | 4112.36 | 12.84 | 85 | 262155.1 | 726.25 | 2 | 6004 | 2 | 13 | 28348.83 |
| 17 | Jharkhand | 155 | 129 | 792502.5 | 1565.25 | 13 | 59559.72 | 112.76 | 9 | 12588.6 | 5.22 | 4 | 1426.31 |
| 18 | Karnataka | 1232 | 931 | 1915685.96 | 1621.93 | 6 | 16356 | 0.00001 | 293 | 227624.41 | 351.83 | 2 | 1530 |

| Sl. No. | Name of Circle | Plots as per dbase | Inherited Plots from DoT as on 1.10.2000 | | | | | | Acquired Plots by BSNL after 1.10.2000 | | | | | |
|---------|----------------|--------------------|--|----------------|-----------------------------------|------------------------|----------------|-----------------------------------|--|----------------|-----------------------------------|------------------------|----------------|-----------------------------------|
| | | | Freehold Plots | | | Leasehold Plots | | | Freehold Plots | | | Leasehold Plots | | |
| | | | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) |
| 19 | Kerala | 725 | 1603250 | 2684.47 | 12 | 31304 | 3.78 | 103 | 177395.4 | 1309.38 | 1 | 1000 | 0.01 | |
| 20 | Kolkata TD | 72 | 641599 | 1264.38 | 4 | 4 | 0.00001 | 1 | 2833 | 42.35 | 1 | 1339 | 70.66 | |
| 21 | Madhya Pradesh | 1261 | 2578086.55 | 13422.65 | 41 | 119647.9 | 412.64 | 399 | 559589.04 | 23.23 | 19 | 26845.39 | 27.4 | |
| 22 | Maharashtra | 1686 | 4122724 | 4004.64 | 136 | 836969.2 | 1485.29 | 376 | 474873.54 | 580.47 | 19 | 40984 | 410.65 | |
| 23 | NE-I | 242 | 337116.7 | 213.02 | 91 | 188282.2 | 0.00091 | 26 | 32516.14 | 85.01 | 2 | 2071.54 | 0.00002 | |
| 24 | NE - II | 196 | 520167.1 | 349.9 | 2 | 5767 | 0.00002 | 14 | 27288.21 | 65.05 | 0 | 0 | 0 | |
| 25 | NTP | 15 | 6581.28 | 46.06 | 1 | 4080 | 3.76 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 26 | NTR | 148 | 1240905 | 672.74 | 7 | 16596.75 | 33.46 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 27 | Orissa | 431 | 603867 | 688.74 | 148 | 570057 | 694.82 | 21 | 74663 | 119.32 | 94 | 170853 | 522.23 | |
| 28 | Punjab | 367 | 1186944.99 | 4530.98 | 10 | 64540 | 56.64 | 31 | 81542.24 | 760.14 | 0 | 0 | 0 | |
| 29 | QA Bengaluru | 2 | 0 | 0 | 2 | 5907 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 30 | Rajasthan | 826 | 2521931.5 | 4590.3 | 7 | 30130 | 11.58 | 123 | 147890.9 | 286.29 | 0 | 0 | 0 | |
| 31 | UP (East) | 741 | 2502113 | 4467.77 | 12 | 94468.55 | 90.75 | 16 | 65749.03 | 170.64 | 0 | 0 | 0 | |
| 32 | UP (West) | 293 | 782934.9 | 5093.29 | 10 | 115074 | 700.96 | 30 | 76364.29 | 724.84 | 1 | 840 | 0 | |
| 33 | Tamil Nadu | 887 | 2177557.98 | 4729.37 | 10 | 29012.8 | 5.14 | 110 | 137383.33 | 379.83 | 3 | 2778.8 | 0.48 | |
| 34 | Uttaranchal | 79 | 230542.8 | 1134.7 | 11 | 28983.18 | 53.27 | 8 | 15364.49 | 235.7 | 7 | 17124 | 62.6 | |
| 35 | STP | 10 | 8140.19 | 2.95 | 0 | 0 | 0 | 1 | 1115.24 | 495.35 | 0 | 0 | 0 | |
| 36 | T & D Jabalpur | 3 | 35587.1 | 11.92 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 37 | TF Jabalpur | 20 | 337911.44 | 5.63 | 3 | 361549.36 | 5.46 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 38 | TF Kolkata | 5 | 52230 | 3.01 | 3 | 90862.8 | 14.15 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 39 | TS Kolkata | 1 | 0 | 0 | 1 | 20655 | NA | 0 | 0 | 0 | 0 | 0 | 0 | |

| Sl. No. | Name of Circle | Plots as per dbase | Inherited Plots from DoT as on 1.10.2000 | | | | Acquired Plots by BSNL after 1.10.2000 | | | | |
|---------|----------------|--------------------|--|--------------------|-----------------------------------|------------------------|--|-----------------------------------|------------------------|-------------------|-----------------------------------|
| | | | Freehold Plots | | Leasehold Plots | | Freehold Plots | | Leasehold Plots | | |
| | | | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) |
| 40 | West Bengal | 201 | 154 | 842929.9 | 522.6 | 36 | 177377.91 | 185.37 | 7 | 14070.03 | 69.4 |
| 41 | WTF_Mumbai | 2 | 2 | 264277.3 | 18.9 | 0 | 0 | 0 | 0 | 0 | 0 |
| 42 | WTP_Mumbai | 10 | 8 | 6236.06 | 12.05 | 1 | 5806.25 | 5.67 | 1 | 6684.95 | 18.49 |
| 43 | WTR | 320 | 307 | 572908.6 | 433.99 | 12 | 24916.5 | 7.59 | 1 | 810 | 0.1 |
| 44 | STR | 347 | 313 | 657608.8 | 216.49 | 8 | 20635.49 | 4.06 | 26 | 3532.7 | 2.51 |
| | Total | 14982 | 11446 | 37175984.46 | 303932.47 | 748 | 3454758.94 | 6370.82 | 2588 | 3122692.88 | 36372.15 |
| | | | | | | | | | | | |
| | | | | | | | | | | | 1669.22 |

Note: Database referred to the Data supplied in Soft form by the BSNL Corporate Office Civil Wing excluded one Circle, i.e. IT Circle (Pune). So out of 45 Circles, details of 44 Circles were given

The data were analysed and segregated between DoT and BSNL considering 2001 as the year of acquisition for land pertaining to BSNL, unless the exact date of acquisition (on or after 1.10.2000) was found in the data base.

| | Freehold Plots | | | Leasehold Plots | | |
|-----------------|-----------------------|--------------------|-----------------------------------|------------------------|-------------------|-----------------------------------|
| | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BV) (₹ in lakh) |
| Inherited Plots | 11446 | 37175984.46 | 303932.47 | 748 | 3454758.94 | 6370.82 |
| Acquired Plots | 2588 | 3122692.88 | 36372.15 | 200 | 327351.92 | 1669.22 |
| Total | 14034 | 40298677.34 | 340304.62 | 948 | 3782110.86 | 8040.04 |

Annexure –XIII
(Referred to in paragraph 5.1.6.3)

Statement on vacant plots of covered circles

| Sl. No. | Circle | Inherited | | | Acquired | | |
|--------------|----------------------|-----------------|------------------|-------------------|-----------------|------------------|-------------------|
| | | Number of Plots | Area (in Sq. Mt) | Value (₹ in lakh) | Number of Plots | Area (in Sq. Mt) | Value (₹ in lakh) |
| 1 | Gujarat | 114 | 143285.54 | 557.7 | 101 | 74725.45 | 27419.66 |
| 2 | Karnataka | 167 | 282116.9 | 322.75 | 189 | 149039.56 | 347.94 |
| 3 | Kerala | 37 | 44058.97 | 102.89 | 16 | 25092 | 281.11 |
| 4 | Kolkata | 3 | 5788 | 63.81 | 0 | 0 | 0 |
| 5 | Punjab | 20 | 45929 | 210.49 | 6 | 12812.24 | 155.73 |
| 6 | Rajasthan | 88 | 259013.84 | 518.12 | 26 | 26102.59 | 27.86 |
| 7 | Tamil Nadu | 24 | 53181.23 | 573.9 | 29 | 52175 | 147.54 |
| 8 | West Bengal | 4 | 2946 | 0.38 | 1 | 2732 | 12 |
| 9 | Chennai | 15 | 42954 | 396.99 | 4 | 3726 | 41.89 |
| 10 | Andhra Pradesh | 47 | 95839.54 | 1188.15 | 82 | 40658.21 | 17.87 |
| 11 | Bihar | 29 | 55883.99 | 152.05 | 7 | 10826.26 | 6.64 |
| 12 | Maharashtra | 225 | 369230.3 | 554.14 | 201 | 252643 | 339.74 |
| 13 | Orissa | 14 | 34624 | 135.52 | 11 | 33211 | 33.75 |
| 14 | Uttar Pradesh (East) | 142 | 330952.1 | 306.67 | 3 | 10405.05 | 9.38 |
| 15 | Madhya Pradesh | 59 | 153019.5 | 86.69 | 55 | 86917.16 | 6.84 |
| TOTAL | | 988 | 1918822.9 | 5170.25 | 731 | 781065.52 | 28847.95 |

Note: Gujarat includes figures of Ahmedabad TD & Karnataka includes figures of Bengaluru TD

| Summary of Vacant Plots | | | |
|-------------------------|------------|-----------|-----------|
| | Inherited | Acquired | Total |
| No of Plots | 988 | 731 | 1719 |
| Area | 1918822.91 | 781065.52 | 2699888.4 |
| Book Value (₹ in lakh) | 5170.25 | 28847.95 | 34018.20 |

Annexure - XIV
(Referred to in paragraph 5.1.6.3)

Statement of total Freehold & Leasehold Plots in the selected Circles of BSNL

| Sl. No. | Name of Circle | Plots as per dbase | Inherited Plots from DoT as on 1.10.2000 | | | | Acquired Plots by BSNL after 1.10.2000 | | | | | | | |
|---------|----------------|--------------------|--|----------------|-----------------------------------|------------------------|--|-----------------------------------|-----------------------|----------------|-----------------------------------|------------------------|----------------|-----------------------------------|
| | | | Freehold Plots | | Leasehold Plots | | Freehold Plots | | Leasehold Plots | | | | | |
| | | | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BY) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BY) (₹ in lakh) | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BY) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BY) (₹ in lakh) |
| 1 | Ahmedabad | 134 | 97 | 538813.1 | 360.93 | 25 | 109528 | 1275.72 | 4 | 6300 | 1.5 | 8 | 568 | 64.02 |
| | Gujarat | 1468 | 970 | 1890770 | 234757.3 | 13 | 51136.9 | 343.11 | 479 | 473112.7 | 28023.62 | 6 | 12331.8 | 412.66 |
| 2 | Andhra Pradesh | 1410 | 1086 | 2742275 | 6520.04 | 9 | 25561 | 0.6 | 314 | 217318.3 | 477.37 | 1 | 373.25 | 0.234 |
| 3 | Bengaluru | 90 | 70 | 475570 | 2099.34 | 4 | 5602 | 59.1 | 16 | 18091.21 | 492.69 | 0 | 0 | 0 |
| | Karnataka | 1232 | 931 | 1915685.96 | 1621.93 | 6 | 16356 | 0.00001 | 293 | 227624.41 | 351.83 | 2 | 1530 | 0.98 |
| 4 | Bihar | 351 | 322 | 838351.1 | 1057.67 | 1 | 4453 | 38.91 | 24 | 41652.75 | 248.94 | 4 | 5174 | 2.46 |
| 5 | Chennai TD | 112 | 102 | 875730.3 | 1967.65 | 5 | 17764 | 5.34 | 4 | 3726 | 41.89 | 1 | 2874 | 0.00001 |
| 6 | Tamil Nadu | 887 | 764 | 2177557.98 | 4729.37 | 10 | 29012.8 | 5.14 | 110 | 137383.33 | 379.83 | 3 | 2778.8 | 0.48 |
| 7 | Kerala | 725 | 609 | 1603250 | 2684.47 | 12 | 31304 | 3.78 | 103 | 177395.4 | 1309.38 | 1 | 1000 | 0.01 |
| 8 | Kolkata TD | 72 | 66 | 641599 | 1264.38 | 4 | 4 | 0.00001 | 1 | 2833 | 42.35 | 1 | 1339 | 70.66 |
| 9 | West Bengal | 201 | 154 | 842929.9 | 522.6 | 36 | 177378 | 185.37 | 7 | 14070.03 | 69.4 | 4 | 4194 | 10.5 |
| 10 | Madhya Pradesh | 1261 | 802 | 2578086.55 | 13422.65 | 41 | 119648 | 412.64 | 399 | 559589.04 | 23.23 | 19 | 26845.39 | 27.4 |

| Sl. No. | Name of Circle | Plots as per database | Inherited Plots from DoT as on 1.10.2000 | | | | | | Acquired Plots by BSNL after 1.10.2000 | | | | | |
|---------|----------------|-----------------------|--|------------------|-----------------------------------|------------------------|----------------|-----------------------------------|--|-----------------|-----------------------------------|------------------------|-------------------|-----------------------------------|
| | | | Freehold Plots | | | Leasehold Plots | | | Freehold Plots | | | Leasehold Plots | | |
| | | | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BY) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BY) (₹ in lakh) | No. of Freehold plots | Area (Sq. mt.) | Acquisition Cost (BY) (₹ in lakh) | No. of Leasehold Plots | Area (Sq. mt.) | Acquisition Cost (BY) (₹ in lakh) |
| 11 | Maharashtra | 1686 | 4122724 | 4004.64 | 136 | 836969 | 1485.29 | 376 | 474873.54 | 580.47 | 19 | 40984 | 410.65 | |
| 12 | Orissa | 431 | 603867 | 688.74 | 148 | 570057 | 694.82 | 21 | 74663 | 119.32 | 94 | 170853 | 522.23 | |
| 13 | Punjab | 367 | 1186944.99 | 4530.98 | 10 | 64540 | 56.64 | 31 | 81542.24 | 760.14 | 0 | 0 | 0 | |
| 14 | Rajasthan | 826 | 2521931.5 | 4590.3 | 7 | 30130 | 11.58 | 123 | 147890.9 | 286.29 | 0 | 0 | 0 | |
| 15 | UP (East) | 741 | 2502113 | 4467.77 | 12 | 94468.6 | 90.75 | 16 | 65749.03 | 170.64 | 0 | 0 | 0 | |
| | Total | 11994 | 28058199.38 | 289290.76 | 479 | 2183912 | 4668.79 | 2321 | 2723814.88 | 33378.89 | 163 | 270845.24 | 1522.28401 | |

Annexure- XV
(Referred to in paragraph 5.1.6.3)

Statement on vacant land procured by BSNL after its formation

(₹ in lakh)

| Circle | SSA | No of plots | Area | Year of Acquisition | Mode of Acquisition | Cost of Acquisition |
|--------------------|--------------------|-------------|------------------|---------------------|---------------------|---------------------|
| | | | (Sq.Mt) | | | |
| Maharashtra | Kalyan | 1 | 6596.2 | 2003 | Lease | 211.24 |
| | | 4 | 15000 | 2001 & 2007 | Purchase | 25.4 |
| | Pune | 13 | 28900 | 2001 to 2007 | Purchase | 76.74 |
| | Sholapur | 40 | 41751 | 2001 to 2003 | Purchase | 23.66 |
| | Nanded | 3 | 3245.66 | 2001 | Purchase | 0.02 |
| Kerala | Thiruvananthapuram | 1 | 2252 | 2007 | Purchase | 11.56 |
| | Kannur | 1 | 2400 | 2003 | Purchase | 13.27 |
| | Trichur | 1 | 1447 | 2009 | Purchase | 15.01 |
| Tamilnadu | Cuddalore | 1 | 526 | 2001 | Purchase | 0.53 |
| | Coimbatore | 1 | 2023 | 2001 | Purchase | 0 |
| | Dharmapuri | 2 | 1512.08 | 2001 & 2006 | Purchase | 0.1 |
| | Kumbhakonam | 2 | 3482 | 2001 & 2008 | Purchase | 1.8 |
| | Salem | 5 | 6181.17 | 2000 to 2008 | Purchase | 2.93 |
| | Tanjore | 1 | 607 | 2002 | Purchase | 0 |
| | Trichy | 5 | 7600 | 2002 & 2004 | Purchase | 4.87 |
| | Virdhunagar | 1 | 2387.14 | 2001 | Purchase | 0 |
| | Vellore | 2 | 2827.69 | 2001 | Purchase | 0.36 |
| | Tutikorin | 1 | 2023 | 2000 | Purchase | 0.001 |
| Chennai Telephones | Chennai | 1 | 888 | 2000 | Purchase | 4.55 |
| Karnataka | Chikmagalur | 3 | 2590.21 | 2001 & 2002, | Purchase | 0 |
| | Dharwad | 2 | 17195.28 | 2003 | Purchase | 42.47 |
| | Shimoga | 17 | 6667.85 | 2002 to 2011 | Purchase | 14.27 |
| | Bangalore | 8 | 6676.89 | 2001 | Purchase | 172.93 |
| Punjab | Chandigarh | 1 | 836 | 2009 | Purchase | 45.15 |
| | Hoshiarpur | 1 | 2841 | 2002 | Purchase | 22.5 |
| Kolkata Telephones | Kolkata | 1 | 1338.31 | 2003 | Lease | 70.67 |
| TOTAL | | 119 | 169794.48 | | | 760.031 |

Annexure – XVI

(Referred to in paragraph 5.1.6.4)

Statement of encroachment of Land in covered SSAs

| Sl. No. | Name of Circle | No. of SSA Covered | Name of SSA where encroachment established | No. of Plots encroached | Inherited as encroached | | No. of Plots encroached | Inherited Plots where encroachment took place after 1.10.2000 | | No. of Plots encroached | Encroachment of Fresh acquired land after 1.10.2000 | | |
|---------|----------------|--------------------|--|-------------------------|-------------------------|----------------|-------------------------|---|----------------|-------------------------|---|----------------|----|
| | | | | | Area (in Sq. Mt.) | BV (₹ in lakh) | | Area (in Sq. Mt.) | BV (₹ in lakh) | | Area (in Sq. Mt.) | BV (₹ in lakh) | |
| 1 | Madhya Pradesh | 3 | Morena | - | - | - | 1 | 2717 | 0.00025 | - | - | - | |
| | | | Indore | 12848 | 0.75125 | - | - | - | - | - | - | - | |
| 2 | Maharashtra | 5 | Sholapur | - | - | 1 | 563 | NA | - | - | - | - | |
| | | | Pune | - | - | - | - | - | - | - | 2 | 1580 | NA |
| | | | Nanded | 2 | 1914 | NA | - | - | - | - | - | - | - |
| | | | Raigad | 1 | 73.65 | 0.00251 | - | - | - | - | - | - | - |
| 3 | Karnataka | 4 | No Encroachment | - | - | - | - | - | - | - | - | - | |
| | | | No Encroachment | - | - | - | - | - | - | - | - | - | - |
| 4 | Punjab | 3 | Himmatnagar | 1 | 4850 | 4.12 | - | - | - | - | - | - | |
| | | | Surat | 1 | 1000 | 1.05 | - | - | - | - | - | - | |
| | | | Junagadh | 1 | 629.11 | 5.13 | - | - | - | - | - | - | - |
| 6 | West Bengal | 3 | Calcutta SSA | - | - | - | 1 | 36421.71 | 0.29 | - | - | - | |
| 7 | Andhra Pradesh | 3 | Hyderabad TD | 1 | 10000 | 35.64 | - | - | - | - | - | - | |
| 8 | Bihar | 1 | Patna | 2 | 81343 | 0.002 | - | - | - | - | - | - | |
| 9 | Chennai TD | 1 | No Encroachment | - | - | - | - | - | - | - | - | - | |

Report No. 17 of 2014

| Sl. No. | Name of Circle | No. of SSA Covered | Name of SSA where encroachment established | No. of Plots encroached | Inherited as encroached | | No. of Plots encroached | Inherited Plots where encroachment took place after 1.10.2000 | | No. of Plots encroached | Encroachment of Fresh acquired land after 1.10.2000 | |
|---------|----------------------|--------------------|--|-------------------------|-------------------------|------------------|-------------------------|---|----------------|-------------------------|---|----------------|
| | | | | | Area (in Sq. Mt.) | BV (₹ in lakh) | | Area (in Sq. Mt.) | BV (₹ in lakh) | | Area (in Sq. Mt.) | BV (₹ in lakh) |
| 10 | Tamil Nadu | 17 | Cuddalore | - | - | - | - | - | - | 1 | 550 | 0.7458 |
| 11 | Kerala | 11 | Trichi | - | - | - | - | - | - | 1 | 1700 | 0.12 |
| 12 | Kolkata TD | 1 | No Encroachment | - | - | - | - | - | - | - | - | - |
| 13 | Rajasthan | 4 | CTD | - | - | - | 2799 | - | - | - | - | - |
| | | | Bharatpur | 1 | 3743 | 4.03 | - | - | - | - | - | - |
| | | | Udaipur | 1 | 2132 | 19.35 | - | - | - | - | - | - |
| | | | Jaipur | 1 | 1000 | 0.00001 | - | - | - | - | - | - |
| 14 | Uttar Pradesh (East) | 5 | Ballia | 3 | 4542.01 | 30.58 | - | - | - | - | - | - |
| 15 | Odisha | 2 | No Encroachment | - | - | - | - | - | - | - | - | - |
| | Total SSAs | 67 | Total | 21 | 124074.8 | 100.65577 | 42500.71 | 0.29025 | 4 | 4 | 3830 | 0.8658 |

Annexure –XVII
(Referred to in paragraph 5.1.6.5(i))

Statements on non execution of Lease deed and Sale deed despite payment

Statements on non execution of Lease deed despite payment

| Sl. No. | Name of Circle | Name of SSA | Number of Plots | Total Area (in Sq. Mt) | Amount Paid (₹ in lakh) | Remarks |
|--|----------------|--------------|-----------------|------------------------|-------------------------|--------------------------|
| 1 | Gujarat | Ahmedabad TD | 8 | 592 | 55.5 | Lease Deed not executed. |
| 2 | | Surat | 1 | 400 | 1.05 | Do |
| 3 | Rajasthan | Jaipur | 5 | 5700 | 7.25 | Do |
| 4 | | Udaipur | 3 | 5353.29 | 0 | Do |
| Total of Non Execution of Lease deed: | | | 17 | 12045.29 | 63.8 | -- |

Statement of non execution of free hold / sale deed despite payment

| Sl. No. | Name of Circle | Name of SSA | Number of Plots | Total Area (in Sq. Mt) | Amount Paid (₹ in lakh) | Remarks |
|--|----------------|-------------|-----------------|------------------------|-------------------------|------------------------|
| 1 | Gujarat | Surat | 5 | 2530 | 1.99 | Sale Deed not executed |
| 2 | | Himmatnagar | 55 | 78974 | 188.19 | Do |
| 3 | | Junagarh | 3 | 1500 | 2.38 | Do |
| 4 | Punjab | Chandigarh | 1 | 843.13 | 81.62 | Do |
| 5 | Rajasthan | Bharatpur | 1 | 1590 | 0 | Do |
| Total of Non Execution of Free hold /Sale deed: | | | 65 | 85437.13 | 274.18 | |

Annexure-XVIII

(Referred to in paragraph 5.3)

Statement showing unutilised SMPS Power Plants

| Name of Circle | SMPS PP (Type) | Opening Balance as on April 2008 | Received during 2008-09 to 2011-12 | Issued/ Utilised/ diverted during 2008-09 to 2011-12 | Closing Balance as on March 2012 | Period for lying idle | Cost of SMPS PP (in ₹) |
|----------------|----------------|----------------------------------|------------------------------------|--|----------------------------------|------------------------|------------------------|
| UP(E) | 100 A (3+1) | 0 | 301 | 244 | 57 | more than 1 year | 9282279 |
| UP(E) | 100 A (2+1) | 126 | 1453 | 988 | 591 | more than 2 years | 82409631 |
| AP | 100 A (4+1) | 4 | 32 | 21 | 15 | more than 1 year | 3154110 |
| AP | 100 A (3+1) | 25 | 268 | 206 | 87 | more than 1 to 3 years | 13899033 |
| AP | 100 A (2+1) | 7 | 83 | 49 | 41 | more than 1 to 2 years | 5623396 |
| AP | 25 A (7+1) | 1 | 667 | 653 | 15 | more than 1 to 2 years | 1170060 |
| AP | 25 A (3+1) | 16 | 281 | 167 | 130 | more than 1 to 2 years | 7307170 |
| MH (Mumbai) | 100 A (3+1) | 0 | 67 | 34 | 33 | more than 1 to 3 years | 4964156 |
| MH (Mumbai) | 25 A (3+1) | 16 | 2 | 6 | 12 | more than 3 years | 862178 |
| MH (Mumbai) | 25 A (5+1) | 3 | 0 | 0 | 3 | more than 4 years | 270987 |
| MH (Nagpur) | 100 A (3+1) | 41 | 151 | 111 | 81 | more than 3 years | 18030114 |
| MH (Nagpur) | 25 A (7+1) | 0 | 46 | 30 | 16 | more than 2 years | 1251264 |
| MH (Nagpur) | 25 A (5+1) | 112 | 5 | 83 | 34 | more than 4 years | 2962352 |
| MH (Nagpur) | 25 A (3+1) | 56 | 162 | 95 | 123 | more than 3 years | 7516653 |
| J&K | 100 A (2+1) | 0 | 250 | 157 | 93 | more than 2 years | 15195363 |
| Gujarat | 25 A (3+1) | 0 | 100 | 77 | 23 | more than 1 year | 2310212 |
| Gujarat | 25 A (3+1) | 0 | 645 | 491 | 154 | more than 1 year | 15130654 |
| Gujarat | 25 A (3+1) | 0 | 366 | 262 | 104 | more than 1 year | 10387936 |
| Total | | 407 | 4879 | 3674 | 1612 | | 201727548 |

UP (East) – Uttar Pradesh (East); AP – Andhra Pradesh; MH – Maharashtra; J&K – Jammu and Kashmir.

Annexure-XIX
(Referred to in paragraph 5.5.6.1 (ii))

Capacity Utilization of BLCS

| Year | Equipped capacity (Units in E1s) ¹ | Utilization (Units in E1s) | | | Spare | Utilisation in percentage |
|----------------|---|--|---|------------------------------|-------|---------------------------|
| | | Carrier | | Leased to other ILD operator | | |
| | | Used by BSNL for traffic between India and Sri Lanka | Used by Foreign operators for other destinations around the world | | | |
| 2006-07 | 4032 | 10 | 63 | -- | 3959 | 1.81 |
| 2007-08 | 4032 | 10 | 441 | -- | 3581 | 11.19 |
| 2008-09 | 4032 | 10 | 525 | -- | 3497 | 13.27 |
| 2009-10 | 4032 | 10 | 336 | 66 | 3620 | 10.22 |
| 2010-11 | 4032 | 10 | 126 | 570 | 3326 | 17.51 |
| 2011-12 | 4032 | 10 | 63 | 504 | 3465 | 14.31 |

Source: Data provided by the Company.

¹ 1 STM-1= 63E1 and 1E1 = 30 channel i.e. 30 person can communicate at one point of time.

Annexure-XX
(Referred to in paragraph 5.5.6.2 (ii))

Hiring of bandwidth² for UK
(After January 2012 to September 2012)

| Sl. No. | Location | Name of Operator | Lease Period | Rate per annum (₹) | Amount(₹) |
|---------|-----------|----------------------------|--------------|--------------------|--------------------|
| 1 | Chennai | Bharti Airtel Ltd | 1 year | 1,25,70,000 | 1,25,70,000 |
| 2 | Mumbai | Reliance Communication Ltd | 1 Year | 1,25,70,000 | 1,25,70,000 |
| 3 | Bangalore | Bharti Airtel Ltd | 3 months | 1,25,70,000 | 31,42,500 |
| 4 | Bangalore | Tata Communication Ltd | 3 months | 90,50,400 | 22,62,600 |
| 5 | Bangalore | Bharti Airtel Ltd | 1 Year | 90,50,400 | 90,50,400 |
| | | | | | 3,95,95,500 |

Source: Data provided by the Company.

² Three IPLC STM-16 links for one year and extension of two IPLC STM-16 links for three months

Annexure-XXI
(Referred to in paragraph 5.6.5)

Income from Wireline and Wireless services in the two units for the last five years ended 31 March 2012

(₹ in crore)

| Description | 2007-08 | | 2008-09 | | 2009-10 | | 2010-11 | | 2011-12 | |
|--|---------|--------|---------|--------|---------|--------|---------|--------|---------|--------|
| | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai |
| (1) Wireline Services | 1546 | 2450 | 1386 | 2306 | 1170 | 1834 | 1402 | 1688 | 1050 | 1618 |
| (2) Wireless Services | 393 | 489 | 427 | 420 | 401 | 315 | 391 | 254 | 467 | 264 |
| (3) Income from Service - Corporate Office | -156 | | -83 | | -63 | | -61 | | -26 | |
| (4) Total of Wireline and Wireless services (1 + 2) | 1939 | 2939 | 1813 | 2726 | 1571 | 2149 | 1793 | 1942 | 1517 | 1882 |
| (5) Income from services of the company (1+2+3) | 4722 | | 4456 | | 3657 | | 3674 | | 3373 | |
| (6) Percentage of total to income from services of the company | 41% | 62% | 41% | 61% | 43% | 59% | 49% | 53% | 45% | 56% |

Source : Audited Accounts of the Company

Annexure-XXII
(Referred to in paragraph 5.6.5)

Capacity Utilization

(figures in lakh)

| | 2007-08 | | | 2008-09 | | | 2009-10 | | | 2010-11 | | | 2011-12 | | |
|-----------------------|--------------|--------------|------------------------|--------------|--------------|------------------------|--------------|--------------|------------------------|--------------|--------------|------------------------|--------------|--------------|------------------------|
| | Capacity | Subscribers | Percentage utilization | Capacity | Subscribers | Percentage utilization | Capacity | Subscribers | Percentage utilization | Capacity | Subscribers | Percentage utilization | Capacity | Subscribers | Percentage utilization |
| Basic Wireline | 56.71 | 36.78 | 64.86 | 56.71 | 35.73 | 63.00 | 54.97 | 34.97 | 63.62 | 54.49 | 34.63 | 63.55 | 53.43 | 34.57 | 64.70 |
| Delhi | 28.10 | 15.76 | 56.09 | 28.10 | 15.26 | 54.31 | 27.73 | 15.38 | 55.46 | 27.72 | 15.46 | 55.77 | 27.72 | 15.63 | 56.39 |
| Mumbai | 28.61 | 21.02 | 73.47 | 28.61 | 20.47 | 71.55 | 27.24 | 19.59 | 71.92 | 26.77 | 19.17 | 71.61 | 25.71 | 18.94 | 73.66 |
| WLL-M & F | 10.98 | 2.90 | 26.41 | 10.98 | 3.05 | 27.78 | 10.92 | 3.10 | 28.39 | 10.92 | 2.79 | 25.55 | 10.92 | 2.47 | 22.62 |
| Delhi | 5.50 | 1.26 | 22.91 | 5.50 | 1.41 | 25.64 | 5.50 | 1.41 | 25.64 | 5.50 | 1.37 | 24.91 | 5.50 | 1.34 | 24.36 |
| Mumbai | 5.48 | 1.64 | 29.93 | 5.48 | 1.64 | 29.93 | 5.42 | 1.69 | 31.18 | 5.42 | 1.42 | 26.20 | 5.42 | 1.13 | 20.85 |
| Wireless (GSM) | 31.00 | 32.42 | 104.58 | 41.00 | 41.77 | 101.88 | 53.50 | 47.84 | 89.42 | 63.50 | 51.99 | 81.86 | 60.50 | 55.85 | 92.31 |
| Delhi | 17.75 | 14.79 | 83.32 | 17.75 | 19.18 | 108.06 | 25.25 | 22.64 | 89.66 | 30.25 | 25.06 | 82.81 | 30.25 | 27.52 | 90.98 |
| Mumbai | 13.25 | 17.63 | 133.06 | 23.25 | 22.59 | 97.16 | 28.25 | 25.20 | 89.20 | 33.25 | 26.93 | 81.00 | 30.25 | 28.33 | 93.65 |

(Source: MTNL website/ Annual Reports.)

Annexure-XXIII

(Referred to in paragraph 5.6.6.2)

Wireless subscriber base of telecom operators in Delhi and Mumbai

| Service Provider | 2007-08 | | 2008-09 | | 2009-10 | | 2010-11 | | 2011-12 | | Percentage increase over 5 years | |
|--|-----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|----------------------------------|------------|
| | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai |
| MTNL | 1478440 | 1763411 | 1918496 | 2258180 | 2263620 | 2520833 | 2505841 | 2693496 | 2760058 | 2833320 | 87 | 61 |
| Bharti Airtel | 3890698 | 2427460 | 4812579 | 2802180 | 5915225 | 3045394 | 7988121 | 3450682 | 8748943 | 3729476 | 125 | 54 |
| Vodafone/Essar | 3216769 | 3451567 | 4092931 | 4373872 | 5066868 | 5110911 | 7273088 | 5776011 | 8623098 | 5802365 | 168 | 68 |
| Idea | 1897693 | NA | 2405168 | 751757 | 2590843 | 1537515 | 3726043 | 2000466 | 4764047 | 2850249 | 151 | NA |
| BPL/Loop | NA | 1294762 | NA | 2164211 | NA | 2844583 | NA | 3092398 | NA | 3261069 | NA | 152 |
| Aircel | NA | NA | 28798 | NA | 11119338 | 903357 | 2069914 | 1175693 | 2523574 | 1226795 | NA | NA |
| Etisalat DB | NA | NA | NA | NA | NA | NA | 549815 | NA | 759210 | 469909 | NA | NA |
| others | - | - | - | - | - | - | - | 2454988 | - | 2386549 | - | - |
| Total | 10483600 | 8937200 | 13257972 | 12350200 | 16955894 | 15962593 | 24112822 | 20643734 | 28178930 | 22559732 | 169 | 152 |
| Percentage of MTNL share to total Subscriber | 14.10 | 19.73 | 14.47 | 18.28 | 13.35 | 15.79 | 10.39 | 13.05 | 9.79 | 12.56 | | |

(Source: Cellular Operators Association of India Website)

Annexure-XXIV
(Referred to in paragraph 5.6.6.3)

Wire line Services- QoS Parameters

| Sl. No. | Parameter | TRAI Benchmark | Performance of MTNL during the year | | | | | | | | | | | |
|---------|---|--|-------------------------------------|--------|---------|--------|---------|--------|---------|--------|---------|--------|--|--|
| | | | 2007-08 | | 2008-09 | | 2009-10 | | 2010-11 | | 2011-12 | | | |
| | | | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai | Delhi | Mumbai | | |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 6.46 | 6.79 | 6.81 | 8.52 | 7.71 | 5.14 | 7.59 | 6.05 | 7.15 | 7.35 | | |
| 2 | % of faults repaired by the next working day | >90% | 90.34 | 89.95 | 93.10 | 92.79 | 79.53 | 93.68 | 79.80 | 93.28 | 83.77 | 89.18 | | |
| 3 | % of faults repaired within 3 days | For urban areas =100% | NA | NA | NA | NA | 83.08 | 97.35 | 89.00 | 97.51 | 92.06 | 95.23 | | |
| 4 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 83522 | NA | 93704 | 31687 | 167064 | 26950 | 189627 | 27370 | 89080 | 190129 | | |
| 5 | Mean time to Repair (MTTR) | <=8hours | 7 | 13.11 | 7.76 | 10.2 | 10.61 | 10.78 | 11.64 | 11.72 | 7.96 | 15.25 | | |
| 6 | Call completion Rate | >=55% | 49.13 | 53.93 | 50.42 | 56.33 | 52.48 | 58.53 | 53.13 | 57.30 | 54.91 | 56.99 | | |

(Source: Data provided by the Company)

Annexure-XXV

(Referred to in paragraph 5.6.6.3)

**Comparison of performance in QoS between MTNL and Private Operators in wireline services
(Source: on the basis of TRAI Quarterly Report)
Delhi**

Wire line Services - Year 2007-08

| Sl. No. | Parameter | Benchmark | Name of Operators | | |
|---------|---|--|-------------------|----------------|---------------|
| | | | MTNL (Delhi Unit) | Bharti/ Airtel | Reliance TTSL |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 6.65 | 4.69 | 1.06 |
| 2 | Percentage of faults repaired by the next working day | >90% | 90.80 | 95.68 | 98.89 |
| 3 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 83522 | 5101 | 51 |
| 4 | Call completion Rate | >=55% | 49.07 | 58.57 | NA |

Wire line Services - Year 2008-09

| Sl. No. | Parameter | Benchmark | Name of Operators | | |
|---------|---|--|-------------------|----------------|---------------|
| | | | MTNL (Delhi Unit) | Bharti/ Airtel | Reliance TTSL |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 6.71 | 3.47 | 1.47 |
| 2 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 93704 | 6343 | 9 |
| 3 | Mean time to Repair (MTTR) | <=8hours | 7.75 | 6.75 | 4.35 |
| 4 | Call completion Rate | >=55% | 50.47 | 86.25 | NA |

Wire line Services Year 2009-10

| Sl. No. | Parameter | Benchmark | Name of Operators | | | |
|---------|---|--|-------------------|---------------|----------|-------|
| | | | MTNL (Delhi Unit) | Bharti/Airtel | Reliance | TTSL |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 7.71 | 3.41 | 0.84 | 0.86 |
| 2 | Percentage of faults repaired by the next working day | >90% | 83.04 | 95.74 | 99.82 | 95.68 |
| 3 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 167064 | 9296 | 12 | 37 |
| 4 | Mean time to Repair (MTTR) | <=8hours | 10.70 | 7.45 | 3 | 6.88 |
| 5 | Call completion Rate | >=55% | 52.53 | 96.65 | NA | 98.83 |
| 6 | Percentage of faults repaired within 3 days | For urban areas >=100% | 90.93 | 99.18 | 100 | 98.38 |

Wire line Services Year 2010-11

| Sl. No. | Parameter | Benchmark | Name of Operators | | | |
|---------|---|--|-------------------|---------------|----------|-------|
| | | | MTNL (Delhi Unit) | Bharti/Airtel | Reliance | TTSL |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 8.10 | 2.96 | 0.53 | 0.40 |
| 2 | Percentage of faults repaired by the next working day | >90% | 77.30 | 96.69 | 100 | 93.03 |
| 3 | Percentage of faults repaired within 3 days | For urban areas >=100% | 87.87 | 99.89 | 100 | 100 |
| 4 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 165923 | 4187 | 0 | 0 |
| 5 | Mean time to Repair (MTTR) | <=8hours | 12.88 | 6.78 | 2.31 | 6.32 |
| 6 | Call completion Rate | >=55% | 52.99 | 94.09 | NA | 98.98 |

Wire line Services Year 2011-12

| Sl. No. | Parameter | Benchmark | Name of Operators | | | |
|---------|---|--|-------------------------|-------------------|----------|-------|
| | | | MTNL (Delhi Unit) | Bharti/ Airtel | Reliance | TTSL |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 7.82 | 0.97 | 0.30 | 0.62 |
| 2 | % of faults repaired by the next working day | >90% | 89 | 95.76 | 100 | 94.93 |
| 3 | % of faults repaired within 3 days | For urban areas >=100% | 95.23 | 100 | 100 | 100 |
| 4 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 36473 | 12455 | NIL | NIL |
| 5 | Mean time to Repair (MTTR) | <=8hours | 15.30 | 4.76 | 0.00 | 5.53 |
| 6 | Call completion Rate | >=55% | 57.00 | 92.41 | NA | 96.24 |

Annexure-XXVI
(Referred to in paragraph 5.6.6.3)

**Comparison of performance in QoS between MTNL and Private Operators in wireline services
Mumbai**

Wire line Services Year 2007-08
(Source: on the basis of TRAI Quarterly Report)

| Sl. No. | Parameter | Benchmark | Name of Operators | | | |
|---------|---|--|-----------------------|-------------------|----------|-------|
| | | | MTNL (Mumbai Unit) | Bharti/ Airtel | Reliance | TTSL |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 9.33 | 2.09 | 0.47 | 2.69 |
| 2 | % of faults repaired by the next working day | >90% | 82.75 | 93.62 | 99.40 | 95.57 |
| 3 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 131061 | 108 | 12 | 476 |
| 4 | Mean time to Repair (MTTR) | <=8hours | 20.79 | 3.70 | 4.41 | 6.24 |
| 5 | Additional Facility (95% of requests) | >24 hours | 82.53 | 98.96 | 97.00 | 96.27 |

Wire line Services Year 2008-09

| Sl. No. | Parameter | Benchmark | Name of Operators | | | |
|---------|---|--|-----------------------|-------------------|----------|-------|
| | | | MTNL (Mumbai Unit) | Bharti/ Airtel | Reliance | TTSL |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 9.62 | 2.10 | 0.52 | 2.33 |
| 2 | % of faults repaired by the next working day | >90% | 89.10 | 98.00 | 97.29 | 96.20 |
| 3 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 75601 | 322 | 2.25 | NA |
| 4 | Mean time to Repair (MTTR) | <=8hours | 14.96 | 7.83 | 4.26 | 5.74 |

Wire line Services Year 2009-10

| Sl. No. | Parameter | Benchmark | Name of Operators | | | |
|---------|---|--|--------------------|---------------|---------------|-------|
| | | | MTNL (Mumbai Unit) | Bharti/Airtel | Reliance TTSL | |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 7.29 | 1.70 | 0.53 | 1.23 |
| 2 | % of faults repaired by the next working day | >90% | 89.53 | 95.26 | 99.79 | 96.78 |
| 3 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 47777 | 262 | 4.67 | NA |
| 4 | Mean time to Repair (MTTR) | <=8hours | 14.38 | 9.00 | 3.24 | 4.24 |
| 5 | Answer to seizure ratio | >=75% | 63.90 | 83.31 | 89.12 | NA |

Wire line Services Year 2010-11

| Sl. No. | Parameter | Benchmark | Name of Operators | | | |
|---------|---|--|--------------------|---------------|---------------|-------|
| | | | MTNL (Mumbai Unit) | Bharti/Airtel | Reliance TTSL | |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 8.51 | 1.41 | 0.30 | 0.70 |
| 2 | % of faults repaired by the next working day | >90% | 88.27 | 95.87 | 100 | 96.71 |
| 3 | % of faults repaired within 3 days | For urban areas >=100% | 94.85 | 99.65 | 100 | 100 |
| 4 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | 47341 | 716 | 0 | 0 |
| 5 | Mean time to Repair (MTTR) | <=8hours | 16.45 | 5.22 | 2.29 | 5.15 |
| 6 | Call completion Rate | >=55% | 56.92 | 91.44 | NA | 81.34 |

Wireline Services Year 2011-12

| Sl. No. | Parameter | Benchmark | Name of Operators | | | |
|---------|---|--|--------------------|---------------|----------|-------|
| | | | MTNL (Mumbai Unit) | Bharti/Airtel | Reliance | TTSL |
| 1 | Fault Incidence per 100 subscribers per month | <5 | 7.82 | 0.97 | 0.61 | 0.64 |
| 2 | % of faults repaired by the next working day | >90% | 88.99 | 95.76 | 100 | 94.93 |
| 3 | % of faults repaired within 3 days | For urban areas >=100% | 95.23 | 100 | 100 | 100 |
| 4 | Rent Rebate (total no. of cases) | for faults pending >3 days to >15 days | NA | 103 | 0 | 0 |
| 5 | Mean time to Repair (MTTR) | <=8hours | 15.30 | 4.76 | 1.54 | 5.53 |
| 6 | Call completion Rate | >=55% | 57 | 92.41 | NA | 96.58 |

Annexure-XXVII
(Referred to in paragraph 5.6.6.3)

Comparison of performance in QoS between MTNL and private operators in wireless services
Delhi Circle - Cellular Service
(Source: on the basis of TRAI Quarterly Report)

Wireless- Year 2007-08

| | Parameter | Benchmark | Performance during the year | | | |
|---|---|------------------------------------|-----------------------------|---------------|----------|----------|
| | | | MTNL (Delhi Unit) | Bharti/Airtel | Reliance | Vodafone |
| 1 | Call set up success rate (within licencees own network) | >=95% | 92.31 | 98.81 | 99.51 | 99.02 |
| 2 | Call drop rate | <3% <2% (from the year 2009-10) | 1.86 | 0.80 | 0.50 | 0.81 |

Wireless- Year 2008-09

| | Parameter | Benchmark | Performance during the year | | | |
|---|---|-------------------------------|-----------------------------|---------------|----------|----------|
| | | | MTNL (Delhi Unit) | Bharti/Airtel | Reliance | Vodafone |
| 1 | Call set up success rate (within licencees own network) | >=95% | 94.04 | 98.69 | 99.29 | 98.74 |
| 2 | Service Access Delay (between 9 to 20 seconds depending upon number of paging attempts) | Average of 100 calls =<15 sec | 10.01 | 7.51 | 5.21 | 7.58 |
| 3 | Call drop rate | <3% | 1.13 | 1.01 | 0.60 | 0.88 |

Wireless- Year 2009-10

| | Parameter | Benchmark | Performance during the year | | | |
|---|--|-----------|-----------------------------|----------------|----------|----------|
| | | | MTNL (Delhi Unit) | Bharti/ Airtel | Reliance | Vodafone |
| 1 | BTSS accumulated downtime (not available for service) (percentage) | <=2% | 2.21 | 0.15 | 0.15 | 0.04 |
| 2 | Worst affected BTS due to downtime BTS accumulated downtime | <=2% | 7.68 | 0.51 | 0.34 | 0.00 |
| 3 | Call set up success rate (within licencees own network) | >=95 | 96.46 | 99.10 | 98.62 | 99.49 |
| 4 | Call drop rate | <2% | 0.99 | 0.83 | 0.64 | 0.76 |
| 5 | Percentage of Connections with good voice quality | >=95% | 98.36 | 96.92 | 99.08 | 98.17 |
| 6 | POI congestion (no. of POIs not meeting the Benchmark) | <=0.5% | 3.00 | 0.00 | 0.00 | 0.00 |

Wireless- Year 2010-11

| | Parameter | Benchmark | Performance during the year | | | |
|---|---|-----------|-----------------------------|-----------------|----------|----------|
| | | | MTNL (Delhi Unit) | Bharti / Airtel | Reliance | Vodafone |
| 1 | BTSS accumulated downtime (not available for service) (percentage) | <=2% | 0.40 | 0.02 | 0.39 | 0.03 |
| 2 | Worst affected BTS due to downtime BTS accumulated downtime | <=2% | 3.67 | 0.01 | 0.72 | 0 |
| 3 | Call set up success rate (within licencees own network) | >=95% | 96.73 | 99.77 | 99.53 | 99.27 |
| 4 | Call drop rate | <2% | 1.33 | 0.61 | 0.49 | 1.0 |
| 5 | Worst affected calls having more than 3% TCH drop (call drop rate) (percentage) | <=5% | 4.62 | 0.82 | 0.78 | 3.38 |
| 6 | Percentage of Connections with good voice quality | >=95% | 98 | 99.09 | 98.40 | 98.19 |

Wireless- Year 2011-12

| | Parameter | Benchmark | Performance during the year | | | |
|---|--|-----------|-----------------------------|---------------|----------|----------|
| | | | MTNL (Delhi Unit) | Bharti/Airtel | Reliance | Vodafone |
| 1 | BTSs accumulated downtime (not available for service) (percentage) | <=2% | 0.28 | 0.01 | 0.27 | 0.03 |
| 2 | Worst affected BTS due to downtime BTS accumulated downtime | <=2% | 1.18 | 0.00 | 0.39 | 0.00 |
| 3 | Call set up success rate (within licencees own network) | >=95% | 97.52 | 99.62 | 99.74 | 99.66 |
| 4 | Call drop rate | <2% | 1.28 | 0.62 | 0.48 | 0.84 |
| 5 | Worst affected calls having more than 3% TCH drop (call drop rate) (%) | <=5% | 1.57 | 0.96 | 0.53 | 3.31 |
| 6 | Percentage of Connections with good voice quality | >=95% | 98.20 | 99 | 99.60 | 97.75 |

Annexure-XXVIII

(Referred to in paragraph 5.6.6.3)

Comparison of performance in QoS between MTNL and private operators in wireless services
Mumbai circle- Cellular Services

(Source: on the basis of TRAI Quarterly Report)

Wireless- Year 2007-08

| | Parameter | Benchmark | Performance during the year | | | |
|---|---|------------------------------------|-----------------------------|----------------|----------|----------|
| | | | MTNL (Mumbai Unit) | Bharti/ Airtel | Reliance | Vodafone |
| 1 | Call drop rate | <3% <2% (from the year 2009-10) | 1.73 | 1.11 | 0.83 | 1.89 |
| 2 | Percentage of connections with good voice quality | >95% | 96.35 | 97.93 | 99.47 | 95.30 |

Wireless- Year 2008-09

| | Parameter | Benchmark | Performance during the year | | | |
|---|---|-----------|-----------------------------|----------------|----------|----------|
| | | | MTNL (Mumbai Unit) | Bharti/ Airtel | Reliance | Vodafone |
| 1 | Call set up success rate (within licensees own network) | >=95% | 95.66 | 98.69 | 99.29 | 98.74 |
| 2 | Call drop rate | <3% | 1.62 | 1.31 | 0.75 | 1.31 |
| 3 | Percentage of calls having more than 3% TCH drop | <=3% | 6.03 | 8.17 | 0.85 | 3.08 |
| 4 | Percentage of connections with good voice quality | >95% | 96.51 | 98.08 | 99.14 | 95.82 |

Wireless- Year 2009-10

| | Parameter | Benchmark | Performance during the year | | | |
|---|---|-----------|-----------------------------|---------------|----------|----------|
| | | | MTNL (Mumbai Unit) | Bharti/Airtel | Reliance | Vodafone |
| 1 | BTSs accumulated downtime (not available for service) (percentage) | <=2% | 1.25 | 0.27 | 0.22 | 0.11 |
| 2 | Worst affected BTS due to downtime BTS accumulated downtime | <=2% | 1.91 | 0.95 | 0.26 | 0.29 |
| 3 | Call set up success rate (within licensees own network) | >=95% | 97.04 | 98.42 | 74.49 | 99.36 |
| 4 | TCH congestion(percentage) | <=2% | 1.67 | 0.42 | 0.25 | 0.28 |
| 5 | Call drop rate | <=2% | 1.56 | 0.97 | 0.43 | 0.72 |
| 6 | Worst affected calls having more than 3% TCH drop (call drop rate) (percentage) | <=5% | 4.48 | 3.26 | 0.46 | 1.78 |
| 7 | Percentage of Connections with good voice quality | >=95% | 96.73 | 97.75 | 98.47 | 98.66 |
| 8 | Percentage of call answer by operator within 60 seconds | >=90% | 95 | 86.33 | 86.40 | 93.05 |

Wireless- Year 2010-11

| | Parameter | Benchmark | Performance during the year | | | |
|---|---|-----------|-----------------------------|---------------|----------|----------|
| | | | MTNL (Mumbai Unit) | Bharti/Airtel | Reliance | Vodafone |
| 1 | BTSs accumulated downtime (not available for service) (percentage) | <=2% | 0.41 | 0.12 | 0.14 | 0.01 |
| 2 | Worst affected BTS due to downtime BTS accumulated downtime | <=2% | 0.60 | 0.67 | 0.13 | 0.00 |
| 3 | Call set up success rate (within licensees own network) | >=95% | 98.22 | 99.18 | 99.40 | 99.18 |
| 4 | Worst affected calls having more than 3% TCH drop (call drop rate) (percentage) | <=5% | 2.86 | 1.12 | 0.52 | 1.37 |
| 5 | Percentage of Connections with good voice quality | >=95% | 96.34 | 98.43 | 98.54 | 98.53 |

| | Parameter | Benchmark | Performance during the year | | | |
|---|--|-----------|-----------------------------|---------------|----------|----------|
| | | | MTNL (Mumbai Unit) | Bharti/Airtel | Reliance | Vodafone |
| 6 | Metering and billing credibility-Post Paid | <=0.1 | 0.17 | 0.06 | 0.07 | 0.02 |
| 7 | Metering and billing credibility-Pre -Paid | <=0.1 | 0.07 | 0.01 | 0.03 | 0.02 |
| 8 | Accessibility to call centre/customer centre | >=95% | 99.91 | 100 | 92 | 100 |

Wireless- Year 2011-12

| | Parameter | Benchmark | Performance during the year | | | |
|---|---|---------------------|-----------------------------|---------------|----------|----------|
| | | | MTNL (Mumbai Unit) | Bharti/Airtel | Reliance | Vodafone |
| 1 | BTSs accumulated downtime (not available for service) (percentage) | <=2% | 0.51 | 0.02 | 0.25 | 0.02 |
| 2 | Worst affected BTS due to downtime BTS accumulated downtime | <=2% | 0.94 | 0.11 | 0.46 | 0.06 |
| 3 | Call set up success rate (within licencees own network) | >=95% | 98.32 | 99.77 | 99.29 | 99.99 |
| 4 | Call drop rate | <2% | 0.80 | 0.72 | 0.90 | 0.56 |
| 5 | Worst affected calls having more than 3% TCH drop (call drop rate) (percentage) | <=5% | 2.02 | 0.36 | 0.24 | 1.88 |
| 6 | Percentage of Connections with good voice quality | >95% | 96.67 | 99.44 | 98.99 | 97.78 |
| 7 | Accessibility to call centre/customer centre | >=95% | 95.80 | 99.00 | 99.47 | 99.00 |
| 8 | Time taken for refund of deposits after closure | 100% within 60 days | 73 | 100 | 100 | 100 |

Annexure-XXIX
(Referred to in paragraph 5.6.6.4)

Financial Parameters: Targets Vs Achievements of the company

| Year | Criteria | Gross Margin/ Gross Block (in per cent) | Net Profit/ Net worth (in per cent) | Gross Profit/ Capital Employed (in per cent) | Gross Margin (₹ in crore) | Gross Sales (₹ in crore) |
|---------|--------------------|---|---|--|------------------------------|-----------------------------|
| 2007-08 | Targets | 6.56 | 3.73 | 4.5 | 1240 | 5494.83 |
| | Achievement | 8.45 | 4.96 | 7.22 | 1338.49 | 4722 |
| | Grading | Excellent | Excellent | Excellent | Excellent | Poor |
| 2008-09 | Targets | 6.26 | 2.83 | 4.64 | 1204.66 | 5400 |
| | Achievement | 5.92 | 1.77 | 2.3 | 963.79 | 4456 |
| | Grading | Good | Poor | Poor | Poor | Poor |
| 2009-10 | Targets | 6.31 | 1.96 | 3.09 | 1103.78 | 5250 |
| | Achievement | -5.86 | -27.63 | -44.04 | -1658.15 | 3656 |
| | Grading | Poor | Poor | Poor | Poor | Poor |
| 2010-11 | Targets | 5.81 | 1.89 | 3.03 | 1089 | 5250 |
| | Achievement | -3.11 | -42.16 | -18.63 | -912.66 | 3674 |
| | Grading | Poor | Poor | Poor | Poor | Poor |
| 2011-12 | Targets | 2.94 | -15.63 | -4.31 | 900 | 5300 |
| | Achievement | -5.16 | -162.01 | -32.46 | -1599.40 | 3624.41 |
| | Grading | Poor | Poor | Poor | Poor | Poor |

(Source: Memorandum of Understanding between Govt. of India and MTNL)

Annexure-XXX
(Referred to in paragraph 5.6.6.4)

Dynamic Parameters: Targets Vs Achievements of the company

| Criteria | 2007-08 | | | 2008-09 | | | 2009-10 | | | 2010-11 | | | 2011-12 | | |
|---|---------|-------------|--------------------|---------|-------------|--------------------|---------|-------------|--------------------|----------------------|---------------------|--------------------|---------|-------------|--------------------|
| | Target | Achievement | Grading as per MOU | Target | Achievement | Grading as per MOU | Target | Achievement | Grading as per MOU | Target | Achievement | Grading as per MOU | Target | Achievement | Grading as per MOU |
| Fault Rate per 100 phones/month | 9.50 | 7.89 | Excellent | 8 | 6.71 | Excellent | 8 | 7.71 | Excellent | 7.50 DL 6.00- Mum | 7.59 DL 8.49-Mum | Good Poor | NA | NA | NA |
| Clearance of fault Same day | 80.00 | 70.35 | Poor | 82 | 73.2 | Fair | 82 | 68.33 | Poor | 83 | 65.25 | Poor | NA | NA | NA |
| Clearance of fault Next day | 95.00 | 88.21 | Fair | 95 | 90.75 | Good | 95 | 86.33 | Fair | 96 | 83.36 | Fair | 96 | 88.20 | Good |
| Market share in cellular subscribers | 18.00 | 16.69 | Fair | 18 | 16.38 | Fair | 18 | 14.53 | Poor | 18 | 11.62 | Poor | 14 | 11.02 | Poor |
| Ratio of MTNL ARPU vis-à-vis private sector ARPU cellular services | 71.00 | 62.00 | Fair | 72 | 56 | Poor | 72 | 48.08 | Poor | 60 | 40.62 | Poor | NA | NA | NA |

(Source : Data provided by the Company)

Annexure-XXXI
(Referred to in paragraph 5.6.6.4)

Physical Parameters: Targets Vs Achievements of the company

(in thousands)

| | Particulars of Parameters | Increase in Total Subscriber base | Total Subscriber base of broadband service | Addition of net Switching Capacity including Fixed, CDMA & GSM etc |
|----------------|---------------------------|-----------------------------------|--|--|
| 2007-08 | Target | 1160 | NA | 2000 |
| | Actual | 678.78 | NA | 767.34 |
| | Excess | -481.22 | NA | -1232.66 |
| | Excess in % | -41% | NA | -62% |
| 2008-09 | Target | 950 | NA | 1000 |
| | Actual | 970.78 | NA | 1000 |
| | Excess | 20.78 | NA | 0 |
| | Excess in % | 2% | NA | 0% |
| 2009-10 | Target | 1000 | NA | 1000 |
| | Actual | 655.38 | NA | 1070 |
| | Excess | -344.62 | NA | 70 |
| | Excess in % | -34% | NA | 7% |
| 2010-11 | Target | NA | 2000 | 1000 |
| | Actual | NA | 1514.84 | 952.36 |
| | Excess | NA | -485.18 | 47.64 |
| | Excess in % | NA | -24% | -5% |
| 2011-12 | Target | 300* | NA | 1000 |
| | Actual | 97.874 | NA | 0 |
| | Excess | -202.13 | NA | -1000 |
| | Excess in % | -67% | NA | -100% |

(Source: Data provided by the Company)

**It is only addition of Broadband subscribers linked with Fixed line subscribers*

Annexure-XXXII
(Referred to in paragraph 5.6.6.5)

WIRELINE SERVICES

**Income, subscriber base, ARPU of wireline services pertaining to Delhi and Mumbai units
(MTNL)**

| Year | Delhi | | | Mumbai | | |
|---------|---------------------------|---------------------------------|--------------------------|------------------------|---------------------------------|--------------------------|
| | Income (₹ In crore) | Subscriber base (in lakh) | ARPU/ month (in ₹) | Income (₹ In crore) | Subscriber base (in lakh) | ARPU/ month (in ₹) |
| 2007-08 | 1545.62 | 15.79 | 815.95 | 2450.30 | 19.26 | 1060.26 |
| 2008-09 | 1386.26 | 15.51 | 744.60 | 2306.01 | 17.92 | 1072.39 |
| 2009-10 | 1169.68 | 15.32 | 636.36 | 1833.92 | 16.96 | 901.05 |
| 2010-11 | 1419.34 | 15.42 | 767.07 | 1687.73 | 16.43 | 855.80 |
| 2011-12 | 1050.49 | 15.63 | 560.07 | 1617.81 | 16.04 | 840.25 |

(Source: Audited Accounts of the company and data provided by the Company)

WIRELESS SERVICES

**Income, subscriber base, ARPU of wireless services pertaining to Delhi and Mumbai units
(MTNL)**

| Year | Delhi | | | Mumbai | | |
|---------|------------------------|---------------------------------|--------------------------|------------------------|---------------------------------|--------------------------|
| | Income (₹ In crore) | Subscriber base (in Lakh) | ARPU/ Month (in ₹) | Income (₹ In crore) | Subscriber base (in Lakh) | ARPU/ Month (in ₹) |
| 2007-08 | 393.00 | 14.78 | 221.52 | 489.19 | 17.63 | 231.18 |
| 2008-09 | 427.35 | 19.18 | 185.63 | 419.76 | 22.58 | 154.91 |
| 2009-10 | 400.74 | 22.64 | 147.53 | 315.17 | 25.21 | 104.19 |
| 2010-11 | 391.17 | 25.06 | 130.08 | 254.02 | 26.93 | 78.59 |
| 2011-12 | 467.34 | 28.86 | 134.94 | 263.68 | 29.46 | 74.59 |

(Source: Audited Accounts of the company and data provided by the Company)

Appendix – I

Summarised position of Action Taken Notes awaited from Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited under Department of Telecommunications, MoC&IT up to the Audit Reports 2011-12 as of September 2013.

| Number and year of Audit Report | ATN Due | Not received at all | Under correspondence |
|--|-----------|---------------------|----------------------|
| Bharat Sanchar Nigam Limited | | | |
| 6 of 2000 | 2 | Nil | 2 |
| 6 of 2001 | 2 | Nil | 2 |
| 3 of 2002 | 1 | Nil | 1 |
| 6 of 2002 | 1 | Nil | 1 |
| 5 of 2003 | 6 | Nil | 6 |
| 5 of 2004 | 2 | Nil | 2 |
| 5 of 2005 | 3 | Nil | 3 |
| 9 of 2006 (PA) | 1 | Nil | 1 |
| 13 of 2006 | 8 | 2 | 6 |
| 12 of 2007 | 10 | Nil | 10 |
| 12 of 2008 (CA) | 10 | 2 | 8 |
| 9 of 2008 PA, (Telecom) | 1 | Nil | 1 |
| 10 of 2008 (CA) | 1 | Nil | 1 |
| 25 of 2009 (CA) | 10 | 1 | 9 |
| PA-27 of 2009-10 | 1 | Nil | 1 |
| 9 of 2009 -10 | 3 | Nil | 3 |
| PA- 10 of 2010-11 | 2 | Nil | 2 |
| CA 3 of 2011-12 | 8 | 2 | 6 |
| Total | 72 | 7 | 65 |
| Mahanagar Telephone Nigam Limited | | | |
| 3 of 1997 | 1 | Nil | 1 |
| 3 of 1999 | 1 | Nil | 1 |
| 5 of 2003 | 1 | Nil | 1 |
| 5 of 2004 | 3 | 1 | 2 |

| Number and year of Audit Report | ATN Due | Not received at all | Under correspondence |
|--|----------------|----------------------------|-----------------------------|
| 5 of 2005 | 1 | Nil | 1 |
| 13 of 2006 | 2 | Nil | 2 |
| 10 of 2007(PA) | 1 | Nil | 1 |
| 12 of 2007 | 3 | Nil | 3 |
| 12 of 2008 (CA) | 2 | 2 | Nil |
| 25 of 2009 (CA) | 3 | Nil | 3 |
| 9 of 2009-10 | 2 | 1 | 1 |
| Total | 20 | 4 | 16 |
| Grand Total | 92 | 11 | 81 |

Appendix – II

Summarised position of Action Taken Notes awaited from Departments under Ministry of Communications & Information Technology (MoC&IT) up to the Audit Reports 2011-12 as of September 2013.

| Sl. No. | Name of Department | Number and year of Audit Report | ATN Due | Not received at all | Under correspondence |
|---------|--------------------|---------------------------------|-----------|---------------------|----------------------|
| 1 | DoP | 1 of 2008 (CA) | 1 | Nil | 1 |
| 2 | DoP | 14 of 2009 (CA) | 1 | Nil | 1 |
| | Total | | 2 | | 2 |
| 1 | DoT | 6 of 1998 | 1 | Nil | 1 |
| 2 | DoT | 2 of 2004 | 2 | Nil | 2 |
| 3 | DoT | 2 of 2005 | 1 | Nil | 1 |
| 4 | DoT | 9 of 2006 (NTR) | 1 | Nil | 1 |
| 5 | DoT | 1 of 2008 (CA) | 1 | Nil | 1 |
| 6 | DoT | 19 of 2010-11 | 1 | Nil | 1 |
| | Total | | 7 | | 7 |
| 1 | DeitY | 5 of 2002 | 1 | Nil | 1 |
| 2 | DeitY | 5 of 2004 | 2 | Nil | 2 |
| 3 | DeitY | 12 of 2006 | 1 | Nil | 1 |
| | Total | | 4 | | 4 |
| | Grand Total | | 13 | | 13 |