|  |
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| BDO India LLP |
| SLA Audit Report of UPSWAN 2.0 Coverage Period: 1. Extension Period (1st): 5th April 2024 to 31st July 2024 2. Extension Period (2nd): 1st Aug 2024 to 30th Nov 2024 3. Extension Period (3rd): 1st Dec 2024 to 31st March 2025 4. Extension Period (4th): 1st April 2025 to 31st March 2026 Reporting Period: 1st July 2025 to 30th Sep 2025 |
| U.P. DEVELOPMENT SYSTEMS CORPORATION LTD. Lucknow, Uttar Pradesh |









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1. **Executive Summary**

The core objective of TPA is to help and assist the State in accomplishing the UPSWAN 2.0 objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of infrastructure, operations, service level management, control and governance processes. As per ‘scope of work’ BDO India LLP is responsible to audit the implementation, operations and management, security and compliance of UPSWAN 2.0 against standards and processes set forth in the RFP and Corrigenda published by UPDESCO, Service Level Agreement or ‘the Agreement’ signed between UPDESCO and the Service Provider, that is, M/s Bharti Airtel & Industry Standards, such as, ISO, etc.

BDO as a third-party auditor of UPSWAN 2.0 has prepared the **SLA Audit Report** for the quarter starting from **1st July 2025 to 30th Sep 2025** with an objective to verify the performance of UPSWAN 2.0 being operated and maintained by the Service Provider **M/s Bharti Airtel Ltd** in accordance with SLAs defined in the contract signed between UPDESCO & M/s Bharti Airtel Ltd.

UPDESCO vide its letter no 5795 dated 6.03.2020 have revised timelines for the implementation of UPSWAN 2.0 project. In view of revised timelines, 08.07.2019 has been considered as start date for implementation of the project. UPDESCO has revised target date for completion of implementation as 24.12.2019 (**Annexure-1**).

This audit report highlights our observations and recommendations that will help UPDESCO achieve the objectives of higher efficiency & add value to meet and improve UPSWAN 2.0 milestones, operations and performance.

M/s Bharti Airtel has submitted invoice(s) of value **Rs. 13,95,00,228.09 (Annexure-2).**

A sum of Rs. 14,12,565**/-** (Roundoff Value) has been computed as penalty amount for this period. Table given below illustrates the final penalty amount summary for this Quarter.

Following are the calculations of penalties for the Quarter from **1st July 2025 to 30th Sep 2025.**

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Particular** | **Penalty Amount** |
| 1. | SHQ Infrastructure Penalties | 0 |
| 2. | DHQ Infrastructure Penalties | 18,393.23 |
| 3. | THQ Infrastructure Penalties | 2,72,331.00 |
| 4. | BHQ Infrastructure Penalties | 9,84,941.13 |
| 5. | Network Delay SLA penalties | 40,206.34 |
| 6. | Network Packet Delivery Goal Penalties | 47,499.81 |
| 7. | Network Jitter SLA | 42,193.45 |
| 8. | Manpower Availability at SHQ | 7,000.00 |
|  | **Total Penalty** | **14,12,564.96** |

**Note:** BDO Penalty Calculation Summary Report is attached in **Annexure-4**

SLA has been computed as per RFP conditions for the period starting from 1st July 2025 to 30th Sep 2025, based on multilevel meetings, discussions, availability of data and justifications & responses provided by M/s Bharti Airtel.

* 1. SI Response of Q-23 AMJ’25 SLA Audit Reports Key Observations and Recommendations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. No. | Risk Rating | Key Observations | Response/Action | Status |
| 1 | High | M/s Bharti Airtel is not following the MTTR ticket resolution timeline (i.e.98% uptime) as mentioned in the RFP | The SI stated that the major contributing factor is customer-related issues, including raw power issues, high voltage, etc., which restrict their ability to achieve the MTTR (Mean Time to Resolve) target of 98% uptime as mentioned in the RFP. The SI is making its best possible efforts to resolve this ongoing issue under the guidance of UPDESCO and the TPA. Furthermore, the SI has also been penalized for not achieving the MTTR SLA. | WIP |

* 1. Key Observations and Recommendations.

The key findings after undertaking the audit are listed below:

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Risk Rating** | **Key Observations** |
|  | High | M/s Bharti Airtel is not following the MTTR ticket resolution timeline (i.e.98% uptime) as mentioned in the RFP.   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **PoP Type** | **Severity Level** | **Total Ticket** | **MTTA** | | **MTTR** | | | | **(**Mean Time to Attend) | | **(**Mean Time to  Resolved) | | | | **Response Within SLA** | **Ticket Breached** | **Ticket Resolved Within SLA** | **Ticket Breached** | **Ticket Compliance (%)** | | SHQ | Severity 1 | 0 | 0 | 0 | 0 | 0 | 100% | | DHQ | Severity 2 | 1763 | 1763 | 0 | 1461 | 302 | 82.87% | | THQ | Severity 3 | 11278 | 11278 | 0 | 10982 | 296 | 97.38% | | BHQ | Severity 3 | 37908 | 37908 | 0 | 35210 | 2698 | 92.88% |   **M/s Bharti Airtel need to comply with the SLA parameters of MTTR defined in the RFP.** |
|  |  |  |

1. **Introduction**

UPSWAN 2.0 project is a dedicated core network infrastructure of the State of Uttar Pradesh providing dedicated 10 MBPS bandwidth at each of the 884 PoPs across the State. These 884 PoPs include 75 District (DHQs), 235 Tehsil (THQs) and 574 Block (BHQs) Head Quarters. On including 1 State Head Quarter (SHQ) the total number becomes 885. All the DHQs, THQs and BHQs are directly connected to State Head Quarter (SHQ) through MPLS connectivity.

The State government has appointed UPDESCO as SIA to implement and manage UPSWAN 2.0. UPDESCO has appointed Managed Network Operator **M/s Bharti Airtel Limited** (hereafter referred to as “M/s Bharti Airtel” or “Network Operator” or “The Service Provider/SP”) for the **implementation, operation, and maintenance of the UPSWAN 2.0 project** for an initial **period of five years**. Subsequent to the completion of the original contract term, the project engagement has been extended through multiple extension periods as follows:

* **Extension Period 1**: 5th April 2024 to 31st July 2024
* **Extension Period 2**: 1st August 2024 to 30th November 2024
* **Extension Period 3**: 1st December 2024 to 31st March 2025
* **Extension Period 4**: 1st April 2025 to 31st March 2026

UPDESCO has engaged M/s BDO India LLP as Third-Party Auditor (“TPA”) to perform the audit of UPSWAN 2.0 against the stated Service Levels mentioned in the Service Level Agreement (SLA) signed between UPDESCO and M/s Bharti Airtel, the Service Provider. Role of the TPA is to evaluate and assess the desired performance of UPSWAN 2.0. Performance parameters of UPSWAN 2.0 have been defined in an SLA (Service Level Agreement) signed between UPDESCO and UPSWAN 2.0 operator M/s Bharti Airtel. TPA is required to assess the performance of UPSWAN 2.0 with a view to ensure that desired Quality of Service (QoS) is delivered by UPSWAN 2.0 operator M/s Bharti Airtel as per the SLA and report to UPDESCO regarding non-compliances, etc.

The core objective of TPA is to help the state accomplish the Uttar Pradesh Statewide Area Network (UPSWAN) 2.0 operation by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of infrastructure, operations, service level management, control and governance processes. The Third-Party Audit agency (TPA) will audit the implementation, operations and management, security and compliance against policies, standards and processes setup by the State for setting up and operation of Uttar Pradesh State-Wide Area Network.

1. **Project objective and scope of work**

Third Party Audit includes monitoring the performance of UPSWAN 2.0 with a view to ensure desired Quality of Service (QoS) provided by M/s Bharti Airtel as defined in the respective SLAs & Agreement signed between UPDESCO and M/s Bharti Airtel ltd (the Service Provider). UPDESCO has appointed **BDO India LLP** (hereinafter referred to as “BDO”) as the **Third-Party Auditor (TPA)** for the **Uttar Pradesh State-Wide Area Network (UPSWAN 2.0)** project for a **period of five years**. A formal contract to this effect was signed between BDO India and UPDESCO on **05.02.2020**. Following the completion of the initial contract term, the engagement was extended as follows:

* **First Extension**: from **15th January 2025 to 30th April 2025**
* **Second Extension**: from **1st May 2025 till one month beyond the last date of contract of the Managed Service Provider (MSP)/System Integrator (SI) M/s Bharti Airtel Ltd. (Currently till 31st March 2026)**.
  1. TPA - Scope of Work

BDO India is performing Third Party Audit of UPSWAN 2.0 implemented by M/s Bharti Airtel Limited.

* 1. Activities Performed by BDO
* Review services performed by M/s Bharti Airtel against SLA parameters. Also, network performance of UPSWAN 2.0.
* Review data generated by EMS/NMS/HMS and prepare service level reports of UPSWAN 2.0 and compute penalty, if any.
* Inspect and review reports prepared using system generated data by NMS (Solarwind 2019.2 HF) and Service Manager (Microfocus 9.60.0025). These reports have built in comparison with target data defined in SLA to ascertain whether these targets are met.
* Verify reports generated by Incident Management and Helpdesk systems and identify discrepancies, if any.
* Respective reports for adherence to timelines, completeness etc. as per the audit parameters have been considered.
* Crystal report has been reviewed, and trouble ticket times have been analysed.
* Manpower availability at SHQ(NOC) (resources provided by M/s Airtel for Help Desk Management System) has been reviewed.
  1. Approach & Methodology
* Refer to the UPSWAN Audit Assessment Framework submitted with the Annual Report OND’24.
  1. Assumptions

The following are the assumptions considered while preparing this report:

1. QGR value calculations are based on Work order ref no. 7965 dated 7 Mar 19 issued to M/s Bharti Airtel.
2. Go-Live of respective PoPs are based on FAT dates provided by UPDESCO.
3. SLA reports prepared by BDO India LLP are based on the data/logs generated by NMS & EMS and justification(s) provided by M/s Bharti Airtel.
4. Helpdesk is working 24\*7; however, the core team members work six days per week as per the RFP requirement.
5. MPLS and Internet link have been commissioned in active\standby mode on two different fibre paths in Internet and MPLS routers deployed in HA mode at SHQ Location. M/s Bharti Airtel is monitoring the MPLS link and Internet link availability respectively through NMS. Also, tracking downtime for each instance through service manager.
6. M/s Bharti Airtel team has been calculating the PBH and ESH SLA availability post analysis of auto generated service manager tickets. M/s Bharti Airtel team identify reasons for outage and then distribute/assign them (these tickets) accordingly.
7. As per UPDESCO’s letter Number 5859 dated 13th March 2020 (**Annexure-3**) operation hours of different PoPs uptime could not be determined for SLA calculation as they work as per their respective office hours. These letters are issued by respective BDOs (Block Development Officers) or the Nodal Officers nominated by the Government for PoP operation. Therefore, we have not considered such instances for the Quarter Q24 (1st July 2025 to 30th Sep 2025) SLA calculation for M/s Bharti Airtel.
8. We have considered only working days for SLA computation activity in this quarter. We have exempted all Sundays, 2nd Saturdays, Govt & District wise public holidays.
9. **QGR Detail of Managed Service Provider** 
   1. UPSWAN QGR Summary

QGR or the Quarterly Gross Revenue is the amount payable to the Service Provider (M/s Bharti Airtel) by UPDESCO on a quarterly basis for the services provided and as per requirements mentioned in this tender document (UPSWAN RFP Clause 25- Payment Schedule) for carrying out O&M of the project.

The Price Schedule is given in the UPSWAN 2.0 Section-V(B). However, we have considered the Work Order issued by UPDESCO to M/s Airtel for implementation and operation of the project, that is, UPSWAN 2.0.

* + 1. QGR Detail Per PoP Location

The following section illustrates the quarterly payment summary of all 885 PoPs for each quarter.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **Quantity** | **Total Annual Opex Price (Rs.) (with GST)** | **5 Year Opex Price (Rs.) (with GST)** | **QGR Value Per Quarter** | **PoP Wise QGR Value Per Quarter** |
| **(A)** | **(B)** | **(C)** | **(D)** | **(E)=(D)\*5** | **(F)=(E)/20** | **(F)=(E)/(C)** |
|  | SHQ | 1 | 84824113.56 | 424120567.80 | 21206028.40 | **21206028.40** |
|  | DHQ | 75 | 44143711.50 | 220718557.50 | 11035927.88 | **147145.70** |
|  | THQ | 235 | 124873736.00 | 624368680.00 | 31218434 | **132844.40** |
|  | BHQ | 574 | 304159351.16 | 1520796755.80 | 76039837.79 | **132473.58** |
|  | **Total** | **885** |  |  | **13,95,00,228.07** |  |
|  |  |  |  |  |  |  |

* + 1. UPSWAN Total QGR Detail (5 Years)

The following section illustrates the quarterly payment summary of all 885 PoPs for all quarters. Also, it is relevant to be mentioned that the amount mentioned below is the total project cost of UPSWAN 2.0 for a period of 5 years.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **Quantity** | **Annual Unit Opex Price (Rs.)**  **(without GST)** | **Total Annual Opex Price (Rs.)**  **(without GST)** | **GST @ 18%**  **(Rs.)** | **Total Annual Opex Price (Rs.) (with GST)** | **5 Year Opex Price (Rs.) (with GST)** | |
| **(A)** | **(B)** | **(C)** | **(D)** | **(E)= (C)\*(D)** | **(F)= Tax (%) on (E)** | **(G)=(E)+(F)** | **(H)=(G)\*5** | |
|  | SHQ | 1 | 71884842.00 | 71884842.00 | 12939271.56 | 84824113.56 | 424120567.80 | |
|  | DHQ | 75 | 498799.00 | 37409925.00 | 6733786.50 | 44143711.50 | 220718557.50 | |
|  | THQ | 235 | 450320.00 | 105825200.00 | 19048536.00 | 124873736.00 | 624368680.00 | |
|  | BHQ | 574 | 449063.00 | 257762162.00 | 46397189.16 | 304159351.16 | 1520796755.80 | |
|  | **Total** |  | **71884842.00** | **472882129.00** | **85118783.22** | **558000912.22** | **2790004561.10** | |
|  | **Grand Total Amount** | | **2,79,00,04,561** | | | | |
|  |  | |  | | | | |

* + 1. QGR Detail for SHQ

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **Quantity** | **Annual Unit Opex Price (Rs.)**  **(without GST)** | **Total Annual Opex Price (Rs.)**  **(without GST)** | **TAX =**  **GST @ 18%**  **(Rs.)** | **Total Annual Opex Price (Rs.) (with GST)** | **5 Year Opex Price (Rs.) (with GST)** |
| **(A)** | **(B)** | **(C)** | **(D)** | **(E)= (C)\*(D)** | **(F)= Tax (%) on (E)** | **(G)=(E)+(F)** | **(H)=(G)\*5** |
|  | Project Manager | 1 | 1341270.00 | 1341270.00 | 241428.60 | 1582698.60 | 7913493.00 |
|  | NMS Administrator | 1 | 1005950.00 | 1005950.00 | 181071.00 | 1187021.00 | 5935105.00 |
|  | Security Administrator | 1 | 1005950.00 | 1005950.00 | 181071.00 | 1187021.00 | 5935105.00 |
|  | Network Administrator | 4 | 1005950.00 | 4023800.00 | 724284.00 | 4748084.00 | 23740420.00 |
|  | Helpdesk | 4 | 1676583.00 | 6706332.00 | 1207139.76 | 7913471.76 | 39567358.80 |
|  | Managed MPLS Link | 1 | 10500000.00 | 10500000.00 | 1890000.00 | 12390000.00 | 61950000.00 |
|  | Internet Link | 1 | 10500000.00 | 10500000.00 | 1890000.00 | 12390000.00 | 61950000.00 |
|  | Firewall UTM | 2 | 3658405.00 | 7316810.00 | 1317025.80 | 8633835.80 | 43169179.00 |
|  | APT Solution | 2 | 971835.00 | 1943670.00 | 349860.60 | 2293530.60 | 11467653.00 |
|  | Internet Router | 2 | 1111620.00 | 2223240.00 | 400183.20 | 2623423.20 | 13117116.00 |
|  | MPLS Link Router | 2 | 1111620.00 | 2223240.00 | 400183.20 | 2623423.20 | 13117116.00 |
|  | Switch L3 | 2 | 248645.00 | 497290.00 | 89512.20 | 586802.20 | 2934011.00 |
|  | NMS Solution Cost  (Server & Licenses) | 1 | 7426110.00 | 7426110.00 | 1336699.80 | 8762809.80 | 43814049.00 |
|  | Proxy Solution | 1 | 13891380.00 | 13891380.00 | 2500448.40 | 16391828.40 | 81959142.00 |
|  | Any Other Supporting Cost | 1 | 1279800.00 | 1279800.00 | 230364.00 | 1510164.00 | 7550820.00 |
|  | **Total** |  | **56735118.00** | **71884842.00** | **12939271.56** | **84824113.56** | **424120567.80** |
|  |  |  |  |  |  |  |  |

* + 1. QGR Detail for DHQ

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **Quantity** | **Annual Unit Opex Price (Rs.)**  **(without GST)** | **Total Annual Opex Price (Rs.)**  **(without GST)** | **TAX =**  **GST @ 18%**  **(Rs.)** | **Total Annual Opex Price (Rs.) (with GST)** | **5 Year Opex Price (Rs.) (with GST)** |
| **(A)** | **(B)** | **(C)** | **(D)** | **(E)= (C)\*(D)** | **(F)= Tax (%) on (E)** | **(G)=(E)+(F)** | **(H)=(G)\*5** |
|  | Managed MPLS Link | 75 | 100000.00 | 7500000.00 | 1350000.00 | 8850000.00 | 44250000.00 |
|  | Router | 75 | 71619.00 | 5371425.00 | 966856.50 | 6338281.50 | 31691407.50 |
|  | Switch | 75 | 19776.00 | 1483200.00 | 266976.00 | 1750176.00 | 8750880.00 |
|  | Cost for UPS, earthing, Cased Racks, Security Etc, | 75 | 24408.00 | 1830600.00 | 329508.00 | 2160108.00 | 10800540.00 |
|  | Any Other Supporting Cost | 75 | 282996.00 | 21224700.00 | 3820446.00 | 25045146.00 | 125225730.00 |
|  | **Total** |  | **498799.00** | **37409925.00** | **6733786.50** | **44143711.50** | **220718557.50** |
|  |  |  |  |  |  |  |  |

* + 1. QGR Detail for THQ

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **Quantity** | **Annual Unit Opex Price (Rs.)**  **(without GST)** | **Total Annual Opex Price (Rs.)**  **(without GST)** | **TAX =**  **GST @ 18%**  **(Rs.)** | **Total Annual Opex Price (Rs.) (with GST)** | **5 Year Opex Price (Rs.) (with GST)** |
| **(A)** | **(B)** | **(C)** | **(D)** | **(E)= (C)\*(D)** | **(F)= Tax (%) on (E)** | **(G)=(E)+(F)** | **(H)=(G)\*5** |
|  | Managed MPLS Link | 235 | 100000.00 | 23500000.00 | 4230000.00 | 27730000.00 | 138650000.00 |
|  | Router | 235 | 71619.00 | 16830465.00 | 3029483.70 | 19859948.70 | 99299743.50 |
|  | Switch | 235 | 19776.00 | 4647360.00 | 836524.80 | 5483884.80 | 27419424.00 |
|  | Cost for UPS, earthing, Cased Racks, Security Etc, | 235 | 29159.00 | 6852365.00 | 1233425.70 | 8085790.70 | 40428953.50 |
|  | Any Other Supporting Cost | 235 | 229766.00 | 53995010.00 | 9719101.80 | 63714111.80 | 318570559.00 |
|  | **Total** | **235** | **450320.00** | **105825200.00** | **19048536.00** | **124873736.00** | **624368680.00** |
|  |  |  |  |  |  |  |  |

* + 1. QGR Detail for BHQ

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **Quantity** | **Annual Unit Opex Price (Rs.)**  **(without GST)** | **Total Annual Opex Price (Rs.)**  **(without GST)** | **TAX =**  **GST @ 18%**  **(Rs.)** | **Total Annual Opex Price (Rs.) (with GST)** | **5 Year Opex Price (Rs.) (with GST)** |
| **(A)** | **(B)** | **(C)** | **(D)** | **(E)= (C)\*(D)** | **(F)= Tax (%) on (E)** | **(G)=(E)+(F)** | **(H)=(G)\*5** |
|  | Managed MPLS Link | 574 | 100000.00 | 57400000.00 | 10332000.00 | 67732000.00 | 338660000.00 |
|  | Router | 574 | 71619.00 | 41109306.00 | 7399675.08 | 48508981.08 | 242544905.40 |
|  | Switch | 574 | 19776.00 | 11351424.00 | 2043256.32 | 13394680.32 | 66973401.60 |
|  | Cost for UPS, earthing, Cased Racks, Security Etc, | 574 | 29159.00 | 16737266.00 | 3012707.88 | 19749973.88 | 98749869.40 |
|  | Any Other Supporting Cost | 574 | 228509.00 | 131164166.00 | 23609549.88 | 154773715.88 | 773868579.40 |
|  | **Total** | **574** | **449063.00** | **257762162.00** | **46397189.16** | **304159351.16** | **1520796755.80** |
|  |  |  |  |  |  |  |  |

* 1. PoP wise QGR Detail

As per the UPSWAN 2.0 Corrigendum (Point No.52, Corrigendum-3 Dated 06 February 2019), M/s Bharti Airtel is eligible to raise their invoice post successful completion of FAT for implemented POPs. Therefore, we have calculated the QGR amount as per the values/amount mentioned in the Work Order of UPDESCO issued to M/s Bharti Airtel Ltd. for implementation and operation of UPSWAN 2.0.

The following section covers QGR details of SHQ, DHQ, THQ and BHQ PoPs for ease of computing the SLA and Penalty for the ‘Reporting Period’.

**UPSWAN PoP Detail Q24 Quarter:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Particulars** | **PoP Quantity as per RFP** | **QGR Value Per Quarter for All the PoPs** | **Total Number of PoPs in Q23 Qtr.** | **Total QGR Value for Q24 Qtr.** |
| **(A)** | **(B)** | **(C)** | **(D)** | **(I)** | **(J)=(I)\*(D)** |
|  | SHQ | 1 | 21206028.40 | 1 | 2,12,06,028.40 |
|  | DHQ | 75 | 11035927.88 | 75 | 1,10,35,927.88 |
|  | THQ | 235 | 31218434.00 | 235 | 3,12,18,434.00 |
|  | BHQ | 574 | 76039837.79 | 574 | 7,60,39,837.79 |
|  | **Total** | **885** | **139500228.1** | **885** | 13,95,00,228.07 |
|  |  |  |  |  |  |

1. **Penalty Calculation for Managed Service Provider M/s Bharti Airtel** 
   1. Quarterly Timelines

Quarter Time schedule:

* Prime Business Hours (PBH): 09:00 – 20:00 (Monday to Sunday)- 11 Hrs. (92x11x60=60720 Minutes)
* Extended Service Hours (ESH): 20:01 – 08:59 (Monday to Sunday)- 13 Hrs. (92x13x60=71760 Minutes)
* No. of days in Q24 Quarter (1st July 2025 to 30th Sep 2025): 92 Days (60720+71760=132480 Minutes)
  1. Penalty Condition for non-achievement of Service Level Requirements

**Network Operator SLA condition**

Penalty calculation for UPSWAN 2.0 service provider, M/s Bharti Airtel, has been carried out based on penalty clause defined in the RFP and the data generated from NMS and EMS tools deployed by M/s Bharti Airtel. Penalty imposed on M/s Bharti Airtel has been calculated post verification of device availability and MPLS link availability at SHQ PoP (Attributable to M/s Bharti Airtel). Penalty has been computed for the following cases:

Penalty for non-achievement of Service Level Requirement for following.

* MPLS Links and equipment Availability at SHQ.
* Internet Link Availability at SHQ.

**SHQ infrastructure Availability & Penalties Condition Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **PoP Detail** | **Availability PBH SLA** | **Availability ESH SLA** | **How to Calculate the Parameter** |
| Firewall & UTM, IDP | 99.9% | 99.9% | * Review the Devices Availability Reports |
| Internet link Availability | 99% | 98% | * Review the Internet Link Availability Report |
| MPLS Link Availability | 99% | 98% | * Review the MPLS Link Availability Report |
| All other SHQ UPSWAN equipment | 99% | 98% | * Other Equipment Availability Report all devices of SHQ (As per RFP) |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Network and Infrastructure at SHQ** | **PBH Penalty**  **(Less than Target SLA)** | **ESH penalty**  **(Less than Target SLA)** |
| Firewall& UTM, IDP | On every downtime up to  0.5%, 2.0% penalty of QGR | On every downtime up to  0.5%, 1.5% penalty of QGR |
| Internet link  Availability at SHQ | On every downtime up  to 1.0%, 1.0 % penalty of QGR | On every downtime up to  1.0%, 0.5% penalty of QGR |
| MPLS Circuit  Availability at SHQ | On every downtime up  to 1.0%, 1.0 % penalty of QGR | On every downtime up to  1.0%, 0.5% penalty of QGR |
| All other UPSWAN  equipment at SHQ | On every downtime up  to 1.0%, 1.0 % penalty of QGR | On every downtime up to  1.0%, 0.5% penalty of QGR |
|  |  |  |

**DHQ/THQ/BHQ infrastructure SLA & Penalties Conditions Detail:**

|  |  |  |
| --- | --- | --- |
| **Network and**  **Infrastructure**  **at DHQ/THQ/BHQ** | **Target**  **Availability**  **PBH SLA** | **Target**  **Availability**  **ESH SLA** |
| Link and equipment  Availability at DHQ | 98% | 95% |
| Link and equipment  Availability at THQ | 97% | 94% |
| Link and equipment  Availability at BHQ | 96% | 92% |
|  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Network and**  **Infrastructure**  **at DHQ/THQ/BHQ** | | **PBH Penalty**  **(Less than Target SLA)** | | **ESH penalty**  **(Less than Target SLA)** | |
| Link and equipment  Availability at DHQ | | On every downtime up  to 1.0%,  1.0 % penalty of particular  link in QGR | | On every downtime up to  1.0%,  0.5 % penalty of particular  link in QGR | |
| Link and equipment  Availability at THQ &  BHQ | | On every downtime up  to 1.0%,  1.0 % penalty of particular  link in QGR | | On every downtime up to  1.0%,  0.5 % penalty of particular  link in QGR | |
|  | |  | |  | |

**Network Delay SLA penalties:**

|  |  |  |
| --- | --- | --- |
| **Network Segment** | **Target SLA** | **Penalty** |
| SHQ - DHQ | 90 Milliseconds | On every 10 Milliseconds exceed,  0.5 % penalty of a particular link in QGR |
| SHQ - THQ/BHQ | 120 Milliseconds | On every 10 Milliseconds exceed,  0.5 % penalty of a particular link in QGR |
|  |  |  |

**Network Packet Delivery Goal Penalties:**

|  |  |  |
| --- | --- | --- |
| **Network Segment** | **Target SLA** | **Penalty** |
| SHQ - DHQ | 99.5 % | On every 1.0 % down time,  0.5 % penalty of particular link in QGR |
| SHQ - THQ/BHQ | 99 % | On every 1.0 % down time,  0.5 % penalty of particular link in QGR |
|  |  |  |

**Network Jitter SLA:**

|  |  |  |
| --- | --- | --- |
| **Network Segment** | **Target SLA** | **Penalty** |
| SHQ - DHQ | 10 Milliseconds | On every 4 Milliseconds exceed,  0.5 % penalty of a particular link in QGR |
| SHQ - THQ/BHQ | 12 Milliseconds | On every 4 Milliseconds exceed,  0.5 % penalty of a particular link in QGR |
|  |  |  |

**Manpower Working Hours Detail at SHQ & Penalty Detail:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Team Member** | **Location** | **No. of Manpower** | **Daily Working Hours** | **Weekly Working Days** |
|  | Project Manager | SHQ | 1 | 8 | 6 |
|  | NMS Administrator | SHQ | 1 | 8 | 6 |
|  | Security Administrator | SHQ | 1 | 8 | 6 |
|  | Network Administrator | SHQ | 4 | 8 | 6 |
|  | Helpdesk | SHQ | 4 | 24 | 7 |
|  |  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **No of Resource (Count)** | **Penalty** | **Remark** |
|  | Any resource (in number) absents for a day or part, thereof | INR 7000/- per day | Maximum capping per resource should be two lac per month. |
|  |  |  |  |

* 1. Scheduled Downtime by Airtel

The Scheduled Downtime activity and other agreed SLA exception instances have been identified and accounted for in the Q24 quarter (1st July 2025 to 30th Sep 2025). Such instances have been excluded form SLA computation.

**Note/:** Reference letter for PoP operation timeline provided by each Block Development Officer in annexed as **Annexure-3**

* 1. Penalty Summary

The table below illustrates the final penalty summary of the UPSWAN for the quarter 1st July 2025 to 30th Sep 2025.

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Particular** | **Penalty Amount** |
| 1. | SHQ Infrastructure Penalties | 0 |
| 2. | DHQ Infrastructure Penalties | 18,393.23 |
| 3. | THQ Infrastructure Penalties | 2,72,331.00 |
| 4. | BHQ Infrastructure Penalties | 9,84,941.13 |
| 5. | Network Delay SLA penalties | 40,206.34 |
| 6. | Network Packet Delivery Goal Penalties | 47,499.81 |
| 7. | Network Jitter SLA | 42,193.45 |
| 8. | Manpower Availability at SHQ | 7,000.00 |
|  | **Total Penalty** | 14,12,564.96 |

**Note:** BDO Penalty Calculation Summary Report is attached in the **Annexure-4 & 5**

* + 1. SHQ Infrastructure Penalties

The Following table illustrates SHQ PoP penalty detail for the quarter 1st July 2025 to 30th Sep 2025.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr No** | **Item Detail** | **Prime Business Hours (PBH)** | | | **Extended Service Hours (ESH)** | | | **Total Penalty**  **(PBH + ESH)** |
| **Availability (%)** | **SLA Target (%)** | **Penalty (INR)** | **Availability (%)** | **SLA Target (%)** | **Penalty (INR)** |
|  | Firewall & UTM | 100.00% | 99.90% | 0.00 | 100.00% | 99.90% | 0.00 | 0.00 |
|  | Internet link | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | Internet link | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | MPLS Circuit | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | MPLS Circuit | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | ATP-PRI-SLAVE-RACK-1 | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | ATP-PRI-MASTER-RACK-2 | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | Forti Analyzer 200 F | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | FP1WCG.SWAN2.0. LOCAL | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | FP2WCG.SWAN2.0. LOCAL | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | SW1\_RACK2\_SVR | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | SW2\_RACK2\_CLIENT | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | SW3\_RACK1\_CLIENT | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | SW4\_RACK1\_CLIENT | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | SWAN2NMS01 | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | SWAN2ORIONDB01 | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | SWAN2NTADB01 | 100.00% | 99.00% | 0.00 | 100.00% | 98.00% | 0.00 | 0.00 |
|  | **Total Penalty** | | |  |  |  |  | **0.00** |
|  |  |  |  |  |  |  |  |  |

**Note:** SHQ Infrastructure Availability Report is attached in **Annexure-4 & 5**

* + 1. DHQ Infrastructure Penalties

The following table illustrates penalty details of DHQ’s PoPs which were down during this reporting period and remaining DHQ PoPs were available (uptime) during the quarter 1st July 2025 to 30th Sep 2025. Hence, we have not considered such PoPs for penalty calculation.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr No** | **UPSWAN PoP Detail** | **Prime Business Hours (PBH)** | | | **Extended Service Hours (ESH)** | | |  |
| **Total Penalty** |
| **Availability** | **SLA Target** | **Penalty** | **Availability** | **SLA Target** | **Penalty (INR)** | **(INR)** |
| **(%)** | **(%)** | **(INR)** | **(%)** | **(%)** |  |
| 1 | DHQ\_Lucknow | 97.42 | 98 | 1471.46 | 98.52 | 95 | 0.00 | 1471.46 |
| 2 | DHQ\_AmbedkarNagar | 97.96 | 98 | 1471.46 | 97.45 | 95 | 0.00 | 1471.46 |
| 3 | DHQ\_KanpurNagar | 97.27 | 98 | 1471.46 | 98.38 | 95 | 0.00 | 1471.46 |
| 4 | DHQ\_Chitrakoot | 97.92 | 98 | 1471.46 | 97.88 | 95 | 0.00 | 1471.46 |
| 5 | DHQ\_Etah | 97.32 | 98 | 1471.46 | 97.94 | 95 | 0.00 | 1471.46 |
| 6 | DHQ\_Muzaffarnagar | 94.41 | 98 | 5885.83 | 94.98 | 95 | 735.73 | 6621.56 |
| 7 | DHQ\_Bulandshahar | 96.56 | 98 | 2942.91 | 96.26 | 95 | 0.00 | 2942.91 |
| 8 | DHQ\_Mirzapur | 97.47 | 98 | 1471.46 | 97.60 | 95 | 0.00 | 1471.46 |
|  | **Total Penalty** | |  |  |  |  |  | **18,393.23** |

**Note:** DHQ Infrastructure Availability Report is attached in **Annexure 4 & 5**

* + 1. THQ Infrastructure Penalties

The following table illustrates penalty details of THQ’s PoPs which were down during this reporting period and remaining THQ PoPs were available (uptime) during the quarter 1st July 2025 to 30th Sep 2025. Hence, we have not considered such PoPs for penalty calculation.

| **Sr No** | **UPSWAN PoP Detail** | **Prime Business Hours (PBH)** | | | **Extended Service Hours (ESH)** | | |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Total Penalty** |
| **Availability** | **SLA Target** | **Penalty** | **Availability** | **SLA Target** | **Penalty (INR)** | **(INR)** |
| **(%)** | **(%)** | **(INR)** | **(%)** | **(%)** |  |
| 1 | THQ\_Lucknow\_MohanlalGanj | 93.37 | 97 | 5313.78 | 94.99 | 94 | 0.00 | 5313.78 |
| 2 | THQ\_Agra\_Baah | 96.79 | 97 | 1328.44 | 97.59 | 94 | 0.00 | 1328.44 |
| 3 | THQ\_Agra\_Etmadpur | 96.93 | 97 | 1328.44 | 96.80 | 94 | 0.00 | 1328.44 |
| 4 | THQ\_Amethi\_Musafirkhana | 91.35 | 97 | 7970.66 | 89.32 | 94 | 3321.11 | 11291.77 |
| 5 | THQ\_Azamgarh\_Mehnagar | 93.72 | 97 | 5313.78 | 98.19 | 94 | 0.00 | 5313.78 |
| 6 | THQ\_Baghpat\_Khekra | 96.83 | 97 | 1328.44 | 97.47 | 94 | 0.00 | 1328.44 |
| 7 | THQ\_Bahraich\_Nanpara | 92.44 | 97 | 6642.22 | 98.01 | 94 | 0.00 | 6642.22 |
| 8 | THQ\_Ballia\_Rasra | 96.24 | 97 | 1328.44 | 98.27 | 94 | 0.00 | 1328.44 |
| 9 | THQ\_Barabanki\_Fatehpur | 94.11 | 97 | 3985.33 | 98.05 | 94 | 0.00 | 3985.33 |
| 10 | THQ\_Bulandshahar\_Khurja | 96.89 | 97 | 1328.44 | 99.65 | 94 | 0.00 | 1328.44 |
| 11 | THQ\_Ayodhya\_Sohawal | 93.04 | 97 | 5313.78 | 98.95 | 94 | 0.00 | 5313.78 |
| 12 | THQ\_Farrukhabad\_FarukkahabadSadar | 94.44 | 97 | 3985.33 | 97.81 | 94 | 0.00 | 3985.33 |
| 13 | THQ\_GautamBuddhaNagar\_Jewar | 96.14 | 97 | 1328.44 | 97.69 | 94 | 0.00 | 1328.44 |
| 14 | THQ\_Gorakhpur\_ChauriChaura | 96.83 | 97 | 1328.44 | 95.77 | 94 | 0.00 | 1328.44 |
| 15 | THQ\_Hardoi\_Bilgram | 93.21 | 97 | 5313.78 | 97.52 | 94 | 0.00 | 5313.78 |
| 16 | THQ\_Hathras\_Sikandrau | 91.89 | 97 | 7970.66 | 88.03 | 94 | 3985.33 | 11955.99 |
| 17 | THQ\_Kannauj\_Tirwa | 96.17 | 97 | 1328.44 | 96.93 | 94 | 0.00 | 1328.44 |
| 18 | THQ\_KanpurNagar\_Bilhaur | 96.42 | 97 | 1328.44 | 97.16 | 94 | 0.00 | 1328.44 |
| 19 | THQ\_Bareilly\_Baheri | 96.79 | 97 | 1328.44 | 97.57 | 94 | 0.00 | 1328.44 |
| 20 | THQ\_LakhimpurKheri\_Dhorhara | 91.55 | 97 | 7970.66 | 92.03 | 94 | 1328.44 | 9299.11 |
| 21 | THQ\_LakhimpurKheri\_Nighasan | 93.35 | 97 | 5313.78 | 97.02 | 94 | 0.00 | 5313.78 |
| 22 | THQ\_LakhimpurKheri\_Paliya | 89.08 | 97 | 10627.55 | 96.08 | 94 | 0.00 | 10627.55 |
| 23 | THQ\_Mahoba\_Kulpahad | 95.29 | 97 | 2656.89 | 98.48 | 94 | 0.00 | 2656.89 |
| 24 | THQ\_Mainpuri\_Bhogaon | 96.80 | 97 | 1328.44 | 98.78 | 94 | 0.00 | 1328.44 |
| 25 | THQ\_Mirzapur\_Chunaar | 96.96 | 97 | 1328.44 | 98.71 | 94 | 0.00 | 1328.44 |
| 26 | THQ\_Muzaffarnagar\_Janseth | 95.87 | 97 | 2656.89 | 97.53 | 94 | 0.00 | 2656.89 |
| 27 | THQ\_Saharanpur\_Devband | 96.68 | 97 | 1328.44 | 94.80 | 94 | 0.00 | 1328.44 |
| 28 | THQ\_Sambhal\_Chandausi | 93.93 | 97 | 5313.78 | 98.86 | 94 | 0.00 | 5313.78 |
| 29 | THQ\_Shamli\_kairana | 95.27 | 97 | 2656.89 | 96.78 | 94 | 0.00 | 2656.89 |
| 30 | THQ\_Sitapur\_Mishrikh | 93.85 | 97 | 5313.78 | 93.78 | 94 | 664.22 | 5978.00 |
| 31 | THQ\_Sonbhadra\_Dudhi | 95.41 | 97 | 2656.89 | 95.05 | 94 | 0.00 | 2656.89 |
| 32 | THQ\_Sultanpur\_Kadipur | 92.21 | 97 | 6642.22 | 97.07 | 94 | 0.00 | 6642.22 |
| 33 | THQ\_Unnao\_Safipur | 94.93 | 97 | 3985.33 | 97.19 | 94 | 0.00 | 3985.33 |
| 34 | THQ\_Prayagraj\_Meza | 94.19 | 97 | 3985.33 | 97.26 | 94 | 0.00 | 3985.33 |
| 35 | THQ\_Azamgarh\_Phulpur | 96.23 | 97 | 1328.44 | 97.62 | 94 | 0.00 | 1328.44 |
| 36 | THQ\_Banda\_Baberu | 90.22 | 97 | 9299.11 | 96.64 | 94 | 0.00 | 9299.11 |
| 37 | THQ\_Bareilly\_Nawabganj | 94.85 | 97 | 3985.33 | 97.07 | 94 | 0.00 | 3985.33 |
| 38 | THQ\_Basti\_Rudhauli | 96.57 | 97 | 1328.44 | 98.50 | 94 | 0.00 | 1328.44 |
| 39 | THQ\_Deoria\_Rudrapur | 95.70 | 97 | 2656.89 | 97.02 | 94 | 0.00 | 2656.89 |
| 40 | THQ\_Deoria\_Salempur | 73.38 | 97 | 31882.65 | 82.27 | 94 | 7970.66 | 39853.31 |
| 41 | THQ\_Jalaun\_Kalpi | 94.98 | 97 | 3985.33 | 97.47 | 94 | 0.00 | 3985.33 |
| 42 | THQ\_Jaunpur\_Machalishahar | 94.92 | 97 | 3985.33 | 98.66 | 94 | 0.00 | 3985.33 |
| 43 | THQ\_Jhansi\_Garautha | 96.53 | 97 | 1328.44 | 95.93 | 94 | 0.00 | 1328.44 |
| 44 | THQ\_Jhansi\_Mauranipur | 95.19 | 97 | 2656.89 | 97.68 | 94 | 0.00 | 2656.89 |
| 45 | THQ\_KanpurDehat\_Derapur | 94.05 | 97 | 3985.33 | 95.75 | 94 | 0.00 | 3985.33 |
| 46 | THQ\_Mathura\_Chaata | 71.30 | 97 | 34539.54 | 81.32 | 94 | 8634.89 | 43174.43 |
| 47 | THQ\_Mirzapur\_Madihaan | 94.94 | 97 | 3985.33 | 92.64 | 94 | 1328.44 | 5313.78 |
| 48 | THQ\_SantRavidasNagar\_Bhadoi | 89.37 | 97 | 10627.55 | 93.17 | 94 | 664.22 | 11291.77 |
| **Total Penalty** | | | | | | | | 2,72,331.00 |

**Note:** THQ Infrastructure Availability Report is attached in **Annexure 4 & 5**

* + 1. BHQ Infrastructure Penalties

The following table illustrates penalty details of BHQ’s PoPs which were down during this reporting period and remaining BHQ PoPs were available (uptime) during the quarter 1st July 2025 to 30th Sep 2025. Hence, we have not considered such PoPs for penalty calculation.

| **Sr No** | **UPSWAN PoP Detail** | **Prime Business Hours (PBH)** | | | **Extended Service Hours (ESH)** | | |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Total Penalty** |
| **Availability** | **SLA Target** | **Penalty** | **Availability** | **SLA Target** | **Penalty (INR)** | **(INR)** |
| **(%)** | **(%)** | **(INR)** | **(%)** | **(%)** |  |
| 1 | BHQ\_Agra\_Bichpuri | 93.44 | 96 | 3974.21 | 96.17 | 92 | 0.00 | 3974.21 |
| 2 | BHQ\_Agra\_Shamshabad | 95.48 | 96 | 1324.74 | 93.50 | 92 | 0.00 | 1324.74 |
| 3 | BHQ\_Aligarh\_Gonda | 95.91 | 96 | 1324.74 | 89.09 | 92 | 1987.10 | 3311.84 |
| 4 | BHQ\_Amethi\_BazarShukul | 95.76 | 96 | 1324.74 | 91.07 | 92 | 662.37 | 1987.10 |
| 5 | BHQ\_Amethi\_Jagdishpur | 94.15 | 96 | 2649.47 | 88.57 | 92 | 2649.47 | 5298.94 |
| 6 | BHQ\_Azamgarh\_Palahna | 92.24 | 96 | 5298.94 | 92.68 | 92 | 0.00 | 5298.94 |
| 7 | BHQ\_Azamgarh\_Thekma | 95.97 | 96 | 1324.74 | 96.88 | 92 | 0.00 | 1324.74 |
| 8 | BHQ\_Azamgarh\_Mirjapur | 96.44 | 96 | 0.00 | 91.40 | 92 | 662.37 | 662.37 |
| 9 | BHQ\_Azamgarh\_Tehbarpur | 92.51 | 96 | 5298.94 | 88.68 | 92 | 2649.47 | 7948.42 |
| 10 | BHQ\_Badaun\_Jagat | 96.69 | 96 | 0.00 | 87.75 | 92 | 3311.84 | 3311.84 |
| 11 | BHQ\_Badaun\_Asafpur | 95.58 | 96 | 1324.74 | 98.88 | 92 | 0.00 | 1324.74 |
| 12 | BHQ\_Badaun\_Wazirgunj | 95.87 | 96 | 1324.74 | 97.93 | 92 | 0.00 | 1324.74 |
| 13 | BHQ\_Badaun\_Mion | 88.50 | 96 | 10597.89 | 91.34 | 92 | 662.37 | 11260.26 |
| 14 | BHQ\_Badaun\_Usawan | 91.41 | 96 | 6623.68 | 87.34 | 92 | 3311.84 | 9935.52 |
| 15 | BHQ\_Badaun\_Dehgawan | 71.78 | 96 | 33118.40 | 78.51 | 92 | 9273.15 | 42391.55 |
| 16 | BHQ\_Bahraich\_Chittaura | 95.38 | 96 | 1324.74 | 94.51 | 92 | 0.00 | 1324.74 |
| 17 | BHQ\_Ballia\_Maniar | 91.00 | 96 | 7948.41 | 97.71 | 92 | 0.00 | 7948.41 |
| 18 | BHQ\_Balrampur\_RehraBazar | 95.22 | 96 | 1324.74 | 97.11 | 92 | 0.00 | 1324.74 |
| 19 | BHQ\_Barabanki\_Masauli | 94.74 | 96 | 2649.47 | 96.88 | 92 | 0.00 | 2649.47 |
| 20 | BHQ\_Bijnor\_Jalilpur | 94.31 | 96 | 2649.47 | 95.75 | 92 | 0.00 | 2649.47 |
| 21 | BHQ\_Bijnor\_Noorpur | 95.97 | 96 | 1324.74 | 96.46 | 92 | 0.00 | 1324.74 |
| 22 | BHQ\_Farrukhabad\_Sahmsabad | 82.61 | 96 | 18546.30 | 87.17 | 92 | 3311.84 | 21858.14 |
| 23 | BHQ\_Firozabad\_Hathwant | 95.28 | 96 | 1324.74 | 92.21 | 92 | 0.00 | 1324.74 |
| 24 | BHQ\_Firozabad\_Araon | 82.87 | 96 | 18546.30 | 87.30 | 92 | 3311.84 | 21858.14 |
| 25 | BHQ\_Ghazipur\_Mardha | 94.31 | 96 | 2649.47 | 97.81 | 92 | 0.00 | 2649.47 |
| 26 | BHQ\_Ghazipur\_Manihari | 89.04 | 96 | 9273.15 | 91.90 | 92 | 662.37 | 9935.52 |
| 27 | BHQ\_Ghazipur\_Deovkali | 95.66 | 96 | 1324.74 | 97.15 | 92 | 0.00 | 1324.74 |
| 28 | BHQ\_Gonda\_Rupaideeh | 82.39 | 96 | 18546.30 | 86.64 | 92 | 3974.21 | 22520.51 |
| 29 | BHQ\_Hardoi\_Bawan | 93.60 | 96 | 3974.21 | 94.25 | 92 | 0.00 | 3974.21 |
| 30 | BHQ\_Hardoi\_Hariyawan | 79.55 | 96 | 22520.51 | 83.57 | 92 | 5961.31 | 28481.82 |
| 31 | BHQ\_Hardoi\_Tandiyawan | 95.98 | 96 | 1324.74 | 97.29 | 92 | 0.00 | 1324.74 |
| 32 | BHQ\_Hardoi\_Todarpur | 93.84 | 96 | 3974.21 | 92.76 | 92 | 0.00 | 3974.21 |
| 33 | BHQ\_Jaunpur\_Khuthan | 81.84 | 96 | 19871.04 | 84.84 | 92 | 5298.94 | 25169.98 |
| 34 | BHQ\_Jhansi\_Babina | 80.77 | 96 | 21195.77 | 86.41 | 92 | 3974.21 | 25169.98 |
| 35 | BHQ\_Jhansi\_Chirgaon | 92.29 | 96 | 5298.94 | 93.77 | 92 | 0.00 | 5298.94 |
| 36 | BHQ\_KanpurDehat\_Amrauda | 91.63 | 96 | 6623.68 | 93.56 | 92 | 0.00 | 6623.68 |
| 37 | BHQ\_KanpurDehat\_Sandalpur | 95.29 | 96 | 1324.74 | 91.74 | 92 | 662.37 | 1987.10 |
| 38 | BHQ\_Mainpuri\_Kishni | 92.42 | 96 | 5298.94 | 94.27 | 92 | 0.00 | 5298.94 |
| 39 | BHQ\_Mathura\_Chaumuha | 81.97 | 96 | 19871.04 | 88.16 | 92 | 2649.47 | 22520.51 |
| 40 | BHQ\_Mathura\_Farah | 95.94 | 96 | 1324.74 | 97.02 | 92 | 0.00 | 1324.74 |
| 41 | BHQ\_Pratapgarh\_Kalakankar | 95.83 | 96 | 1324.74 | 96.21 | 92 | 0.00 | 1324.74 |
| 42 | BHQ\_Pratapgarh\_Balkhernathdham | 95.89 | 96 | 1324.74 | 97.37 | 92 | 0.00 | 1324.74 |
| 43 | BHQ\_Raebareli\_Khiro | 80.17 | 96 | 21195.77 | 85.19 | 92 | 4636.58 | 25832.35 |
| 44 | BHQ\_Raebareli\_Deeh | 90.96 | 96 | 7948.42 | 92.82 | 92 | 0.00 | 7948.42 |
| 45 | BHQ\_Saharanpur\_Gangoh | 95.01 | 96 | 1324.74 | 95.52 | 92 | 0.00 | 1324.74 |
| 46 | BHQ\_SantKabirNagar\_Nathnagar | 86.54 | 96 | 13247.36 | 88.36 | 92 | 2649.47 | 15896.83 |
| 47 | BHQ\_SantKabirNagar\_Bhagauli | 80.75 | 96 | 21195.77 | 79.44 | 92 | 8610.78 | 29806.56 |
| 48 | BHQ\_Shahjahanpur\_Dadraul | 81.74 | 96 | 19871.04 | 86.64 | 92 | 3974.21 | 23845.25 |
| 49 | BHQ\_Sonbhadra\_Chopan | 91.37 | 96 | 6623.68 | 89.76 | 92 | 1987.10 | 8610.78 |
| 50 | BHQ\_Sultanpur\_PratappurKamicha | 94.86 | 96 | 2649.47 | 97.65 | 92 | 0.00 | 2649.47 |
| 51 | BHQ\_Unnao\_GanjMoradabad | 94.41 | 96 | 2649.47 | 91.33 | 92 | 662.37 | 3311.84 |
| 52 | BHQ\_Unnao\_SikandarpurSirosi | 69.24 | 96 | 35767.86 | 77.55 | 92 | 9935.52 | 45703.38 |
| 53 | BHQ\_Agra\_Jagner | 85.65 | 96 | 14572.09 | 89.41 | 92 | 1987.10 | 16559.20 |
| 54 | BHQ\_Agra\_Sainya | 95.48 | 96 | 1324.74 | 96.44 | 92 | 0.00 | 1324.74 |
| 55 | BHQ\_Amethi\_Bhetua | 94.83 | 96 | 2649.47 | 97.74 | 92 | 0.00 | 2649.47 |
| 56 | BHQ\_Amethi\_Shahgarh | 95.18 | 96 | 1324.74 | 90.54 | 92 | 1324.74 | 2649.47 |
| 57 | BHQ\_Banda\_BadokharKhude | 95.92 | 96 | 1324.74 | 97.34 | 92 | 0.00 | 1324.74 |
| 58 | BHQ\_Barabanki\_Mawai | 94.70 | 96 | 2649.47 | 94.36 | 92 | 0.00 | 2649.47 |
| 59 | BHQ\_Bareilly\_Ramnagar | 67.12 | 96 | 38417.34 | 74.83 | 92 | 11922.62 | 50339.96 |
| 60 | BHQ\_Bahraich\_Mihinpurwa | 93.27 | 96 | 3974.21 | 93.78 | 92 | 0.00 | 3974.21 |
| 61 | BHQ\_Basti\_Parasrampur | 95.81 | 96 | 1324.74 | 98.05 | 92 | 0.00 | 1324.74 |
| 62 | BHQ\_Balrampur\_Pachpedwa | 95.64 | 96 | 1324.74 | 94.90 | 92 | 0.00 | 1324.74 |
| 63 | BHQ\_Gorakhpur\_Piprauli | 95.95 | 96 | 1324.74 | 97.18 | 92 | 0.00 | 1324.74 |
| 64 | BHQ\_Deoria\_RampurKarkhana | 78.43 | 96 | 23845.25 | 84.53 | 92 | 5298.94 | 29144.19 |
| 65 | BHQ\_Fatehpur\_Bahua | 93.57 | 96 | 3974.21 | 97.28 | 92 | 0.00 | 3974.21 |
| 66 | BHQ\_Fatehpur\_Haswa | 95.98 | 96 | 1324.74 | 96.80 | 92 | 0.00 | 1324.74 |
| 67 | BHQ\_Firozabad\_Eka | 95.38 | 96 | 1324.74 | 93.25 | 92 | 0.00 | 1324.74 |
| 68 | BHQ\_GautamBuddhaNagar\_Bisrakh | 95.96 | 96 | 1324.74 | 97.23 | 92 | 0.00 | 1324.74 |
| 69 | BHQ\_Deoria\_Lar | 92.85 | 96 | 5298.94 | 89.61 | 92 | 1987.10 | 7286.05 |
| 70 | BHQ\_Ghazipur\_Bhadaura | 95.66 | 96 | 1324.74 | 95.53 | 92 | 0.00 | 1324.74 |
| 71 | BHQ\_Gonda\_Chhapia | 7.42 | 96 | 117901.50 | 84.68 | 92 | 5298.94 | 123200.44 |
| 72 | BHQ\_Kushinagar\_NebuaNaurangia | 95.95 | 96 | 1324.74 | 97.29 | 92 | 0.00 | 1324.74 |
| 73 | BHQ\_Hamirpur\_Muskara | 94.50 | 96 | 2649.47 | 89.94 | 92 | 1987.10 | 4636.58 |
| 74 | BHQ\_Hamirpur\_Gohand | 90.95 | 96 | 7948.42 | 88.37 | 92 | 2649.47 | 10597.89 |
| 75 | BHQ\_Jalaun\_Kadaura | 93.26 | 96 | 3974.21 | 88.12 | 92 | 2649.47 | 6623.68 |
| 76 | BHQ\_Jaunpur\_Barsathi | 83.97 | 96 | 17221.57 | 86.80 | 92 | 3974.21 | 21195.77 |
| 77 | BHQ\_Jaunpur\_Suithakala | 94.39 | 96 | 2649.47 | 92.47 | 92 | 0.00 | 2649.47 |
| 78 | BHQ\_Jhansi\_Gursarai | 95.58 | 96 | 1324.74 | 96.15 | 92 | 0.00 | 1324.74 |
| 79 | BHQ\_JyotibaPhuleNagar\_Gangeshwari | 81.90 | 96 | 19871.04 | 85.61 | 92 | 4636.58 | 24507.61 |
| 80 | BHQ\_LakhimpurKheri\_PhoolBehar | 91.07 | 96 | 6623.68 | 89.85 | 92 | 1987.10 | 8610.78 |
| 81 | BHQ\_KanpurNagar\_Shivrajpur | 93.84 | 96 | 3974.21 | 90.02 | 92 | 1324.74 | 5298.94 |
| 82 | BHQ\_Bulandshahar\_Dibai | 92.23 | 96 | 5298.94 | 97.26 | 92 | 0.00 | 5298.94 |
| 83 | BHQ\_Kushinagar\_Khadda | 63.65 | 96 | 43716.28 | 72.27 | 92 | 13247.36 | 56963.64 |
| 84 | BHQ\_LakhimpurKheri\_Bijua | 95.20 | 96 | 1324.74 | 96.02 | 92 | 0.00 | 1324.74 |
| 85 | BHQ\_Kaushambi\_Mooratganj | 79.75 | 96 | 22520.51 | 83.45 | 92 | 5961.31 | 28481.82 |
| 86 | BHQ\_Sambhal\_Asmoli | 94.75 | 96 | 2649.47 | 94.87 | 92 | 0.00 | 2649.47 |
| 87 | BHQ\_Kaushambi\_Kara | 73.97 | 96 | 30468.93 | 81.55 | 92 | 7286.05 | 37754.97 |
| 88 | BHQ\_Shahjahanpur\_Khudaganj | 94.05 | 96 | 2649.47 | 94.96 | 92 | 0.00 | 2649.47 |
| 89 | BHQ\_Sitapur\_Reusa | 93.71 | 96 | 3974.21 | 89.90 | 92 | 1987.10 | 5961.31 |
| 90 | BHQ\_Sitapur\_Behta | 95.94 | 96 | 1324.74 | 96.57 | 92 | 0.00 | 1324.74 |
| 91 | BHQ\_Sonbhadra\_Chatra | 95.68 | 96 | 1324.74 | 97.90 | 92 | 0.00 | 1324.74 |
| 92 | BHQ\_Sonbhadra\_Nagwa | 95.81 | 96 | 1324.74 | 97.24 | 92 | 0.00 | 1324.74 |
| 93 | BHQ\_Unnao\_Hilauli | 96.30 | 96 | 0.00 | 91.71 | 92 | 662.37 | 662.37 |
| **Total Penalty** | | | | | | | | 9,84,941.13 |

**Note:** BHQ Infrastructure Availability Report is attached in **Annexure 4 & 5**

* + 1. Network Delay SLA

The following table illustrates all the UPSWAN PoPs (DHQ/THQ/BHQ) “Network Delay SLA parameter” penalty summary. However, we have considered only such UPSWAN PoP’s for penalty computations which “Network Delay SLA parameter” were breached this quarter.

| **Sr. No.** | **Site Type** | **UPSWAN PoP Detail** | **Average** | **Network Delay** | **Penalty** |
| --- | --- | --- | --- | --- | --- |
| **Latency** | **SLA** | **Amount** |
| 1 | BHQ | BHQ\_Pratapgarh\_Laxmanpur | 127.8 | 120 | 662.37 |
| 2 | BHQ | BHQ\_Pratapgarh\_RampurSangram | 122.8 | 120 | 662.37 |
| 3 | BHQ | BHQ\_Mirzapur\_Pahadi | 125.16 | 120 | 662.37 |
| 4 | BHQ | BHQ\_SantRavidasNagar\_Suriyavan | 122.07 | 120 | 662.37 |
| 5 | BHQ | BHQ\_SantRavidasNagar\_Deegh | 127.19 | 120 | 662.37 |
| 6 | BHQ | BHQ\_SantKabirNagar\_Semeriyawan | 122.38 | 120 | 662.37 |
| 7 | BHQ | BHQ\_Kushinagar\_Captanganj | 129.63 | 120 | 662.37 |
| 8 | BHQ | BHQ\_Kushinagar\_Fazilnagar | 126.07 | 120 | 662.37 |
| 9 | BHQ | BHQ\_Kushinagar\_Khadda | 127.56 | 120 | 662.37 |
| 10 | BHQ | BHQ\_SantKabirNagar\_Belharkala | 127.11 | 120 | 662.37 |
| 11 | BHQ | BHQ\_Auraiya\_ErwaKatra | 126.82 | 120 | 662.37 |
| 12 | BHQ | BHQ\_Etah\_Jaithara | 127.08 | 120 | 662.37 |
| 13 | BHQ | BHQ\_Hardoi\_Madhoganj | 123.77 | 120 | 662.37 |
| 14 | BHQ | BHQ\_Sitapur\_Gondlamau | 131.13 | 120 | 1324.74 |
| 15 | BHQ | BHQ\_Sitapur\_Kasmanda | 123.22 | 120 | 662.37 |
| 16 | BHQ | BHQ\_JyotibaPhuleNagar\_Joya | 120.63 | 120 | 662.37 |
| 17 | BHQ | BHQ\_Banda\_BadokharKhude | 125.26 | 120 | 662.37 |
| 18 | BHQ | BHQ\_Saharanpur\_Nanauta | 127 | 120 | 662.37 |
| 19 | BHQ | BHQ\_Sitapur\_Reusa | 124.54 | 120 | 662.37 |
| 20 | BHQ | BHQ\_Bahraich\_Nawabganj | 122.1 | 120 | 662.37 |
| 21 | BHQ | BHQ\_Bahraich\_Mahinpurwa | 124.34 | 120 | 662.37 |
| 22 | THQ | THQ\_Amethi\_Tilai | 126.09 | 120 | 664.22 |
| 23 | THQ | THQ\_Badaun\_Bisauli | 128.27 | 120 | 664.22 |
| 24 | DHQ | DHQ\_Raebareli | 98.03 | 90 | 735.73 |
| 25 | THQ | THQ\_Mirzapur\_Chunaar | 120.75 | 120 | 664.22 |
| 26 | THQ | THQ\_Sultanpur\_Kadipur | 127.52 | 120 | 664.22 |
| 27 | THQ | THQ\_Maharajganj\_Nautanava | 120.27 | 120 | 664.22 |
| 28 | DHQ | DHQ\_Sonbhadra | 96.9 | 90 | 735.73 |
| 29 | BHQ | BHQ\_Jhansi\_Chirgaon | 126.4 | 120 | 662.37 |
| 30 | THQ | THQ\_Bahraich\_Mahasi | 125.28 | 120 | 664.22 |
| 31 | THQ | THQ\_Bulandshahar\_AnoopShahar | 120.94 | 120 | 664.22 |
| 32 | DHQ | DHQ\_Etah | 95.39 | 90 | 735.73 |
| 33 | DHQ | DHQ\_SantRavidasNagar | 92.72 | 90 | 735.73 |
| 34 | BHQ | BHQ\_Varanasi\_KashiVidyapeeth | 122.98 | 120 | 662.37 |
| 35 | THQ | THQ\_Sonbhadra\_Dudhi | 123.82 | 120 | 664.22 |
| 36 | DHQ | DHQ\_Aligarh | 94.2 | 90 | 735.73 |
| 37 | BHQ | BHQ\_Jaunpur\_Baksha | 124.13 | 120 | 662.37 |
| 38 | BHQ | BHQ\_Deoria\_Pathardeva | 121.36 | 120 | 662.37 |
| 39 | BHQ | BHQ\_Deoria\_RampurKarkhana | 120.04 | 120 | 662.37 |
| 40 | BHQ | BHQ\_Varanasi\_Baragaon | 127.94 | 120 | 662.37 |
| 41 | THQ | THQ\_SantKabirNagar\_Ghanghata | 123.51 | 120 | 664.22 |
| 42 | DHQ | DHQ\_Deoria | 93.41 | 90 | 735.73 |
| 43 | BHQ | BHQ\_Shahjahanpur\_Mirzapur | 123.18 | 120 | 662.37 |
| 44 | BHQ | BHQ\_Shahjahanpur\_Sindhauli | 125.24 | 120 | 662.37 |
| 45 | BHQ | BHQ\_Mirzapur\_Jamalpur | 121.56 | 120 | 662.37 |
| 46 | THQ | THQ\_Firozabad\_Tundla | 128.41 | 120 | 664.22 |
| 47 | THQ | THQ\_Ghazipur\_Saidapur | 126.33 | 120 | 664.22 |
| 48 | THQ | THQ\_Rampur\_Bilaspur | 123.04 | 120 | 664.22 |
| 49 | BHQ | BHQ\_Agra\_AgraSadar\_Akola | 127.45 | 120 | 662.37 |
| 50 | BHQ | BHQ\_Agra\_Sainya | 122.98 | 120 | 662.37 |
| 51 | BHQ | BHQ\_Mau\_Ranipur | 122.64 | 120 | 662.37 |
| 52 | BHQ | BHQ\_Hapur\_Simbhawali | 124.35 | 120 | 662.37 |
| 53 | BHQ | BHQ\_Kasganj\_Amapur | 128.6 | 120 | 662.37 |
| 54 | BHQ | BHQ\_Maharajganj\_Ghughuli | 125.8 | 120 | 662.37 |
| 55 | BHQ | BHQ\_Sonbhadra\_Ghorawal | 124.19 | 120 | 662.37 |
| 56 | THQ | THQ\_Bareilly\_BareillySadar | 125.32 | 120 | 664.22 |
| 57 | BHQ | BHQ\_Ayodhya\_Amaniganj | 141.1 | 120 | 1987.10 |
| Total Penalty | | | | | 40206.34 |

**Note:** All PoP (DHQ/THQ/BHQ) Network Delay SLA report is attached in **Annexure 4 & 6**

* + 1. Network Packet Delivery Goal Penalties

The following table illustrates the UPSWAN PoPs (DHQ/THQ/BHQ) “Network Packet Delivery Goal SLA parameter” penalty summary. However, we have considered only such UPSWAN PoP’s for penalty computations which “Network Packet Delivery Goal SLA parameter” were breached during this quarter.

| **Sr. No** | **Site Type** | **UPSWAN PoP Detail** | **Average** | **Network Packet** | **Penalty** |
| --- | --- | --- | --- | --- | --- |
| **Packet Loss** | **Delivery Goal** | **Amount** |
| 1 | BHQ | BHQ\_Pratapgarh\_Laxmanpur | 1.27 | 99 | 662.37 |
| 2 | BHQ | BHQ\_Pratapgarh\_RampurSangram | 1.15 | 99 | 662.37 |
| 3 | BHQ | BHQ\_Pratapgarh\_AaspurDevsara | 1 | 99 | 662.37 |
| 4 | BHQ | BHQ\_SantRavidasNagar\_Suriyavan | 1.15 | 99 | 662.37 |
| 5 | BHQ | BHQ\_SantRavidasNagar\_Deegh | 1.05 | 99 | 662.37 |
| 6 | BHQ | BHQ\_Shahjahanpur\_Nigohi | 1.01 | 99 | 662.37 |
| 7 | BHQ | BHQ\_SantKabirNagar\_Semeriyawan | 1.53 | 99 | 662.37 |
| 8 | BHQ | BHQ\_Kushinagar\_Captanganj | 1.14 | 99 | 662.37 |
| 9 | BHQ | BHQ\_Kushinagar\_Motichak | 1.01 | 99 | 662.37 |
| 10 | BHQ | BHQ\_Kushinagar\_Fazilnagar | 1.18 | 99 | 662.37 |
| 11 | BHQ | BHQ\_Kushinagar\_Khadda | 1.01 | 99 | 662.37 |
| 12 | BHQ | BHQ\_SantKabirNagar\_Belharkala | 1.41 | 99 | 662.37 |
| 13 | BHQ | BHQ\_Auraiya\_ErwaKatra | 1.01 | 99 | 662.37 |
| 14 | BHQ | BHQ\_Etah\_Jaithara | 1.19 | 99 | 662.37 |
| 15 | BHQ | BHQ\_Hardoi\_Madhoganj | 1.09 | 99 | 662.37 |
| 16 | BHQ | BHQ\_Maharajganj\_Brijmanganj | 1.11 | 99 | 662.37 |
| 17 | BHQ | BHQ\_Sitapur\_Gondlamau | 1.04 | 99 | 662.37 |
| 18 | BHQ | BHQ\_Sitapur\_Kasmanda | 1 | 99 | 662.37 |
| 19 | BHQ | BHQ\_Bahraich\_Visheshswarganj | 1.04 | 99 | 662.37 |
| 20 | BHQ | BHQ\_Azamgarh\_Pawai | 1.01 | 99 | 662.37 |
| 21 | BHQ | BHQ\_JyotibaPhuleNagar\_Joya | 1.13 | 99 | 662.37 |
| 22 | BHQ | BHQ\_Banda\_BadokharKhude | 1.32 | 99 | 662.37 |
| 23 | BHQ | BHQ\_Saharanpur\_Nanauta | 1.59 | 99 | 662.37 |
| 24 | BHQ | BHQ\_Sitapur\_Reusa | 1.33 | 99 | 662.37 |
| 25 | BHQ | BHQ\_Bahraich\_Shivpur | 1.02 | 99 | 662.37 |
| 26 | BHQ | BHQ\_Bahraich\_Nawabganj | 1.15 | 99 | 662.37 |
| 27 | BHQ | BHQ\_Bahraich\_Mahinpurwa | 1.51 | 99 | 662.37 |
| 28 | THQ | THQ\_Amethi\_Tilai | 1.24 | 99 | 664.22 |
| 29 | THQ | THQ\_Badaun\_Bisauli | 1.2 | 99 | 664.22 |
| 30 | DHQ | DHQ\_Raebareli | 0.58 | 99.5 | 735.73 |
| 31 | THQ | THQ\_Mirzapur\_Chunaar | 1.22 | 99 | 664.22 |
| 32 | THQ | THQ\_Sultanpur\_Kadipur | 1.2 | 99 | 664.22 |
| 33 | THQ | THQ\_Maharajganj\_Nautanava | 1.11 | 99 | 664.22 |
| 34 | DHQ | DHQ\_Sonbhadra | 0.61 | 99.5 | 735.73 |
| 35 | THQ | THQ\_Deoria\_Rudrapur | 1.02 | 99 | 664.22 |
| 36 | BHQ | BHQ\_Jhansi\_Chirgaon | 1.26 | 99 | 662.37 |
| 37 | THQ | THQ\_Bahraich\_Mahasi | 1.24 | 99 | 664.22 |
| 38 | BHQ | BHQ\_Bareilly\_Kyara | 1 | 99 | 662.37 |
| 39 | BHQ | BHQ\_Bareilly\_Fatehganj\_w | 1.05 | 99 | 662.37 |
| 40 | DHQ | DHQ\_Etah | 0.56 | 99.5 | 735.73 |
| 41 | DHQ | DHQ\_SantRavidasNagar | 0.52 | 99.5 | 735.73 |
| 42 | BHQ | BHQ\_Varanasi\_KashiVidyapeeth | 1.01 | 99 | 662.37 |
| 43 | THQ | THQ\_Bulandshahar\_Sikandrabad | 1.02 | 99 | 664.22 |
| 44 | THQ | THQ\_Sonbhadra\_Dudhi | 1.09 | 99 | 664.22 |
| 45 | DHQ | DHQ\_Aligarh | 0.53 | 99.5 | 735.73 |
| 46 | BHQ | BHQ\_Jaunpur\_Baksha | 1.17 | 99 | 662.37 |
| 47 | THQ | THQ\_Azamgarh\_Sagadi | 1 | 99 | 664.22 |
| 48 | BHQ | BHQ\_Deoria\_Pathardeva | 1.14 | 99 | 662.37 |
| 49 | BHQ | BHQ\_Deoria\_RampurKarkhana | 1.13 | 99 | 662.37 |
| 50 | THQ | THQ\_Jhansi\_Mauranipur | 1.04 | 99 | 664.22 |
| 51 | BHQ | BHQ\_Varanasi\_Pindra | 1.04 | 99 | 662.37 |
| 52 | BHQ | BHQ\_Varanasi\_Baragaon | 1.16 | 99 | 662.37 |
| 53 | THQ | THQ\_SantKabirNagar\_Ghanghata | 1.09 | 99 | 664.22 |
| 54 | DHQ | DHQ\_Deoria | 0.53 | 99.5 | 735.73 |
| 55 | BHQ | BHQ\_Shahjahanpur\_Mirzapur | 1.32 | 99 | 662.37 |
| 56 | BHQ | BHQ\_Shahjahanpur\_Sindhauli | 1 | 99 | 662.37 |
| 57 | BHQ | BHQ\_Mirzapur\_Jamalpur | 1.14 | 99 | 662.37 |
| 58 | THQ | THQ\_Firozabad\_Tundla | 1.01 | 99 | 664.22 |
| 59 | THQ | THQ\_Unnao\_Safipur | 1.08 | 99 | 664.22 |
| 60 | THQ | THQ\_Ghazipur\_Saidapur | 1 | 99 | 664.22 |
| 61 | THQ | THQ\_Rampur\_Bilaspur | 1.24 | 99 | 664.22 |
| 62 | BHQ | BHQ\_Agra\_AgraSadar\_Akola | 1.2 | 99 | 662.37 |
| 63 | BHQ | BHQ\_Agra\_Sainya | 1 | 99 | 662.37 |
| 64 | BHQ | BHQ\_Mau\_Ranipur | 1 | 99 | 662.37 |
| 65 | BHQ | BHQ\_Hapur\_Simbhawali | 1.23 | 99 | 662.37 |
| 66 | BHQ | BHQ\_Kasganj\_Amapur | 1.21 | 99 | 662.37 |
| 67 | BHQ | BHQ\_Maharajganj\_Ghughuli | 1.24 | 99 | 662.37 |
| 68 | BHQ | BHQ\_Maharajganj\_Mithaura | 1 | 99 | 662.37 |
| 69 | BHQ | BHQ\_Sonbhadra\_Ghorawal | 1.17 | 99 | 662.37 |
| 70 | THQ | THQ\_Bareilly\_BareillySadar | 1.23 | 99 | 664.22 |
| 71 | BHQ | BHQ\_Ayodhya\_Amaniganj | 1.41 | 99 | 662.37 |
| Total Penalty | | | | | 47,499.81 |

**Note:** All PoP (DHQ/THQ/BHQ) Packet loss report is attached in **Annexure 4 & 6**

* + 1. Network Jitter SLA

The following table illustrates the UPSWAN PoPs (DHQ/THQ/BHQ) “Network Jitter SLA parameter” penalty summary. However, we have considered only such UPSWAN PoP’s for penalty computations which “Network Jitter SLA breach parameter” were breached this quarter.

| **Sr. No.** | **Site Type** | **UPSWAN PoP Detail** | **Avg. Jitter** | **Network Jitter SLA** | **Penalty Amount** |
| --- | --- | --- | --- | --- | --- |
| 1 | BHQ | BHQ\_Mirzapur\_Pahadi | 13.18 | 12 | 662.37 |
| 2 | BHQ | BHQ\_SantRavidasNagar\_Deegh | 15.02 | 12 | 662.37 |
| 3 | BHQ | BHQ\_SantKabirNagar\_Semeriyawan | 13.08 | 12 | 662.37 |
| 4 | BHQ | BHQ\_Kushinagar\_Captanganj | 13.42 | 12 | 662.37 |
| 5 | BHQ | BHQ\_Kushinagar\_Khadda | 13.04 | 12 | 662.37 |
| 6 | BHQ | BHQ\_SantKabirNagar\_Belharkala | 12.17 | 12 | 662.37 |
| 7 | BHQ | BHQ\_Auraiya\_ErwaKatra | 12.68 | 12 | 662.37 |
| 8 | BHQ | BHQ\_Maharajganj\_Brijmanganj | 14.22 | 12 | 662.37 |
| 9 | BHQ | BHQ\_Sitapur\_Gondlamau | 14.16 | 12 | 662.37 |
| 10 | BHQ | BHQ\_Sitapur\_Kasmanda | 13.13 | 12 | 662.37 |
| 11 | BHQ | BHQ\_Banda\_Kamasin | 12.11 | 12 | 662.37 |
| 12 | BHQ | BHQ\_Aligarh\_Gangiri | 15.22 | 12 | 662.37 |
| 13 | BHQ | BHQ\_Saharanpur\_SadholiKadim | 15.45 | 12 | 662.37 |
| 14 | BHQ | BHQ\_Aligarh\_Gonda | 14.78 | 12 | 662.37 |
| 15 | BHQ | BHQ\_Aligarh\_Tappal | 12.26 | 12 | 662.37 |
| 16 | BHQ | BHQ\_Saharanpur\_Nanauta | 12.31 | 12 | 662.37 |
| 17 | BHQ | BHQ\_Saharanpur\_Gangoh | 13.31 | 12 | 662.37 |
| 18 | BHQ | BHQ\_Bahraich\_Mahinpurwa | 13.05 | 12 | 662.37 |
| 19 | THQ | THQ\_Prayagraj\_Koraon | 12.13 | 12 | 664.22 |
| 20 | THQ | THQ\_Amethi\_Tilai | 13.19 | 12 | 664.22 |
| 21 | THQ | THQ\_Badaun\_Bisauli | 12.08 | 12 | 664.22 |
| 22 | THQ | THQ\_Ballia\_Rasra | 12.35 | 12 | 664.22 |
| 23 | DHQ | DHQ\_Prayagraj | 15.77 | 10 | 1471.46 |
| 24 | BHQ | BHQ\_Sambhal\_Rajpura | 15.92 | 12 | 662.37 |
| 25 | BHQ | BHQ\_Sambhal\_Panwasa | 12.28 | 12 | 662.37 |
| 26 | BHQ | BHQ\_Sitapur\_Parsenda | 12.42 | 12 | 662.37 |
| 27 | BHQ | BHQ\_Sitapur\_Hargaon | 12.23 | 12 | 662.37 |
| 28 | BHQ | BHQ\_Sonbhadra\_Myorpur | 13.1 | 12 | 662.37 |
| 29 | BHQ | BHQ\_Gonda\_Haldharmau | 15.8 | 12 | 662.37 |
| 30 | BHQ | BHQ\_Gorakhpur\_Chargawan | 12.51 | 12 | 662.37 |
| 31 | BHQ | BHQ\_Gorakhpur\_JungalKaudia | 14.14 | 12 | 662.37 |
| 32 | BHQ | BHQ\_Hardoi\_Bawan | 13.47 | 12 | 662.37 |
| 33 | THQ | THQ\_Shrawasti\_Ikauna | 12.51 | 12 | 664.22 |
| 34 | THQ | THQ\_Mirzapur\_Madihaan | 13.12 | 12 | 664.22 |
| 35 | BHQ | BHQ\_Lucknow\_Sarojninagar | 14.49 | 12 | 662.37 |
| 36 | THQ | THQ\_Bahraich\_Kaiserganj | 13.75 | 12 | 664.22 |
| 37 | DHQ | DHQ\_Etah | 10.54 | 10 | 735.73 |
| 38 | DHQ | DHQ\_SantRavidasNagar | 11.93 | 10 | 735.73 |
| 39 | DHQ | DHQ\_Hapur | 13.24 | 10 | 735.73 |
| 40 | DHQ | DHQ\_Kasganj | 11.9 | 10 | 735.73 |
| 41 | BHQ | BHQ\_Hardoi\_Tandiyawan | 12.46 | 12 | 662.37 |
| 42 | BHQ | BHQ\_Hardoi\_Sandi | 13.95 | 12 | 662.37 |
| 43 | BHQ | BHQ\_Chandauli\_Sahabganj | 12.63 | 12 | 662.37 |
| 44 | BHQ | BHQ\_Barabanki\_Siddhaur | 14.78 | 12 | 662.37 |
| 45 | BHQ | BHQ\_Baghpat\_Pilana | 12.14 | 12 | 662.37 |
| 46 | BHQ | BHQ\_GautamBuddhaNagar\_Bisrakh | 13.12 | 12 | 662.37 |
| 47 | BHQ | BHQ\_Varanasi\_KashiVidyapeeth | 12.14 | 12 | 662.37 |
| 48 | BHQ | BHQ\_Unnao\_Bichia | 13.98 | 12 | 662.37 |
| 49 | THQ | THQ\_Bulandshahar\_Sikandrabad | 14.14 | 12 | 664.22 |
| 50 | BHQ | BHQ\_Deoria\_Pathardeva | 12.56 | 12 | 662.37 |
| 51 | THQ | THQ\_Banda\_Baberu | 14.3 | 12 | 664.22 |
| 52 | THQ | THQ\_Basti\_Harriya | 14.58 | 12 | 664.22 |
| 53 | BHQ | BHQ\_Shahjahanpur\_Sindhauli | 13.46 | 12 | 662.37 |
| 54 | THQ | THQ\_Firozabad\_Tundla | 13.38 | 12 | 664.22 |
| 55 | THQ | THQ\_Unnao\_Safipur | 12.12 | 12 | 664.22 |
| 56 | THQ | THQ\_Ghazipur\_Saidapur | 12.67 | 12 | 664.22 |
| 57 | BHQ | BHQ\_Agra\_Sainya | 13.88 | 12 | 662.37 |
| 58 | BHQ | BHQ\_Mau\_Ranipur | 12.17 | 12 | 662.37 |
| 59 | BHQ | BHQ\_Kasganj\_Amapur | 15.21 | 12 | 662.37 |
| 60 | BHQ | BHQ\_Sonbhadra\_Ghorawal | 12.19 | 12 | 662.37 |
| 61 | BHQ | BHQ\_Bareilly\_Bhadpura | 13.79 | 12 | 662.37 |
| 62 | BHQ | BHQ\_Ayodhya\_Amaniganj | 12.17 | 12 | 662.37 |
| **Total Penalty** | | | | | **42193.45** |

**Note:** All PoP (DHQ/THQ/BHQ) Average Jitter SLA report is attached in **Annexure 4 & 6**

* + 1. Manpower Penalty

The following table illustrates the manpower availability and penalty, if any, for the quarter starting from 1st July 2025 to 30th Sep 2025. We have reviewed the attendance register signed on a regular basis, by the resources deployed by M/s Bharti Airtel at the helpdesk of UPSWAN 2.0 and identified the unavailability/ absence of resources, if any, during this Quarter.

1. **Manpower Availability for Q24 Quarter Period (01th July 2025 to 31st July 2025)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No** | **Team Member** | **Resource Name** | **Location** | **Required as per RFP** | **No. of Days Present** | **Penalty#** | | **Absentee Detail** |
| 1 | Project Manager | Ranjeet Singh | NOC | Yes | 27 | 0.00 | | Nil |
| 2 | Network-Sec Admin | Anshul Chaurasia\* | NOC | Yes | 23 | 7000.00 | | 19th July 2025 |
| 3 | Network Admin | Archana Rawat | NOC | Yes | 27 | 0.00 | | Nil |
| 4 | Network Admin | Sumit Kumar Yadav/Anubhav Kumar\* | NOC | Yes | 26 | 0.00 | | Nil |
| 5 | Network Admin | Rahul Singh | NOC | Yes | 24 | 0.00 | | Nil |
| 6 | Network-Sec Admin (Backup) | Somendra Yadav\* | NOC | NO^ | 25 | 0.00 | | Nil |
| 7 | Network Admin | Mohd. Mabwood | NOC | Yes | 27 | 0.00 | | Nil |
| 8 | NMS Admin | Ritesh Chaurasiya | NOC | Yes | 27 | 0.00 | | Nil |
| 9 | NMS Admin (Backup) | Priyanshu Shekhar | NOC | NO^ | 27 | 0.00 | | Nil |
| 10 | Project Manager (Backup) | Abhinandan Singh | NOC | NO^ | 24 | 0.00 | | Nil |
| 11 | Network Admin (Backup) | Mohit Kumar Garg | NOC | NO^ | 26 | 0.00 | | Nill |
| 12 | Shift-1\_Helpdesk 1 | Rupali Yadav | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 13 | Shift-1\_Helpdesk 2 | Satveer Singh | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 14 | Shift-1\_Helpdesk 3 | Vartika Srivastava | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 15 | Shift-1\_Helpdesk 4 | Jaiveer Singh | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 16 | Shift-2\_Helpdesk 1 | Naveen Mishra | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 17 | Shift-2\_Helpdesk 2 | Adarsh Shukla | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 18 | Shift-2\_Helpdesk 3 | Raju | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 19 | Shift-2\_Helpdesk 4 | Arun | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 20 | Shift-3\_Helpdesk 1 | Neeraj Tiwari | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 21 | Shift-3\_Helpdesk 2 | Santosh | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 22 | Shift-3\_Helpdesk 3 | Rambali | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 23 | Shift-3\_Helpdesk 4 | Salman Khan | Helpdesk | Yes | 31 | 0.00 | | Nil |
|  | **Total Penalty for July 2025** | |  | | | **7000.00** | **19th July 2025** | |

**\***Anubhav Kumar has replaced Sumit Kumar Yadav following his resignation.

**\***Despite additional resources deployed by the Service Provider (M/s Airtel), Resource (Network-Sec Admin) & backup for same was absent on 19th July 2025.

Note:

1. There were 4 Sundays in the month of July 2025. Therefore, as per RFP SLA, senior resources are exempt from levy of penalty on their absence on Sundays.
2. As per RFP SLA, on any working day at least seven resources of different expertise, such as, Project Manager, Security Admin, NMS Admin and Network Admin are required to be deployed by M/s Bharti Airtel. Instead, they have deployed more than the required number of resources. Therefore, no penalty is recommended on NOC experts.
3. As per RFP SLA, M/s Bharti Airtel should have provided the name of helpdesk resources based on their designation. Therefore, it is strongly recommended that M/s Bharti Airtel shall adhere the UPSWAN RFP requirements and maintain resources’ attendance along with their respective designation.
4. **Manpower Availability for Q24 Quarter Period (01st Aug 2025 to 31st Aug 2025)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No** | **Team Member** | **Resource Name** | **Location** | **Required as per RFP** | **No. of Days Present** | **Penalty#** | | **Absentee Detail** |
| 1 | Project Manager | Ranjeet Singh | NOC | Yes | 25 | 0.00 | | Nil |
| 2 | Network-Sec Admin | Anshul Chaurasia | NOC | Yes | 26 | 0.00 | | Nil |
| 3 | Network Admin | Archana Rawat | NOC | Yes | 25 | 0.00 | | Nil |
| 4 | Network Admin | Anubhav Kumar | NOC | Yes | 26 | 0.00 | | Nil |
| 5 | Network Admin | Rahul Singh | NOC | Yes | 25 | 0.00 | | Nil |
| 6 | Network-Sec Admin (Backup) | Somendra Yadav | NOC | NO^ | 26 | 0.00 | | Nil |
| 7 | Network Admin | Mohd. Mabwood | NOC | Yes | 25 | 0.00 | | Nil |
| 8 | NMS Admin | Ritesh Chaurasiya | NOC | Yes | 25 | 0.00 | | Nil |
| 9 | NMS Admin (Backup) | Priyanshu Shekhar | NOC | NO^ | 26 | 0.00 | | Nil |
| 10 | Project Manager (Backup) | Abhinandan Singh | NOC | NO^ | 23 | 0.00 | | Nil |
| 11 | Network Admin (Backup) | Mohit Kumar Garg | NOC | NO^ | 23 | 0.00 | | Nill |
| 12 | Shift-1\_Helpdesk 1 | Rupali Yadav | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 13 | Shift-1\_Helpdesk 2 | Satveer Singh | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 14 | Shift-1\_Helpdesk 3 | Vartika Srivastava | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 15 | Shift-1\_Helpdesk 4 | Jaiveer Singh | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 16 | Shift-2\_Helpdesk 1 | Naveen Mishra | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 17 | Shift-2\_Helpdesk 2 | Adarsh Shukla | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 18 | Shift-2\_Helpdesk 3 | Raju | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 19 | Shift-2\_Helpdesk 4 | Arun | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 20 | Shift-3\_Helpdesk 1 | Neeraj Tiwari | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 21 | Shift-3\_Helpdesk 2 | Santosh | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 22 | Shift-3\_Helpdesk 3 | Rambali | Helpdesk | Yes | 31 | 0.00 | | Nil |
| 23 | Shift-3\_Helpdesk 4 | Salman Khan | Helpdesk | Yes | 31 | 0.00 | | Nil |
|  | **Total Penalty for Aug 2025** | |  | | | **0.00** | **Nil** | |

Note:

1. There were 5 Sundays in the month of Aug 2025. As per RFP SLA senior resources are exempt from levy of any penalty for their absence on Sundays.
2. As per RFP SLA, on any working day at least seven resources of different expertise, such as, Project Manager, Security Admin, NMS Admin and Network Admin are required to be deployed by M/s Bharti Airtel. Instead, M/s Bharti Airtel have deployed more than the required number of resources. Therefore, no penalty is recommended on NOC experts as the minimum number of required resources were present.
3. As per RFP SLA, M/s Bharti Airtel should have provided the name of helpdesk resources based on their designation. Therefore, it is strongly recommended that M/s Bharti Airtel shall adhere the UPSWAN RFP requirements and maintain resources’ attendance along with their respective designation.
4. **Manpower Availability for Q24 Quarter Period (01st Sep 2025 to 30th Sep 2025)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No** | **Team Member** | **Resource Name** | **Location** | **Required as per RFP** | **No. of Days Present** | **Penalty#** | | **Absentee Detail** |
| 1 | Project Manager | Ranjeet Singh | NOC | Yes | 25 | 0.00 | | Nil |
| 2 | Network-Sec Admin | Anshul Chaurasia | NOC | Yes | 24 | 0.00 | | Nil |
| 3 | Network Admin | Archana Rawat | NOC | Yes | 26 | 0.00 | | Nil |
| 4 | Network Admin | Anubhav Kumar | NOC | Yes | 26 | 0.00 | | Nil |
| 5 | Network Admin | Rahul Singh | NOC | Yes | 26 | 0.00 | | Nil |
| 6 | Network-Sec Admin (Backup) | Somendra Yadav | NOC | NO^ | 26 | 0.00 | | Nil |
| 7 | Network Admin | Mohd. Mabwood | NOC | Yes | 26 | 0.00 | | Nil |
| 8 | NMS Admin | Ritesh Chaurasiya | NOC | Yes | 26 | 0.00 | | Nil |
| 9 | NMS Admin (Backup) | Priyanshu Shekhar | NOC | NO^ | 25 | 0.00 | | Nil |
| 10 | Project Manager (Backup) | Abhinandan Singh | NOC | NO^ | 25 | 0.00 | | Nil |
| 11 | Network Admin (Backup) | Mohit Kumar Garg | NOC | NO^ | 26 | 0.00 | | Nill |
| 12 | Shift-1\_Helpdesk 1 | Rupali Yadav | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 13 | Shift-1\_Helpdesk 2 | Satveer Singh | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 14 | Shift-1\_Helpdesk 3 | Vartika Srivastava | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 15 | Shift-1\_Helpdesk 4 | Jaiveer Singh | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 16 | Shift-2\_Helpdesk 1 | Naveen Mishra | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 17 | Shift-2\_Helpdesk 2 | Adarsh Shukla | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 18 | Shift-2\_Helpdesk 3 | Raju | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 19 | Shift-2\_Helpdesk 4 | Arun | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 20 | Shift-3\_Helpdesk 1 | Neeraj Tiwari | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 21 | Shift-3\_Helpdesk 2 | Santosh | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 22 | Shift-3\_Helpdesk 3 | Rambali | Helpdesk | Yes | 30 | 0.00 | | Nil |
| 23 | Shift-3\_Helpdesk 4 | Salman Khan | Helpdesk | Yes | 30 | 0.00 | | Nil |
|  | **Total Penalty for Sep 2025** | |  | | | **0.00** | **Nil** | |

Note:

1. There were 4 Sundays in the month of Sep 2025. Therefore, as per RFP SLA, senior resources are exempt from levy of penalty on their absence on Sundays.
2. As per RFP SLA, on any working day at least seven resources of different expertise, such as, Project Manager, Security Admin, NMS Admin and Network Admin are required to be deployed by M/s Bharti Airtel. Instead, they have deployed more than the required number of resources. Therefore, no penalty is recommended on NOC experts.
3. As per RFP SLA, M/s Bharti Airtel should have provided the name of helpdesk resources based on their designation. Therefore, it is strongly recommended that M/s Bharti Airtel shall adhere the UPSWAN RFP requirements and maintain resources’ attendance along with their respective designation.

**Note: -** Quarterly Reference Attendance Report for the period from 1st July 2025 to 30th Sep 2025 is attached as **Annexure-7**.

1. **Trouble Ticket Compliance Review**

TPA would verify the tickets logged in the service manager tool with appropriate severity and verify SLA compliance of M/s Bharti Airtel as per the agreed SLA.

**Service Management**

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Severity Level** | **Descriptions** |
|  | Severity – 1 | Equipment installed at SHQ (Network, Servers, Security etc.)  SHQ MPLS Links, SHQ Internet Links. |
|  | Severity – 2 | Equipment installed at DHQ & DHQ MPLS link |
|  | Severity – 3 | Equipment installed at THQ/BHQ s& THQ/BHQ MPLS Links |
|  |  |  |

**Service Management for Equipment and Links**

TPA has been reviewing the Helpdesk tickets logged in UPSWAN 2.0's helpdesk tool and verifying the ticket compliance SLA MTTA/MTTR.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Severity Level** | **Peak Business Hours** | | Extended Business Hours | |
| MTTA | MTTR | MTTA | MTTR |
|  | Severity 1 (SHQ) | ¼ Hr | 1 Hr | ½ Hr | 2 Hr |
|  | Severity 2 (DHQ) | ½ Hr | 2 Hr | 1 Hr | 4 Hr |
|  | Severity 3 (THQ & BHQ) | 1 Hr | 6 Hr | 2 Hr | NBD |
|  |  |  |  |  |  |

The above matrix for response and resolution service levels will be subject to the following terms and conditions:

* All the indicators will be measured/Calculated every month; thereafter consolidation will be done for each quarter.
* Support calls will also include the calls that require escalation to related vendors to resolve the issue.
* UPSWAN 2.0 Operator needs to resolve 98% of calls with in defined time limits.

* 1. Ticket Compliance Review
     1. JAS 2025 Total Tickets Detail

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr No** | **PoP Type** | **Severity Level** | **JAS-2025 Ticket Detail** | | | **Total Tickets** | |
| **PBH** | **ESH** | **Carry Forwarded** |
| 1 | SHQ | Severity 1 | 0 | 0 | 0 | 0 | |
| 2 | DHQ | Severity 2 | 1010 | 753 | 5 | 1768 | |
| 3 | THQ | Severity 3 | 5772 | 5506 | 29 | 11307 | |
| 4 | BHQ | Severity 3 | 24511 | 13397 | 105 | 38013 | |
|  | Total |  | 31293 | 19656 | 139 |  | |
| **Total Ticket** | | | | | | | **51058** |

* + 1. Root Cause Analysis of Trouble Ticket

Following table illustrates trouble ticket bucket details where helpdesk team categorised the problem and transferred tickets to respective user’s groups. Additionally, the service provider has implemented a new crystal report in April 2020 for automated trouble tickets time allocation in PBH and ESH.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | UPSWAN Ticket | Total Tickets in JAS Qtr-2025 | | | | | Ticket Raised % |
| BIN (Group) Detail | July | Aug | Sep | Carry Forward | Total |
|  | 2025 | 2025 | 2025 | Tickets |
| 1. | Customer Issue | 4561 | 3907 | 4054 | 98 | 12620 | **24.70%** |
| 2. | Media Issue | 9969 | 11813 | 12766 | 28 | 34576 | **67.68%** |
| 3. | Airtel Issue | 0 | 0 | 0 | 0 | 0 | **0.00%** |
| 4. | UPS Issue | 1411 | 1291 | 1176 | 13 | 3891 | **7.62%** |
| 5. | Hardware issue | 1 | 0 | 0 | 0 | 1 | **0.00%** |
| 6. | Testing | 0 | 0 | 0 | 0 | 0 | **0.00%** |
|  | **Total** | **15942** | **17011** | **17996** | **139** | **51088** | **100%** |

* + 1. Peak Business Hour Tickets

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr No** | **PoP Type** | **Severity Level** | **Total Ticket** | **MTTA** | | **MTTR** | | |
| **(**Mean Time to Attend) | | **(**Mean Time to Resolved) | | |
| **Response Within SLA** | **Ticket Breached** | **Ticket Resolved Within SLA** | **Ticket Breached** | **Ticket Compliance (%)** |
| 1. | SHQ | Severity 1 | 0 | 0 | 0 | 0 | 0 | 100% |
| 2. | DHQ | Severity 2 | 1010 | 1010 | 0 | 839 | 171 | 83.07% |
| 3. | THQ | Severity 3 | 5772 | 5772 | 0 | 5502 | 270 | 95.32% |
| 4. | BHQ | Severity 3 | 24511 | 24511 | 0 | 22243 | 2268 | 90.75% |

* + 1. Extended Business Hours

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr No** | | **PoP Type** | | **Severity Level** | | **Total Ticket** | | **MTTA** | | | | **MTTR** | | | | | |
| **(**Mean Time to Attend) | | | | **(**Mean Time to Resolved) | | | | | |
| **Response Within SLA** | | **Ticket Breached** | | **Ticket Resolved Within SLA** | | **Ticket Breached** | | **Ticket Compliance (%)** | |
| 1. | | SHQ | | Severity 1 | | 0 | | 0 | | 0 | | 0 | | 0 | | 100% | |
| 2. | | DHQ | | Severity 2 | | 753 | | 753 | | 0 | | 622 | | 131 | | 82.60% | |
| 3. | | THQ | | Severity 3 | | 5506 | | 5506 | | 0 | | 5480 | | 26 | | 99.53% | |
| 4. | | BHQ | | Severity 3 | | 13397 | | 13397 | | 0 | | 12967 | | 430 | | 96.79% | |

* The M/s Bharti Airtel does not follow the MTTR ticket resolution timeline (i.e.98%) as per the RFP.

**Note: -** Quarterly Reference Tickets Summary Report for the period from 1st July 2025 to 30th Sep 2025 is attached as **Annexure-8**.

* + 1. BDO Trouble Ticket Penalty Calculation Approach

We have followed the three-pronged approach to compute UPSWAN SLA calculation-

1. Verify the NMS generated PoP Availability report
2. Verify the crystal report (Automated ticket time separation report)
3. Verify the trouble tickets logged for PoP down instances.

Hence, we have established following process to compute the PoP availability.

1. BDO has analysed the total number of tickets logged during this quarter and carry forward tickets being resolved in this quarter.
2. Identified the wrong bin tickets, End user assign auto resolved tickets closed without attachments by the helpdesk team.
3. M/s Bharti Airtel has implemented a crystal report to automatically split ticket time in PBH and ESH. Therefore, we have verified the end user tickets have been segregated appropriately in their respective bin or not.
4. UPSWAN PoPs users defined their working hours and submitted to the UPDESCO; Hence, we have verified only those tickets which were logged during the working hours and the airtel team has resolved such tickets within SLA or not.
5. BDO has not verified the end user tickets logged during the public holiday, district holiday and Sunday, as per UPDESCO’s instruction on UPSWAN PoP user’s office working timeline.
6. BDO has verified and considered the relevant and appropriate evidence submitted for each relevant ticket of the JAS 2025 quarter. M/s Bharti airtel has failed to produce appropriate evidence for the remaining tickets and such tickets were considered for penalty calculation.
7. Airtel Invoice Detail Verification

M/s Bharti Airtel has submitted following invoices for Quarter starting from 1st July 2025 to 30th Sep 2025 post completion of operation and maintenance services for UPSWAN 2.0. and as per their agreed scope of work.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Bill NO** | **PoP Detail** | **LSI Count** | **Recurring Charges** | **Taxes (CGST+SGST)** | **Invoice Amount (Total)** |
| **1** | **BBL092608B034221/ BBL092609B038772/ BBL092610B050253/ BBL092610B050378/ BBL092610B051274/ BBL092610B051275** | BHQ | 574 | 64440540.50 | 11599298.48 | 76039838.98 |
| **2** | **BBL092610B050253/ BBL092610B050378/ BBL092610B050980** | DHQ | 75 | 9352481.25 | 1683445.72 | 11035926.97 |
| **3** | **BBL092610B050253/ BBL092610B051276** | THQ | 235 | 26456300.00 | 4762133.76 | 31218433.76 |
| **4** | **BBL092610B050253** | SHQ | 1 | 7145908.00 | 1286263.42 | 8432171.42 |
| **5** | **BBL092610B050190** | SHQ | 1 | 10825302.50 | 1948554.46 | 12773856.96 |
| **Grand Total** | |  | **886** | **118220532.25** | **21279695.84** | **139500228.09** |

**Note:** Airtel Invoice Detail submitted to UPDESCO as per the **Annexure-2.**

Following are observations with respect to invoices submitted by M/s Airtel:

Total applicable QGR Amount for the Quarter from 1st July 2025 to 30th Sep 2025 for M/s Bharti Airtel are as per description above.

Also, UPDESCO should detect the penalty amount of this quarter from following final applicable QGR Amount.

1. **Abbreviations**

|  |  |  |
| --- | --- | --- |
| # | **Abbreviation** | **Description (Full Form)** |
|  | AMJ | April May June |
|  | SHQ | State Head Quarter |
|  | BHQ | Block Head Quarter |
|  | DHQ | District Head Quarter |
|  | THQ | Tehsil Head Quarter |
|  | G2B | Government to Business |
|  | G2C | Government to Citizen |
|  | G2G | Government to Government |
|  | HTTP | Hypertext Transfer Protocol |
|  | MPLS | Multi-Protocol Level Switching |
|  | NMS | Network Management System |
|  | EMS | Enterprise Management System |
|  | PoP/PoPs | Point of Presence |
|  | SIA | State Implementation Agency |
|  | SLA | Service Level Agreement |
|  | TPA | Third Party Audit |
|  | UPDESCO | UP Development Systems Corporation Ltd. |
|  | UPSWAN | UP Statewide Area Network |
|  | UPS | Uninterrupted Power Supply |
|  | PBH | Primary Business Hour |
|  | ESH | Extended Service Hour |
|  | NBD | Next Business Day |
|  | NC | Non-Compliance |
|  |  |  |

1. **Report Reference annexures**

Annexure-1 Letter for redefining of timelines



Annexure-2 Q24 Qtr. Invoice JAS 2025



Annexure-3 PoP Timeline Letter form UPDESCO

 

Annexure-4 BDO Calculated JAS-2025 Quarter Availability and Penalty Computation Report



Annexure-5 All UPSWAN Nodes Availability Report PBH-ESH JAS-2025



Annexure-6 UPSWAN 2.0 JAS-2025 Jitter, Latency and Packet Loss Report



Annexure-7 Attendance – JAS-2025



Annexure-8 Total Tickets summary of JAS-2025 Quarter



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