



All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi

(The Recognised Representative Association of BSNL)

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GS/AIGETOA/2021/27

Dated 26.03.2022

To
**The Chief General Manager,
BSNL, CN-TX South, Chennai.**

Subject: Developmental and field issues of CXTN(South) Circle for immediate attention and resolution -Reg.

Respected Sir,

As you know that, South circles are major revenue sources for BSNL and the maintenance of Backbone Network and its 100% uptime is the major responsibility lies with us. We know that the load on Backbone increased many folds in recent times and single core link or router causing huge network issues for our bellowed customers. In view of improving the network of CXTN circle for Southern Telecom Circles, we would like to submit following field related issues for your kind attention in resolving them early to improve the network further.

- 1) **Procurement of OTNs, CPAN (100G&40G Systems) and Backbone Core/Edge Routers:** It is well known fact that, BSNL Backbone needs to be strengthened in terms of its Traffic handling capabilities by installing the OTNs in place of DXC and other old systems. The DXC systems are getting repeated issues and have become old systems. The Vendor support for these DXC systems is also known to be uncertain. The implementation of CPAN nodes with higher capacities of 100G and 40G is also need of hour and should be installed in the fields immediately.
- 2) **Single Docket booking portal from NIB Node/BA NOC to BBNW/MPLS/Core/Vendor:** It is to bring to your kind notice that, MPLS NOC and BBNW are having two different docket mechanism called BMAP and Remedy respectively. On many occasions, it is observed that the resolution of issues like browsing/ Configuration related issues w.r.t ILL, VPN and FTTH are getting delayed and causing customer dissatisfaction. Hence, it is requested to device only one portal for handling issues of MPLSNOC and BBNW.
- 3) **Laying of new OFC routes and Rehabilitation of OFC routes:** BSNL is going to launch 4G services very soon and our FTTH traffic is also going up day by day. It is observed that, many important backbone routes and SSA routes are working on single fiber without suitable and healthy standby route. The quality of existing OFC has also gone down and performance has degraded in carrying the regular traffic. In view of this, laying of new OFC between Important State, District (SSA) and SDCA HQs is badly required and needs to be executed at the earliest. Similarly, the rehabilitation of OFC routes should be taken up as a top agenda in the field.
- 4) **Provisioning of monitoring Core/PE routes to NIB In-charges:** Whenever some core like issue between Core to Core or PE to BNG, the field (NIB) in-charges are facing the issue in identifying the issue and no proper update is coming from concerned CNTX Team to the filed units. NIB in-charges are made to run pillar to post for identifying the issue and due to this, they are unable to give proper reply to field officers and customers. Hence, it is requested to provide the credentials to monitor the core links to the NIB teams i.e. at least one user per BA.

Regn. No. : HR/019/2018/02138

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5) **Kerala Circle Issues:** It is to bring to your kind notice that, Kerala is big Circle for BSNL in terms of revenue and customer base. This Circle should not suffer from any non-availability of man power to maintain the services. We submit few points as Justification of staff and retention of executives in Kerala circle to execute the major works:

- a) NHA1 six lane expansion works are under active progress in the entire coastal stretch of Kerala (around 670 Km) spanning all the Maintenance divisions. Work has already commenced in Kozhikode, Kannur & Kasargod Districts.
- b) Alappuzha-Changanasherry semi-elevated highway 26 Km STR route to be laid in the entire stretch.
- c) The prestigious KLI project which is to be completed within a time frame of 1000 days (8 nos. of technical staff deployed)
- d) "Kochi Metro Phase II works have commenced. NH widening works in Idukki district spanning around 110 KM. KSTP road widening works in Palakkad & Kozhikode regions (200 Km)"
- e) Only bare minimum contract staff deployed for maintenance activities when compared to other sub regions (50 nos.)
- f) OFC patchworks are executed by maintenance divisions only
- g) CN Tx Ernakulum caters to the requirements of Kerala Circle, which is the most revenue earning Circle in BSNL. Frequent data outage issue at Lakshadweep islands.

6) **Following material are required for Kerala Circle for improving the network:**

- a) 24F OFC -- 140 KM
- b) 48F OFC -- 80 KM
- c) 1200 Nos of Joint closures
- d) PLB material for 180 KM

7) **Technical issue of Kerala Circle to be addressed:**

The Connectivity to Lakshadweep islands is now mainly working via GSAT19 and GSAT11 satellites. The Satellite earth stations are situated at Bangalore Bylalu Chandrayan station and at Bangalore WMS building. Bangalore Bylalu Chandrayan station satellite link is extended from CPAN media between Bangalore Bylalu Chandrayan station & Bangalore WMS building CPAN nodes.

Even though satellite links are the main cause of concern in terms of reliability and quality, there is still room for improvement in terrestrial links too in the case of Lakshadweep connectivity. We have seen many outages due to the terrestrial part especially link towards the Chandrayan Bylalu from WMS. This is resulting in multiple service outages in GSM, Broadband, leased line, etc causing SLA issues.

On an analysis it is observed that, media from Panampilly Nagar Thrippunithura (RNC/switch/PE router end) to Bangalore WMS is observed as stable. Not much outage instances are observed in this part. But optimizations can be done in the Bangalore WMS to Bylalu BGTD CPAN links.

On 16-02-2022 also an outage occurred due to OF link failure (multiple fiber break) between Bangalore WMS to Bylalu BGTD CPAN nodes, resulting near isolation of Lakshadweep islands.

It is reported that, One fiber cut happened between Chandrayan Bylalu (10.122.201.145) and Kengeri (10.123.147.117) CPAN B Nodes, which is part of the main tunnel for the Lakshadweep service and another fiber cut between Chandrayan Bylalu (10.122.201.145) Bidadi Exchange (10.122.198.129) CPAN B Nodes, which is part of the protection tunnel. No other alternate paths available as of now. Earlier also this section experienced many fiber cuts.

At Lakshadweep, data is coming through VSAT in all the islands and hub station located at ISRO deep space center, Byalulu, near Bangalore. This is connected to BSNL Bangalore WMS through OF media. Frequent OFC faults are happening between Bangalore WMS and Byalulu, which results in heavy outage of data at Lakshadweep islands.

Hence, it is requested for setting up of 1G microwave link between Bangalore WMS and Byalulu to address the issue.

6) Filed issues of Andhra Pradesh, Telangana, Tamilnadu Circles and Chennai TD:

- a) There is shortage of PLB duct pipe and needs to be procure and provided.
- b) Shortage of 24F and 48F Armored/unarmored OFC cable is there.
- c) The shortage of Joint closures is a major concern in attending the OFC faults.
- d) Staff Shortage TTA, JTO and SDE cadre. We request to take up the matter with BSNL CO and respective circle CGMs to provide the required staff.
- e) Bills pending: Hired vehicle bills are pending since last 3 months. It is requested to clear these bills for carrying smoothening works in fields.
- f) The salaries of Upkeep workers are pending for last 3months and it is requested to clear them.

These are the issue needs urgent attention and remedial measure to improve the network. We do hope that all the above issues will be examined on a serious note and steps for immediate resolution will be issued for strengthening of CNTX Network in South Zone.

With Regards,

[MD. WASI AHMAD]
General Secretary

Copy to:

1. The Director (EB), BSNL CO, New Delhi for kind information please.