



# SANCHAR NIGAM EXECUTIVES' ASSOCIATION

## KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)  
SNEA Bhavan, Dharmalayam Road, TVM-695001

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**No.SNEA/Kerala/2018-19/II/91**

**dated at TVM**

**the 10<sup>th</sup> April 2020**

To

**Sh. C V Vinod,**  
**Chief General Manager Telecom,**  
**BSNL, Kerala Circle,**  
**Thiruvananthapuram-33**

Sir,

**Sub: Repair of C-DOT MAX NGN Cards in Kerala Circle Reg:-**

Kind attention is invited to the C-DOT NGN Equipments (CACU/LAGU) commissioned in our Circle with around 3.5 Lakh lines working from 63 CACUs and 633 LAGUs. Now it is understood that there is no arrangements done for AMC/ARC of the CDOT-NGN Systems / repair of faulty Cards, either at BSNL HQ level or Circle level. From the field it is reported that there are large number of NGTJ cards are going faulty and required to be repaired urgently.

Currently large number of LAGU systems in the BAs are working in simplex mode due to non-availability of spare NGTJ cards and any further fault of these cards may lead to the respective exchange failure. Since summer showers along with lightening are expected during the coming months, there is a chance of more cards going faulty.

It is learnt that Kerala Circle has taken up the issue of repairing NGTJ cards with Corporate office and NCNGN Circle and as per the directions of Corporate office, POC was successfully conducted by M/s ITI Bangalore with respect to repair of CDOT MAX NG cards. But Corporate office/NCNGN Circle are yet to respond to the POC conducted by M/s ITI.

In this regard, we request your kind intervention for making arrangements for the repair of these faulty cards at the earliest to avoid service interruption to our customers. We also suggest to take up the issue with Corporate office/CGM NCNGN for diverting unused/idle cards from other circles to Kerala circle.

Thanking You

Sincerely Yours

**Jithesh K P.**  
**Circle Secretary**  
**SNEA Kerala Circle**

Copy to : GM(NWO-CFA), Kerala Circle