



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Largest Association of Executives in BSNL)

SNEA Bhavan, Dharmalayam Road, TVM-695001

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No.SNEA/Kerala/2018-19/II/136

dated 22nd Sep 2020

To

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

Respected Sir,

Sub: Termination of access of OMCWEB portal to the field units, our suggestions, reg:

The Circle Administration had terminated facility of accessing OMCWEB portal, being used by field BSS/NQM units through Internet, from last week without making any alternate arrangements. More than 95% of the BSS/NQM personnel were utilizing this facility through Internet for their day to day management of RF related works. This has created very much difficulties to the field BSS/NQM units for carrying out their routine activities including works related to O&M, RF optimization, EMF and customer complaint handling.

It may be noted that the BSS/NQM teams in BAs have been utilizing OMC WEB portal as a tool more than a portal to fetch various inputs regarding KPIs and traffic reports of BTSs, NodeBs, ENodeBs, BSCs & RNCs even during odd hours for planning and implementing their day to day activities. Also, it is the KPI trends of various NEs and alarms getting escalated that help them to troubleshoot failures occurring in various networks during odd hours. Moreover, OMCWEB has been very much helpful to ascertain and isolate KPI issues occurring in the RAN while addressing customer complaints after office hours.

As BSS/NQM teams are expected to be mostly in the field during normal hours, restricting OMC WEB to the Circle/BA Intranet which is accessible only from offices where LAN is available at present would definitely make the teams very much handicapped to perform their duties effectively.

It would be very much essential to consider extending remote access of the OMC WEB to the BSS/NQM teams in BAs through internet for their effective monitoring/upkeep of the mobile

network availability and service quality in the Circle. Hence, it is requested that necessary authentication required to ensure network security of the portal may be implemented and steps may be taken to extend access of the portal to all field units through internet including 3G/4G network immediately.

Kindly do the needful.

Thanking You,

Sincerely Yours



Jithesh K P
Circle Secretary
SNEA Kerala Circle