



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)

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dtd at TVM, the 25-1-2017

To

Chief General Manager Telecom,
BSNL, Kerala Circle,
Thiruvananthapuram.

Respected Sir,

Sub:-Implementation of Integrated OMC-R

We all know the Mobile Services of Kerala is known as the Model Circle of BSNL and its service is at par with Private Operators who is having superior quality of Services. In many Bench Mark quality drive of TRAI held in Kerala, BSNL always come in the First Two position. This is due to the centralized team work of Mobile Planning, Radio Planning, OMC-R and OMC-S. Unlike in many other Circles, Kerala is having a centralized monitoring Center at Ernakulam from the beginning of Mobile Services. Unlike in other circles, Kerala Mobile services, automated all its critical and non-critical alarms and escalated to different levels from the Technician/House Keeper to CGMT according to the importance and duration of each alarms including Site Outage, Cell Outage, VSWR, Diesel Low, Mains Fail etc. In many other Circles, we are far behind other operators because of the absence of close monitoring of such alarms.

Moreover 24 Hour Support team from OMCR is giving excellent feedback and support to BSS/NQM/Installation teams of Mobile Services for the timely recovery of Alarms. Important and Critical Alarms are send to the concerned officials through SMS and IVRS Calls from OMCR and also through Mails and calls from OMCR Officials. These are the main reason of the success of Kerala BSNL Mobile Services.

Now the OMCR Team is handling about 5400 2G Sites and 3500 3G Sites including 67 BSCs and 22 RNCs. These are managed by 15 SDEs and 5 JTOs controlled by one DE and one DGM. Due to the expansion of our Mobile Services time to time, to accommodate more Servers and its nodes, OMCR which is designed to maintain the network centrally divided into two rooms at the 3rd floor of Panampilly Nagar Exchange of EKM SSA. 15 SDEs and 5 JTOs who are managing the network Round the clock are now sitting in two separate rooms and hence managing the calls to the different networks are now become very difficult. Due to the limited number of staff and for the optimized duty arrangement, one SDE or JTO is always being deputed for night duties and the balance staffs are being allotted to the different duties from 6 AM to 9 PM. During the day time, the calls from the field will be so heavy and it becomes very difficult to manage the calls from two locations and also it become inconvenient to Field staffs.

When the E10 Exchange at the 2nd Floor of Panampilly Nagar became scrapped, the switch room was allotted to Mobile Services for setting up the OMCR from Two different rooms to a single room. Many unfortunate planning are happened in the due course to centralize the all monitoring Nodes of Mobile/CFA/Transmission to one room named Integrated OMCR. The Association was always in an opinion that, the work should be carried out after the proper feedback and requirement from the real stake holders of OMCR. But it never happened.

Now there is stalemate in this work of Setting up of OMCR due to the financial limit of CGMT. Circle Executive Committee of SNEA had a detailed deliberation in this regard and being the recognized Officers Association of BSNL, CEC of SNEA decided to inform the following decisions to the CGMT, Kerala Circle.

1. Since the phase VIII is also at the door step, immediate expansion of OMCR /OMC-S is required in space and staff. Hence, with the available sanctioned financial limit of CGMT Kerala, a central monitoring cell including OMCR/OMCS, having GSM/3G/and other Mobile related core nodes and nodes for future expansion, may be setup at the earmarked space at the 2nd floor of Panampilly Nagar Telephone exchange.
2. At present, 3 DGMs are working in MS and there is only one cabin and the 2 DGMs are not having cabin. For SDEs/JTOs working in Mobile Services are having no office space for keeping their files, vouchers, invoices and other official documents. Hence necessary offices may be set up for the Officers at the existing space of OMCRs when it is shifted to new space
3. Considering the future expansions, any available space at the 2nd floor after setting up new OMCR may be reserved.
4. A Ladies Dormitory may be set up urgently at Panampilly Nagar telephone exchange considering the frequent request of all Ladies staff in the building.
5. SRRRC of BSNL is a very vital section of reducing our outages/faults by giving timely repair of cards. We had a well-furnished repair center earlier at CTSD Building Gandhinagar, EKM, but in the name of CMS Server installation, TERM Cell took away the space and migrated our SRRRC from CTSD building to Panampilly Nagar. Later TERM Cell chose Panampilly Nagar Telephone Exchange to install CMS server and the old SRRRC space kept idle with them. Hence, SRRRC may be shifted to the old well-furnished space.
6. Since Panampilly Nagar Telephone exchange is the heart of Mobile Service, having MSC, HLR, OMC Servers, BSCs, and OMC R and SRR, **Administrative offices of any other Agencies may not be allotted.** By giving Office space for TERM Cells, it will give easy access to all other TSP officials to the very strategic building of BSNL Kerala and it will not be beneficial to BSNL.
7. Since Panampilly Nagar Telephone Exchange building and compound is already congested, allotting Space to other Agencies will lead more difficulties to Parking space and other amenities including toilets/rest rooms etc. Hence, CEC of SNEA Kerala decided to inform CGMT about our strong concern and protest for allotting any further space for TERM Cell or any other agencies.

Some Major Advantages of OMCR/OMCS Cell in a Single place.

1. Convenience in handling Calls from the field.
2. Faster communication between OMC-R and OMC-S.
3. Co-ordination of other nodes GGSN/SMSC/IN/SSTP/IPTAX/ILD TAX/NGN Nodes/BB NOC from single point.

4. Faster Traffic Analysis and other reports and its follow up.
5. Faster Customer Complaint Settlement coming through CCS.

Considering these facts, SNEA requested the CGMT Kerala to relook into setting up of a centralized Monitoring Cell of Mobile Service Kerala to make our network more vibrant. Kerala BSNL was always a model for other circles in bringing new Ideas for optimizing the network to new heights. Hence we request the CGMT to immediately intervene in this matter and make a favourable move at the earliest to make a new model for BSNL for monitoring the Mobile Network in a very professional manner.

Sincerely Yours



T Santhosh Kumar
Circle Secretary
SNEA, Kerala Circle

Copy to:- 1. GM(HR & Admin), O/o CGMT, Kerala
2. GM(NWO & NWP – CM), Trivandrum