# SANCHAR NIGAM EXECUTIVES' ASSOCIATION(INDIA)
# KERALA CIRCLE

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No. SNEA/KRL/CGM/2014/163 Dated  13-5-2015

To

    Sri MSS Rao
     The Chief General Manager Telecom,
     BSNL, Kerala Circle Trivandrum.

Sir,

 Sub:  Suggestions for. Improvement for mobile services

### 1. Data Congestion and Low Data Call Success ratio in ZTE Network.

It is seen that after introducing some popular Data Package, a Lot of Customers are showing much interest in using BSNL Mobile Services, but the main issues are the Data Congestion.  It is seen that All the RNCs both Huawei and ZTE are overloaded with avalanche of Data. Call Success rates are very less due to the heavy congestion. Hence It is requested to make necessary arrangement to augment the network as soon as possible.

After comparing the Full Day traffic of Data volume, It is seen many of the sites in Malappuram SSA is having abundance of Data Traffic and there are 7 Sites from Malappuram out of 10 sites on the basis of Top Data Traffic. It is seen that Malappuram is having hidden treasure of Data Revenue and we may take necessary steps to explore the possibilities to take maximum revenue from Malappuram since it is the Most Populous Revenue District in Kerala.

It is appreciable that the Management is taking positive steps to add one more RNC from ZTE. It is request to take maximum effort to divert maximum RNCs from underutilized Circle to Kerala by rearranging less loaded sites.  While our main rival is having more than 4000 Node B sites in Kerala, we are just above 1500 so far. Our Rivals having 3G services in almost all Rural Area of Kerala ,while we are just in Growing stage. Hence it is very necessary to add Node B to get maximum 3G connections while all are eagerly waiting to enjoy the Lowest Tariff Services of BSNL.
IP Rejection is also an issue now a days. Hence we request your kind intervention to  get  more and more IPs to most revenue earning Circle.

### 2. Integrated NMS proposed in Panampally Nagar Exchange Ernakulam

During the visit of 09/10/2014 and consequent meeting with Electrical, Civil and CFA Wings during December 2014,  CGMT has instructed to integrate the entire Network Monitoring Activities of Kerala circle under the project Integrated OMC. Old E10 Switch Room in the Panambilly Nagar Telephone Exchange was earmarked for the project and work was commenced after the formalities of Tender in a war footing basis.

Integrating various mobile technology OMCs like GSM, UMTS, CDMA, WiMAX , MSCs and IN will definitely improve the quality of service of the mobile services in Kerala .Further integration of land line exchanges  and transmission systems for centralized monitoring is also a welcome step and the such an NMS will definitely improve the network quality of Kerala Circle to a greater extend as all issues pertaining to the network can be identified in the same NMS and solutions can also be derived as far as possible there itself and guidance to field units can be provided from the NMS itself which will be manned

round the clock . Naturally more space, infra structure and man power will be needed for the above proposal as the present OMCR and OMCS are very much congested.

We feel all the above mentioned factors are beyond dispute and needed to be implemented with determination. This association had only expressed its reservation for the wasteful expenditure like installing Surveillance system and inflated number of work positions , inadequate design of modules etc ,proposed for the integrated OMC. We very appreciate the intention of the management for establishing a Integrated NMS to improve the quality of network of Kerala BSNL to a greater level.

Now it has come to the notice of this association that the proposal  is going to be scrapped after spending a huge amount of money for the civil modification and associated electrical works which is half way through a time of financial crisis. After investing a good amount of money into this, it will not be appreciable to stop the work  as such without  any proper reason. The work would have been ended in a fruitful manner if it was consulted  with the stake holders.

The OMCR and OMCs presently working at Telephone Exchange Panampillynagar are very much congested and located in three different locations which need to be shifted to a suitably large central space .All most all the computers presently available in these work places are very old ones and needs to be replaced immediately. Since the OMCWEB is hosted in a very old and low end Server which is having no AMC support, instances are more often now the server is going down.  .Considering the importance of OMC WEB in Kerala Mobile Services over which all most all day to day activities of OMCR are carried out online , its server need to replaced urgently. All such activities were included in the proposed INTEGRATED OMC proposal.

And it is also requested  drop the proposal for surveillance camera  systems and  to redesign the Modules by consulting the real stake holders since the present proposal is not adequate for a good working environment.  Necessary amenities like enough Toilets, dining room, store room and Rest room may also be provided for better and healthy working atmosphere in the proposed  integrated OMC.

So action may please be taken to commission the proposed INTEGRATED OMC at telephone exchange Panampilly Nagar by considering the above suggestions. We also request you to post adequate number of executives  to  achieve the purpose  by the proposed  Integrated NMS.

Thanking You

Yours  Sincerely

Sd/-
George Varghese,
Circle Secretary,
SNEA(India). Kerala Circle

Copy to  G M  Mobile Services .