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### Ref. No.CTC/ CGM/Dev Meet/13-14/01 Dt - 27/03/2014

To,

Shri Gautam Chakraborty,

CGM/CTD,

34, B B D Bag,

Kolkata-700001.

 **Sub:-** highlights of the seminar (interactive session) on service constraints/remedy

 on CMTS, Tx, BB and GPON held on 25th of March 2014 at Telephone Bhavan

Sir,

 At the outset, I on behalf of members of SNEA(India) Calcutta Telephones Circle, express my sincere and profuse gratitude to you and your team of PGM(O), Sr GMs/HR & Admin, GM/CMTS, GM/Tx and GM/NWO-II, GM/Sales & Marketing and DGM NWP-III/CFA for consenting to and be a part of the interactive session on service related to CMTS, Transmission, Broadband and GPON, held on 25/03/2014 at Telephone Bhavan. The free and frank dissection of causes and constraints alongwith proposals for remedies to overcome the present crisis ridden situation in Calcutta Telephones was an absorbing session, good enough to re inspire and rejuvenate the field executives to come out with resilience for better service and growth of Calcutta Telephones.

 We would have liked to go wide in all fields of services but felt to restrict it to mainly CMTS, Tx, BB and GPON to have an extensive discussion and find out effective solution to deliver quality service and save Calcutta Telephones from the brink of disaster. The session readily recognised the deficiency and constraints abounding the fields but at the same time was not in short to mention the in-hand and foreseeable remedies. The candid exchange of information on ground realities with respect to various services, experience and knowledge did provide some lead to practical approach towards ensuring uninterrupted and quality service. It also did not dither to be critical in observing intense lack of will power and intention among staff and officers in delivering service over and above the scarcity of materials and field constraints.

 I also wish to take this opportunity to thank Sr GM HR & Admin and DGM NWP-III/CFA for presenting a brief on ERP and NGN respectively to introduce the executives with these new projects.

Hereunder are some of the highlights ( Annex-I) of the discussions and foreseeable solution for improvements in the fields mentioned herein above.

 With warm regards

 **(Dilip Saha)**

 **Circle Secretary**

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 **CMTS**

**Field executives report on ground reality**:- pointed out to acute shortage of battery & power plant modules. The batteries are unable to sustain for long and whenever there is power outage, the service of BTSs get badly affected. In non-CESC area the power outage is major for which BTSs remains down for long hours in absence of poor battery back up.

**GM/CMTS observation/comments-** accepted the observation and informed to have requisitioned for 200 nos of Battery set., but get only 74 nos. These sets are being judiciously deployed but the exercise is getting bit delayed due to expiry of tender for transport. In order to find some ways out of this stalemate, it was suggested to go in for quotation for transportation of btys till a new tender is finalized.

**Field executives report on ground reality:-** ACs are not working in many BTSs’ sites and maintenance is also not up to its mark leading to overheating and thus failure. In non-CESC areas there is frequent and long spell of power cuts, yet there is rarely any evidence of prompt deployment of E/A. Quite naturally, BTSs remain down for long period especially in view of poor battery back up and in some cases for linear chain.

**GM/CMTS observation/comments:-** seconded the observation and unequivocally felt for better and prompt response from Electrical Wing**.**

**Field executives suggestion:-** Sometimes, ascertaining the cause of fault from Trans eqpt to BTS leads to wastage of precious time. It was unanimously suggested to make joint visit, wherever feasible, consisting of representatives of both transmission and CMTS for instant and on spot confirmation and restoration.

In recent times, frequent Optical Fibre Cable cuts by external agencies have further aggravated the situation. Even though, a substantial number of linear chain has been brought under ring topology yet quite a large number is left linear till date. In order to overcome the deficiency, it was suggested that Tx wing at main terminals may identify and come out with plan to bring the BTSs in ring with the help of Tx Installation**.**

**Field officers report on ground reality:-** pointed to inadequate and short staffed BTS maintenance team and felt over the period for increase in number of such team with requisite number of staff in each team. It was also felt to increase RF optimization team. Since RF optimization is an essential parameter for delivering quality service, the area needs immediate attention.

**GM/CMTS observation/comments:-** acceded to the observation reported and justified for at least two divisions for RF optimisation. This apart, one or two Gr C staff preferably TTAs and JTO/SDE needs to be added to existing BTS maintenance team to strengthen it.

**The issue of provisioning of mobile set to TTAs need to be resolved soon to deploy these officials for optimum utilization.**

**Interestingly, CMTS network reports of maintaining KPI within TRAI guidelines yet in practical sense, there still exists muffling of voice, sudden disconnection, etc. Herein, holistic approach to entire network is suggested for. For instance, the hubs and sub-hubs which are vulnerable to power outage need to shifted to terminals with stable power and battery supply and proper manning. The work towards this direction has already been taken up.**

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 **TRANSMISSION**

 **Field executives report on ground reality**: -unanimously reported on acute scarcity of eqpt and optical fibre route team.

The enlisted contractors are either not resourceful to supply labours or are unable to meet the severe demand for optical fibre cable restoration work. Furthermore, contractors complain about delayed payment of bills leading to staying away from work on one pretext or other. The processing of bills in Account section is inordinately delayed on various trifle objections in many cases . This takes away precious time of executives meant for field works.

It was also pointed out that cable and fibre documentation needs to be upgraded making it online and software based to enable localisation and restoration of faults much easier and faster. Much of time goes away in localising the fault, particularly for the old cables since in many areas/roads in the city has undergone landscape change.

 The concept of bringing the systems in ring is suffering due lack of eqpt and for optical fibre teams getting heavily engaged in day to day maintenance and GPON work. The incidence of outdoor faults have increased exponentially due to work undertaken by various external agencies which in turn is badly engaging both maintenance and installation team in maintenance work on priority basis

**GM/Tx observation/comments**:- acknowledged that there is scarcity of equipment and the same would be available in three to four months time. There is no disagreeing of the fact that enlisted contractors are not living upto the demands for restoration of cable faults and that CGM took cognisance of the matter to enlist contractors working in Areas for supply of labours for optical fibre maintenance work. Minutes to this effect has already been issued. In regard to delay in payments of bills to contractors, the matter has been brought to the notice of the concerned section i.e Accounts.

There is no denying the fact that damage to optical fibre cables due to work undertaken by other agencies have gone high and in order to ensure prevention to damage, meetings are being held with respective agencies to keep tab and remain alert. Inspite of such initiation, there is no respite from damage. A high level meeting is being planned with KMC to caution and alert the agencies in regard to damage being done to Calcutta Telephones outdoor cables and plant.

However, as a mid term measure, GM/HR and Admin has been requisitioned with providing TTAs and JTOs/SDEs for increasing route mntce team and in order to overcome the acute situation, at present, Installation teams are also being deployed for maintenance work.

Some orientation and further demarcation is needed for existing TM divisions for better and effective addressing to maintenance of network. Large divisions like BKP and HWH may require bifurcation and it is felt provisioning of more number of vehicles for outdoor work. As of now, shortage of staff in Howrah division is acute.

In matter of documentation, Corporate Office is coming up with a package for online processing which would help in great way to access information, identification and restoration. This will take some more time before it comes to implementable stage.

**Field officers suggestion:** Since they remain intensively engaged in field/technical work, it becomes quite difficult to go into nitty gritty of accounting rules to overrule objections made by accounts section and in the process the file movement gets delayed. So, it was suggested, that some fundamental and often used rules and orders be uploaded in Medha in bold manner to enable all to

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access the information. Furthermore, fortnightly meeting could be held with accounts to sort out objections/stalemate to cut on delay and harassment**.**

**CGM accepted the spirit of it and agreed to put up in Medha and felt such meeting could definitely be held to sort out issues.**

 **GPON & BB**

**GM NWO-II/CPA’s report**:- briefed on lucrative business prospect of GPON in Calcutta Telephones and that around 127 connections have been provided till date. It provides for promising return, especially in growing areas of Kolkata where cluster of housing establishments are coming up. It demands for direct fibres to housing complexes and same should be provisioned in advance keeping in consideration its demand in near future.

**Field executives report on ground reality**:-There is no centralized complaint redressal system. The existing web based complains is limited in its course. Till now, the decision to demarcate the maintenance work between transmission and Area is yet to become effective. A clear decision in this regard, keeping in consideration the growth of this service in near future, should get implemented within stipulated time period.

**GM NWO-II/CPA’s observation/comments**:- Work is on to develop centralised complaint number and for immediate merger with CDR platform. Already, circulars have been issued to this effect, after series of meetings with staff/officers of concerned establishments at the initiation of PGM(O), intimating the duties and responsibilities in this regard to Areas and Transmission Wing. Transmission will extend fibre from way side joints to OLT. The Areas will draw from OLT/splitters to Customers premises. Transmission has been assigned the task to train the staff of Areas in matter of handling optical Fibres and its splicing.

Area has already procured 2/4F to extend Optical Fibre connection to customers’ premises. GM/Tx informed to have power meters available in store and the same shall be distribute in Areas.

**Field executives report on ground reality**:-The work meant for Areas is at present is being executed by Trans Installation team and bills in this regard, if raised under planning establishment will definitely face accounting hurdles and that processing of these bills would add to the work of Trans Installation.

**GM NWO-II/CPA’s observation/comments**:-The matter is under intimation and Corporate Office has instructed Tx to execute the work for the time. However, the payments in respect of work under Area shall be paid by respective Areas.

**Field executives report on ground reality in Broadband Service**:-Acute shortage of modems with poor local leads. Often the speed goes low. The recent change of tariff/plan has envisaged for differentiation in speed for a particular plan to which customers are aggrieved. There is regular fault in Gateways. Even though modems are not available, the commercial orders mention modems provided on rental basis which in turn leaves little scope to convince customers to go for procurement from market. Moreover, wherever Type-I modems are getting replaced by Type-II, customers are being subjected to increased deduction in monthly rental. Field officers needs lap top and it is experienced whenever laptop goes faulty, it takes a whole complex procedure to obtain clearance from accounts to get it repaired. The time so lost hampers the maintenance of BB service badly.

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**PGM(O) observation/comments:-**Acknowledged, there is scarcity of modems and that same would be available in a couple of months and that Gateways also often remains down in partial. However, local leads parameter may be taken care of by field executives. In regard to replacement of modem from Type-I to Type-II, customers are to give in writing and must be convinced by the field executives on its better specification/service.

**CGM observation/comments-** When customer has opted for a plan with differentiable speed, well informed in advance, there remains no room for grievances. Large numbers of DSLAM remain out of order for days/months much to customers’ grievances and irritation; leave aside the loss of revenue. Moreover, frequent cable cuts, availability of modem, battery back up can’t be factors hampering new BB connections pending in every area. Moreover, scarcities of modems, frequent cable cuts etc are common causes in all circles and yet the adjoining Circles are providing more connections compared to Calcutta Telephones. For getting the cards/laptop repaired one has follow accounting procedure and in case of frivolous objections, the officers has to categorically seek relevant clarification and put up referring relevant rules to overrule such objections.

**Field Officers’ suggestions:-**Since Broadband is a service that fetches high revenue, means should be explored to bring DSLAM in Ring to provide stability in service. Though Tier-II switches are in RPR Ring, situation calls for ADM equpt to bring DSLAM in ring topology. Field officers accepted that there is a lackadaisical attitude in certain areas and acknowledged inspite of constraints in modems and local leads, BB connections can well be increased to a decent target. It has been felt by field officers that problems faced by the customers, especially in regard to configuration of modems brought by customers from market be resolved with utmost initiative. It also observed, due to poor air conditioning in many terminals, the cards are getting sulphated. So, field officers pay attention to disulphate and rejack the cards periodically.

**CGM observation/comments:-** For getting the cards/laptop repaired, one has follow accounting procedure and in case of frivolous objections, the officers has to categorically seek relevant clarification and put up referring relevant rules to overrule such objections.

**Field Officers Reaction:-** Since field officers remain badly engaged in field busy restoring faults and other connected works, it is neither feasible nor incumbent upon field officers to be conversant with all nitty gritty of accounting rules, except few fundamentals that needs to be complied with at every instance. So also it is not expected that officials from accounts to be conversant with field engineering. Rather, the fundamental rules and recent circulars for accounts could be uploaded in Medha in Desktop, so that the field executes need to frantically search to see to the rules before coming out with clarification. It is also suggested, fortnightly meeting be held with concerned/ competent authority of Accounts to obtain their suggestion to clear off the files that are pending for not so fundamental cause or causes beyond the ambit of field executives.

**CGM observation:- readily agreed to put up the accounting rules/circulars in desktop of Medha and felt that such meetings should be held to sort out the issues.**

**AGS – expressed vote of thanks to all participants**

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