



राष्ट्र हित

विभाग हित

अधिकारी हित

All India Graduate Engineers & Telecom Officers Association Punjab Telecom Circle

(A Recognised Association of BSNL Executives)

(Affiliated to BMS)

Regn. no. HR/019/2018/02138



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No. AIGETOA/Punjab/CS/2024-25/03

Dated: 18/05/2024

To,

The Chief General Manager
Punjab Telecom Circle,
Chandigarh

Subject: Regarding slow speed issue being faced by all the BSNL Customers of Mobile, FTTH and Leased Line due to frequent connectivity issue between Chandigarh and New Delhi.

Respected Sir,

We would like to bring to your notice about one of the major issue of slow speed issue being faced by all the BSNL customers of Mobile, Broadband, FTTH & Leased Line. As of now all PE's & SER's of different BAs in Punjab Circle are connected with 4 SUPER CORE ROUTERS (SCR) located at Sector 17 Chandigarh, Ramdarbar Exchange, MTS Nagar Jalandhar & Bathinda. Which are further connected with multiple MPLS 10G links to NEW DELHI Kidwai Bhawan & NEW DELHI Lodhi Road SCR & IGW. It is observed that local connectivity at Punjab Circle level is quite stable. However, Connectivity between Punjab and Delhi is totally unstable since last many months. Which is a matter of great concern as our Mobile, FTTH, Leased Line Customers are suffering badly with poor speed issue. It is also pertinent to mention here that we are even losing our lease line customers due to this consistent speed issue. For Example, at Jalandhar our Customer M/s Trinity College has Surrendered there ILL of 50 Mbps, Punjab Police Academy Phillaur. Commissioned on 22/12/2023 also given surrender of 100 Mbps ILL due to the same speed issue, In addition to this, we are also getting warning in Written & verbal from our Leased Line Customers like GNA University (650 Mbps), NIT (500 Mbps), EPFO (80 Mbps), ED (100 Mbps), DAVIET (512 Mbps) & Intelligent Outsourcing (300 Mbps) Jalandhar.

At Present, Our Super Core Router links from Punjab Circle to New Delhi Kidwai Bhawan & New Delhi Lodhi Road SCR are connected via 68 nos of 10G Links detail mentioned below:

1. Chandigarh Sec17 to New Delhi Kidwai Bhawan: 11x10G LINKS
2. Chandigarh Sec 17 to New Delhi Lodhi Road: 16x10G LINKS
3. Ramdarbar Exchange to New Delhi Kidwai Bhawan: 13x10G LINKS

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4. Jalandhar to New Delhi Kidwai Bhawan: 17x10G LINKS

5. Bathinda-New Delhi Kidwai Bhawan: 11x10G LINKS

These above 68x10G links from Punjab Circle to New Delhi are working on FIBERHOME OTN network & TEJAS Alien OTN. OTN media is highly unstable due to frequent failures due to cable cuts & low power level issue causing Bandwidth choking on OTN network. Further, TEJAS Alien OTN is working on FIBERHOME OTN and is not at all helpful as it was purchased just to increase Bandwidth of Fiberhome OTN as 1LN4/2LN4 cards could not be purchased from FIBERHOME being a Chinese company. Also, TEJAS Alien remains fails when its OTN routes are diverted via FWSS as Alien works only in RING structure and not in a MESH like OTN network.

OTN PH-4 project is yet to start will take another 6-8 months or may be a year to get stable, immediate attention is required to handle increasing traffic due to 4G and FTTH connections.

We also Want to convey some suggestions to improve the situation.

1. Proper monitoring of OTN routes failures, FWSS and reverting back from FWSS after restoration of cable cut.
2. Proper monitoring of Traffic and Load Balancing on MPLS links by Bandwidth Management team Delhi and Load Balancing team MPLC Noc Bangalore specially in case of Sector 17 Chandigarh.
3. **IGW should be planned at Chandigarh location**, as all the traffic of MPLS of NORTH ZONE is going towards NEW DELHI side and failures near New Delhi is affecting all the NORTH ZONE as we have both the IGW's located at New Delhi only.

We urge upon your good self to take immediate and decisive action to rectify the situation and ensure to resolve frequent speed complaints issue as it will help not only Punjab but also nearby Circles like J&K, Rajasthan, Haryana & HP. One side our field teams are working hard to get new customers and trying to retain old customers with good services but at the same time they are feeling helpless with such kind of connectivity issue which is not under their control.

Thank you for attention to this matter. We anticipate a prompt response from management in resolving this issue.


[YOGESH CHHABRA]
Circle Secretary

Copy to: -

1. Sh. Ravi Shil Verma, General Secretary, AIGETOA CHQ for kind information and taking up the matter at Headquarter pls.
2. Sh. Mohit Chandel, Circle President, AIGETOA Punjab Circle for information pls.