NWO-CM Cell,
BSNL Corporate office
Room No. 113, 1st Floor,
Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,

भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

File No: **BSNLCO-NOCM/32(11)/3/2021-NWO-CM 1**   **Dated: 19.05.2021**

To,

1. The CGM,
   All Territorial Telecom Circles
2. The PGM/ GM,
   All Business Areas

Subject :   One Network Centre- Integrated NOC at BA level for monitoring of CM Network

1. Currently, activities related to mobile network management are being done at Circle/ BA Level. With the rapid changes in technology and management methodologies, it is considered desirable to have an **integrated 24/7 network monitoring system** at a centralized location in a BA for integrated monitoring of CFA/CM/Enterprise network equipment with the view to achieve better & more efficient operations.

2. CFA wing has already issued instructions regarding Centralized monitoring of CFA Network, Customer and Partner Management activities vide letter no. 27-114/NWO-BB&IN/2018-19/CFA review dated 16.12.2020. Instructions are hereby issued for integration of CM Radio Network monitoring with the NOC already set up for CFA vertical in Business Areas.

3. Currently, Circle OMCR Portals / CNMC (Centralized Network Monitoring Network) portal developed by ITPC, Pune are being utilized by CM teams for real time monitoring of Radio Network. Zonal OMC-Rs are connected at centralized CNMC server at Pune which directly fetches the files/data and record alarms from OMC-R and real time reports are being prepared Circle/SSA/City wise, technology wise and vendor wise.

4. Following arrangement is proposed for extending CM vertical NOC to the centralized ONE-Network NOC at each BA:
   a. Individual user credentials shall be provided to ONE-Network NOC Staff to access Circle OMCR/ CNMC Portal for monitoring Mobile Network of the Business Area. CNMC tool is accessible at http://cnmc.bsnl.co.in
   b. Training programs shall be conducted by the CM operations team to train ONE- Network centre staff on these tools for CM network monitoring.
   c. One-Network NOC team shall preferably be cross functional. CM operations team shall depute staff to ONE-Network NOC centre as per details given at Annexure I.
   d. BA wise Database shall be maintained at ONE-Network center in respect of:

i. Site list of BA along with the media/infra/Leased-In/Leased-Out details
ii. Hub Sites list along with the connected sites
iii. Contact no details of Tx/Infra/Exchange-InCharges/CM-Level2 teams.
iv. Escalation matrix at different Levels for Different Fault types and predetermined time period.

A draft template of Data Base that should be maintained at One-Network NOC at each BA is annexed at **Annexure-II** .

5. Process of Fault Identification & Coordination shall be as follows :-

   a. One-Network NOC team shall post status of the mobile network at predetermined time intervals on whatsapp group of the BA.
   b. Faults shall be tested and analyzed at One Network NOC. For BTS fault analysis & updation on the portal, correlation with status of other equipment at site viz. NGN, DSLAM/OLTE shall be done to identify if common fault has occurred due to Media/Power issue.
   c. Based on criticality of the fault, NOC team shall find out the reason and simultaneously intimate the concerned officer in-charge for transmission/ Infra / CM teams for corrective action with Outsourcing/IP Teams to ensure early restoration of fault & minimum down-time.
   d. Priority will be assigned to the Aggregation sites and leased out sites.
   e. Faults shall be escalated to next level of officers after predefined time as per the escalation matrix.

6. Circles shall make entry of CM staff (with HRMS no etc) posted in ONE-Network on or before the start of CM activity from "ONE-Network" in the ONE-Network portal, on similar lines , as the existing staff details are entered .

7. Bangalore and Jaipur Telecom Districts which have already started work in this matter shall implement these instructions by 20.5.2021 . Rest of the BAs shall implement by 31.05.2021.

8. This issues with the approval of Director (CM), BSNL.

(Madhu Arora)
PGM (NWO-CM-I)

Copy to :
   ➢ DIR (CM), BSNL for kind information please
   ➢ CGM (ITPC) for kind information and n/a please.

Annexure-I

BA wise Staff to be deployed by CM operations team to One-Network NOC

Circle	Sr. No.	Name of Business Area	Number of BTS/Node B/E-Node B sites in BA	Number of CM Staff to be deployed to NOC
Assam	1	Dibrugarh	333	3
	2	Jorhat	434	3
	3	Kamrup	743	3
	4	Bongaigaon	555	3
	5	Silchar	471	3
	6	Tezpur	735	3
Andhara Pradesh	1	Vijayawada	758	5
	2	Ananthapur	1021	5
	3	Chittoor (Tirupathi)	678	3
	4	Eluru (West Godavari)	647	3
	5	Guntur	1134	5
	6	Kurnool	559	3
	7	Nellore	588	3
	8	Rajahmundry (East Godavari)	719	3
	9	Srikakulam	761	5
	10	Visakhapatnam	715	3
Bihar	1	Patna	1110	5
	2	Bhagalpur	887	5
	3	Darbhanga	863	5
	4	Gaya	649	3
	5	Muzaffarpur	1051	5
Chhattisgarh	1	Bilaspur	1509	6
	2	Raipur	1478	5
	3	Bastar	729	3
Gujarat	1	Ahmedabad	1932	6
	2	Bhavnagar	437	3
	3	Bhuj	501	3
	4	Junagadh	1074	5
	5	Mehsana	1462	5
	6	Rajkot	971	5
	7	Surat	1868	6
	8	Vadodara	1014	5
Haryana	1	Ambala	575	3

	2	Faridabad	199	3
	3	Gurgaon	187	3
	4	Hisar	823	5
	5	Karnal	697	3
	6	Rewari	558	3
	7	Rohtak	1299	5
H.P.	1	Shimla	561	3
	2	Dharamshala	437	3
	3	Mandi	440	3
	4	Hamirpur	348	3
	5	Solan	400	3
Jharkhand	1	Dhanbad	825	5
	2	Jamshedpur	401	3
	3	Ranchi	1255	5
J&K	1	Jammu	1060	5
	2	Sri Nagar	935	5
	3	Leh	258	3
M.P.	1	Bhopal	815	5
	2	Indore	1306	5
	3	Jabalpur	930	5
	4	Gwalior	828	5
	5	Hoshangabad	690	3
	6	Sagar	848	5
	7	Satna	751	5
	8	Ujjain	1016	5
Maharashtra	1	Ahmednagar	1240	5
	2	Amravati	1185	5
	3	Aurangabad	1500	6
	4	Chandrapur	1284	5
	5	Goa	452	3
	6	Jalgaon	862	5
	7	Kalyan	898	5
	8	Kolhapur	1692	6
	9	Nagpur	762	5
	10	Nanded	1006	5
	11	Nasik	1116	5
	12	Pune	1617	6
	13	Satara	1153	5
	14	Solapur	1023	5
Karnatka	1	Bangalore	2809	7
	2	Mysore	944	5
	3	Belgaum	947	5

	4	Bellary	720	3
	5	Gulbarga	514	3
	6	Hubli	901	5
	7	Mangalore	1596	6
	8	Shimoga	823	5
	9	Tumkur	644	3
Kerala	1	Ernakulam	1841	6
	2	Trivandrum	1192	5
	3	Alappuzha	614	3
	4	Kannur	1655	6
	5	Kollam	782	5
	6	Kottayam	968	5
	7	Kozhikode	1047	5
	8	Malappuram	865	5
	9	Palakkad	789	5
	10	Pathanamthitta	654	3
	11	Thrissur	969	5
NE-I	1	Meghalaya	604	3
	2	Mizoram	303	3
	3	Tripura	840	5
NE-II	1	Arunachal Pradesh	569	3
	2	Manipur	505	3
	3	Nagaland	330	3
Odisha	1	Balsore	711	3
	2	Berhampur	786	5
	3	Bhubaneswar	1071	5
	4	Cuttack	1097	5
	5	Koraput	434	3
	6	Rourkela	439	3
	7	Sambalpur	1054	5
	8	Dhenkanal	826	5
Punjab	1	Amritsar	975	5
	2	Chandigarh	966	5
	3	Ferozpur	777	5
	4	Hoshairpur	513	3
	5	Jalandhar	812	5
	6	Ludhiana	756	5
	7	Patiala	1699	6
Rajasthan	1	Ajmer	942	5
	2	Alwar	669	3
	3	Bikaner	1244	5
	4	Jaipur	1737	6

5	Jhunjhunu	931	5
6	Jodhpur	1214	5
7	Kota	719	3
8	Udaipur	1019	5
Tamilnadu			
1	Coimbatore	1462	5
2	Cuddalore	699	3
3	Erode	595	3
4	Madurai	1617	6
5	Nagercoil	580	3
6	Pondicherry	245	3
7	Salem	1491	5
8	Thanjavur	758	5
9	Trichy	1112	5
10	Tirunelveli	963	5
11	Vellore	750	5
Telangana			
1	Hyderabad	2108	7
2	Medak (Sangareddy)	950	5
3	Nalgonda	885	5
4	Nizamabad	913	5
5	Warangal	1144	5
UP (East)			
1	Lucknow	929	5
2	Allahabad	694	3
3	Faizabad	813	5
4	Gorakhpur	1766	6
5	Jhansi	895	5
6	Kanpur	1212	5
7	Sitapur	1111	5
8	Sultanpur	991	5
9	Varanasi	1411	5
UP (West)			
1	Agra	1471	5
2	Bareilly	1167	5
3	Ghaziabad	826	5
4	Meerut	1251	5
5	Noida	153	3
Uttaranchal			
1	Almora	902	5
2	Dehradun	638	3
3	Haridwar	578	3
West Bengal			
1	Kolkata	1121	5
2	Asansol	530	3
3	Gangtok	174	3
4	Kharagpur	1063	5
5	Siliguri	1308	5

ANNEXURE-II

DRAFT DATA TEMPLATE

BTS Name	Taluka	BUILT UP_SITE (if Any)	Site IP Address	Gate Way IP Address	BTS_TYPE 2G/3G/4G	VENDOR(Motorola/ Nortel/Huawei/Zte/NSN)	BTS Incharge(Infra Maintanance) Name& Mobile No	CM Incharge Name& Mobile No	Trasmission Incharge Name & Mobile no.	Out-Sourced Tech/Supervisor) Name & Mobile NO	Media(Region/ SSA/CPAN)	Media Details(Ring No/Port No/CPAN)

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