



Lr. No 72-07/10-BB

dated 13-06-2012.

To:
The Chief General Managers
All Telecom Circles & Metro Districts.

Sub:-Maintenance Philosophy of NMEICT Universities and colleges – reg.

The following Maintenance Philosophy for all the connected Universities and Colleges under **NMEICT Project** is to be followed by all the Circles & Metro districts with immediate effect.

A UNIVERSITIES:

Fault booking and its clearance.

1. Fault booking by universities/NIC shall be through call center on the notified number (**1800 425 1957**)
2. The fault call alert shall then be flagged by the call center to the respective coordinators of the circle and NOC BG.
3. The concerned circle coordinators shall, upon receipt of the fault call alert as at (2) above, immediately alert the SSA coordinator who in turn will take action by deputing an official to the university site for taking required tests.

a. Migrated Universities: In case of migrated Universities, the SSA engineer shall take tests from the university with NIC POP and localize the faulty section, if required in c/w NOC BG. If the fault is on BSNL side, same shall be expeditiously attended to. If the fault is

on NIC side, NIC shall be requested to attend the same on priority. In this case, NICs docket number can be taken and pursued upon for clearance. Upon clearance of the fault on BSNL side/NIC side, the SSA coordinator shall pass on the right report to the circle coordinator, university and the call center.

b. NON MIGRATED UNIVERSITIES:

Procedure as above shall remain except that NIC does not come into picture.

4. Upon clearance of fault and intimated by the SSA coordinator to the circle coordinator, the later shall also verify with the university and confirm the rectification to the call center for closure of the complaint.
5. Call center shall close the case after formally reconfirming the clearance from the university.

General:

1. Regular upkeep of the connectivity extended to Universities shall remain with the respective SSA and Circle.
2. Fault clearance and reporting the clearance to the university shall be the main responsibility of the circle/SSA coordinator of the Universities connected to NMEICT. For this purpose, a detailed procedure/escalation matrix may be worked out by the circle coordinators internally with SSA coordinators
3. The list of circle coordinators will be made available to the main call center by STP.
4. STP shall assist all concerned for smooth implementation of the above.
5. The call center shall prepare efficiency of each university's connectivity on a monthly basis and the report so prepared may be sent to all CGMs with a copy to BBNWP cell of CO BSNL.

B] COLLEGES:

- 1) All the individual territorial circle coordinators are the central coordinators for handling the maintenance of BBoVPN connections provided to the colleges in their circle.
- 2) It shall be the basic responsibility of the SSAs to maintain proper upkeep of the NMEICT connectivity provided to various colleges in their jurisdiction.
- 3) A four digit number has to be opened/existing number may be utilized, by all the circles for fault booking and handling at SSA level help desk on the same lines of broadband FRS.
- 4) The existing BB FRS mechanism may be utilized for fault booking and resolution.
- 5) A detailed procedure may be worked out by the territorial circles in consultation with the NOC BANGALORE, if required.
- 6) All territorial circles shall prepare the efficiency of NMEICT connectivity provided to all colleges on a monthly basis and report so prepared may be sent to respective CGMs under a copy to BBNWP cell of CO BSNL.

General:

In an endeavor to ensure proper maintenance of the network built for NMEICT project by BSNL, the above philosophy is developed for compliance by all concerned. The efficiency of each circuit may be calculated at the end of each month and reports shall be sent to all concerned. Recurring cases shall be brought to the notice of the respective C.G.Ms.



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Copy to:

1. Dir(CFA) for kind information please.
2. C. G.M.(STP) Chennai/C.G.M.(BBNW) New Delhi for information please.
3. Sr.G.M.(STP) Chennai/Sr. G.M.(NOC) Bangalore for information and necessary action please.