

MTNL EXECUTIVES' ASSOCIATION

CENTRAL HEAD QUARTERS, NEW DELHI

[Affiliated to National Confederation of Officer's Associations of Central Govt. PSUs (NCOA)]

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TO GENERAL SECRETARY



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To

The Chairman & Managing Director
Mahanagar Telephone Nigam Limited,
Jeevan Bharti Building, N.D.

Sub: - Regarding messing of NGCN Redeployed CWG Project.

Respected Sir,

With due respect, this association wants to bring to your kind notice the mismanagement of Redeployed CWG network, whereby the irresponsible, un-professional & arrogant behavior of Vendor (M/s HCL) together with un-responsive/ apathetic mannerism of middle-higher MTNL management has rendered this juggernaut NGCN redeployed Network practically un-viable at present.

In the present circumstances, when MTNL is fighting for economic viability, our prime focus should be on increasing revenues (in addition to other important measures) by exploiting present infrastructure to the fullest extent and as early as possible. But it is very embarrassing and painful to learn that our carelessness vis-à-vis Redeployed NGCN has ensured that our money spent will get sunk. Some of the issues regarding the above are detailed below –

1. **Delay in Offering for JT of Redeployed Network** – As per CWG Tender, the Vendor was to commission the Redeployed NGCN Network by Jan 2011. But on the contrary, the Redeployed Network was offered for JT by August 2011 (& commissioned in October 2011). This delay on part of Vendor will cause MTNL a great monetary loss, because Vendor may treat the warranty period w.e.f. October 2010 (During CWG Games) & hence may charge additional one year subsequent AMC amount, which is highly un-warranted. It is also to be added that some of the applications have not been offered for Testing by HCL, hence their performance might be unreliable.
2. **Channelized STM-1** – The channelized STM-1 card has completely failed in the Joint Test, this will result in huge potential business loss to MTNL. Presently more than 85 % MPLS Leased Line customers are through these type of cards, hence non-availability of these cards in NGCN will be a huge blow to MTNL, hence in any case MTNL should force M/s HCL to supply proper channelized STM-1 cards as per Tender.

3. **Large No. of Equipments** – The Redeployed NGCN Network has very large no. of Routers with good no. of access ports/inventory, even after seven months of commissioning we are not able to use not more than 3-4% of them for commercial purpose. Many locations are such, where it will be difficult to get any MPLS customers. HCL & other vendors are not able to conduct PoC for carrying SDH traffic through MPLS (M/s HCL is completely ignoring MTNL's insistence of PoC of Circuit Emulation for SDH over STM-1, 4/16 as envisaged in Tender). BB T1/T2 equipments redeployment on NGCN is also not advised by Vendor on the ground of BB architecture (rather it will create complications in NGCN & BB networks). HCL has also not provided any support at all for migration strategy of various MTNL networks on NGCN.

Hence presently NGCN equipments are getting wasted & giving MTNL heavy electricity bills. As per our estimation, many routers will remain idle in near future. We should think some measures so as to sell back (or exchange with some other useful equipments) some of them to Vendor (perhaps BSNL has also done so in past with M/s HCL) otherwise many routers will get wasted & money on electricity bills will also be wasted (At most of the places the heat emitted by these routers is causing already working problems to other equipments installed there).

On this juncture, we would like to suggest that, Before Ordering anything MTNL should conduct Proof of Concept (which is perhaps ignored for this Project), so that workability of any solution can be judged & we may save our precious money. In the present scenario in MTNL, unarguably JTO/SDEs are the best judge of any technology & their involvement must be ensured for technical aspect of any new Project (Purchase).

4. **Take Over of Redeployed NGCN Network** - Complete Take Over is still not happened due to multiple tendencies from HCL side (few of them are - configuration lapses, incomplete hotchpotch configuration, unsatisfactory/incomplete Knowledge Transfer, security aspect etc.) Even after raising these issues many times, M/s HCL is not taking any interest on them, they are rather misinforming on the pretext that they are O&M matters. In addition to it M/s HCL has also locked other un-used materials.

As a glaring example of carelessness of HCL on security aspect of NGCN (& indecisive ignorant attitude of our Management) the MTNL's Web site launched on Redeployed NGCN DataCentre was attacked/disrupted by hackers & we were caught sleeping. This is only an alarm & proves the ill-mannerism of HCL & needs immediate Security audit from some security expert team.

5. **Facility Management by Vendor** – It is also learnt that, after commissioning of Redeployed NGCN, the Vendor has not stabilized the network & on its own started FMS & used this period for stabilization of network (which is pending yet). As per our view FMS should have been started after complete stabilization of NGCN, moreover perhaps no MTNL Officer has issued them any request letter to start FMS (on the contrary in Sterlite-Huawei MPLS Project FMS was started after stabilization of network & with a letter from MTNL to Vendor for starting the same). Besides this, it appears that HCL is blocking most of the support, so that they may get FMS extended, which is not required at all as their Manpower is not much capable & our Executives are looking after O&M of the same.

5. **In-sufficient Warranty Support from M/s HCL & reluctant attitude of MTNL management** - M/s HCL is neither giving any support from its side nor allowing access to OEMs, they are only

giving card replacement warranty support. M/s HCL is ensuring that minimum numbers of calls gets attended that too on 8_hours x 5_days basis without any proper Warranty Desk structure. In contrast our Executives are able to get any kind of operational/ configuration/hardware support from M/s Sterlite for Huawei MPLS. MTNL's middle- Higher management is sitting idle on these issues, their reluctance to tighten the Vendor or escalate the matter to Corporate Office has allowed many problems to prolong for months & this way the MPLS network has the danger of collapsing, as HCL is not letting Executives to have any kind of configuration support.

6. **Revenue losses** – MTNL is losing revenue & not earning potential revenue on account of above mentioned issues, as Redeployed Datacenter is also having issues, which is not facilitating it's getting operational.

Hence your immediate intervention is required, so that Redeployed NGCN (apprx. 400 crores worth) can become operational in proper manner (& not face same destiny as Convergent Billing). This may kindly be treated as most urgent as our future livelihood depends on the Business through NGCN largely.

With regards,

Yours' Sincerely



(V.K. Tomar)

Copy to:

1. **Dir(Tech) for information & n/a pl.**
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