

## **ORIGINAL WORK/RESPONSE TO EMERGENCY SITUATION:**

### **Original Work:-**

**Sri. Sunil. V. M. Desai, SDE(NIB/Computer), Belgaum** is in-charge of all development/operation/maintenance of NIB network elements (edge router, core router and MNGT) and broadband network elements (BNG, RPR, Tier-I,Tier-II,OCLANs, OLTEs) along with 250 numbers of DSLAMs of entire Belgaum SSA. He is also in- charge of the operation and maintenance of all MPLS VPN / Internet leased lines, broadband /VPNoBB connections, FTTH connections of retail and Enterprise customers. Further, as in-charge of Computer section, he is responsible for managing all the CDR related works including effective maintenance of Computer LANs/ERP /CDR networks with the aim for smooth functioning of all CSC terminals and cash counters in the entire Belgaum SSA.From April 2015, as a part of the NOFN project, he is also assigned with the additional work of the operation and maintenance of BBNL OLTEs / ONTs including their integration, configuration and their timely commissioning / maintenance works in entire Belgaum SSA.

He is highly dedicated and has a strong technical abilities in handling and effectively managing of multiple technical tasks at a time with committed goal to achieve the tasks in a timely manner. Hence, he has been striving hard there by effectively managing all the original works of his section with utmost dedication so as to provide fault free services to BSNL's esteemed customers to the best of his ability and knowledge. His core interest in technical field covering variety of areas from switching, transmission and NIB/Computer networks , blended with his "Mr. Cool " attitude, makes him a unique officer of utmost dedication, who is able to take on any challenges at any time as an opportunity and because of this kind of his positive attitude, he has been able to effectively solve any technical issues in a timely manner and is thus able to prove himself to be a "Trouble Shooter" and hence he is the pride of BSNL fraternity in Belgaum SSA.

### **Response to Emergency situation by the Officer:-**

Following are some of the key achievements of the officer in terms of his response to emergency situations:-

- 1) During Sept.2013, looking at the traffic congestion at 10 SDCA OCLAN locations by way of a thorough study and analysis, the officer was instrumental in timely carrying out the media up gradation work between OCLAN to RPR Tier I by way of replacing existing STM1 convertor with Ge port Connectivity, there by increasing the bandwidth from 100 Mbps to 300/450 Mbps , which could overcome the congestion issue at all the 10 SDCAs.
- 2) During Dec.2013, Due to timely action by the officer, the existing linear connectivity of Belgaum IPTAX soft switch through NIB edge router Belgaum alone was put on alternate path as well by giving its stand by connectivity through the edge router at Karwar. This redundancy path was initiated and executed to avoid the traffic failure of 7 connected SSAs at IPTAX Belgaum , there by contributing to BSNL revenue retainment and customer satisfaction.
- 3) During Jan-Feb. 2014, due to acute shortage of 2 Mbps (E1) Streams/ports In the Cisco Edge Router (7613) in Belgaum NIB, nearly 140 new requests for provision of new MPLS VPN circuits of M/s Pragati Krishna Grameena Bank pertaining to Gulburga&Bidar SSA were not in a position to be commissioned before 31<sup>st</sup> March 2014, and as a result of the officer taking targeted initiative to accommodate these circuits, necessary re-arrangement was planned and executed by him and all the 140 numbers of said circuits (64 Kbps/128/512 Kbps) were timely

commissioned before 28th March there by meeting the 100 Days programme target as set by our CMD and as a result, BSNL could achieve Rs.1.4 cores Revenue generation as well in a timely manner.

- 4) During May.2014, The officer was instrumental in attending to major breakdown fault of Edge Router in NIB Belgaum by replacing entire Router Chassis, mother board, supervisory module, Ethernet module, etc. The entire system that was down was restored by the officer with minimum down time in co-ordination with NOC Bangalore and the vendor and this was well appreciated by all the DGMs and the GMT, Belgaum.
- 5) During Nov.2014, As a part of Giga bit Switch Router (GSR) migration work, the officer was fully involved in the installation of new SIP/SPA modules in Cisco core router along with restoration of existing STM-16 links.
- 6) During 2014-15, The officer has taken initiative in starting of a centralized in-house maintenance and repair work of printers and computers and refilling of printer cartridge tonners, etc. of entire BM SSA in Belgaum computer section and this has resulted in saving of approx. Rs. 2 Lakhs per year to BSNL Belgaum, along with in house developing of Belgaum SSA intranet portal with timely uploading of all concerned circulars / guidelines from time to time.
- 7) During Jun. 2015, The officer was instrumental in successfully testing and implementing of MADM integration using Ethernet as alternate to E1 and its multiple interfaces to combat/overcome the crunch in NIBs Edge Router Ports(due to non-availability of STM-1 channelized cards) and this was done successfully for the first time in Belgaum and the same was later adopted as standard guidelines to other SSAs/Circles to adopt by Circle office Bangalore. This particular achievement of the officer was well appreciated by the Circle office planning wing, CGMT, Bangalore and the GMT, Belgaum. This enabled the NIB node to upgrade MPLS VPN circuits of various banks, DOP, BBNL DCN links,etc. and resulted in generation of revenue to the tune of Rs. 3.5 Crores to BSNL.
- 8) During July. 2015,As Part of Digital India /BBNL NOFN Project, the officer has taken the initiative and without taking any Assistance from the vendor - M/s UTL, the entire work involving the configuration and integration of BBNL NOFN OLTE Equipments with respective OCLANs of concerned SDCAs in 25 locations was successfully carried out. Also, the work involving the ONT configurations and commissioning of Gram Panchayat FTTH Broadband connections at Khanapur, chikodi, Hukkeri and Kittur blocks (involving 45 Grampanchayats) was successfully carried out. Also, the Acceptance Testing work of BBNL OLTEs at Kittur and Khanpur was successfully completed. This entire work was done by the officer on a war footing basis and it was well appreciated by Circle office Bangalore and the GMT, Belgaum.
- 9) During Jan.2016,The officer was instrumental in doing the Additional STM-16 (2.5Gbps) Connectivity between below mentioned locations.
  - a) Belgaum Core Router to Bangalore NTB Core Router
  - b) Belgaum Core Router to Mumbai Fountain Core Router
  - c) Belgaum Core Router to Pune Core Router
- 10) During Jan.2016, for Strengthening the backbone connectivity and to mitigate internet low speed complaints / backbone choking issues in connected EDGE Routers, necessary expansion work (with minimum down time) from edge router to Core Router was carried out by the officer in co-ordination with NOC Bangalore, with installation of 12000 SIP 600/601 Modular Service cards. During the same time, replacement of old version cards with high capacity subscriber line cards/ control cards was done in BNG and smooth transition of traffic onto new interfaces was successfully carried out.
- 11) NIB node Belgaum being A3 type node, it is having a Total of 1525 MPLS-VPN/ILL Circuits covering Belgaum, Gulberga, Bidar and Bijapur SSAs. As an In-charge of NIB node Belgaum, the officer is maintaining an average percentage Uptime at 99.84% for all MPLS Circuits and the

uptime maintained for all the network elements ( OCLAN.RPR Tier I and II ,BNG and Edge router, Core Router) is at 99.90%, which is really commendable and worth appreciation.

- 12) He is available round the clock including during emergency needs for maintenance of various systems like Core/Edge Router, Broadband Network Elements, Internet leased lines, MLLN equipment, Switching/Transmission Systems, Data Circuits. Because of his quick response during critical hours, there have been no prolonged interruptions in Belgaum SSA, and this positive attitude of the Officer has been of great help to BSNL in the provisioning, Execution, Maintenance of all services, thus contributing to retention of all existing Enterprise business customers in Belagavi SSA and there by adding to the achievement of EB targets as set by Circle office Bangalore.
- 13) In the last 4 years, The officer has been instrumental in provisioning and fault free maintenance of all the broadband / internet leased lines at "SuvarnaVidhanaSoudha", Belgaum during every years' State Assembly Session that is being held here in Belgaum. Owing to the criticality and importance of this event, the Officer has been taking utmost care to see that all the services are provided within shortest period of notice/intimation, and further effective managing of their smooth functioning during the entire period of the state session , which generally is held for about 10 to 15 days every year. The same has been wellappreciated by the State District Administration.

Nevertheless to say, the officer is very Intelligent, Sincere, hardworking, Highly knowledgeable and technically sound, who keeps himself updated with the latest new technologies relevant to the day-to-day jobs. He is very dynamic and has the capabilities to handle multiple tasks at the same time and hence he is able to achieve the targets assigned to him within the stipulated time. With his added academic qualifications, he is able to interact effectively with both internal and external customers of BSNL. He is always available to public, he responds very effectively and he is maintaining very cordial relations with all the Officers and officials and thus he is an asset to our department.