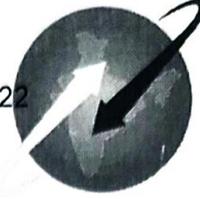एचआरकार्यक्षेत्र (स्टाफ अनुभाग)
कार्यालयमुख्यमहाप्रबंधकदूरसंचार, भारतसंचारनिगमलिमिटेड,
पंजाबपरिमंडल,प्लॉट नंबर 2, संचार सदन, सेक्टर34-ए, चंडीगढ़-160 022

HR Vertical (Staff Section)
O/o The Chief General Manager Telecom, Bharat Sanchar Nigam Limited,
Punjab Circle, Plot No.2, Sanchar Sadan,Sector34-A, Chandigarh-160 022.

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File No. PBCO-11/20/(34)/4/2025-HR ADMIN   Dated   11 /06/2025

To

All BA/Vertical Heads,
Punjab Circle.

Subject:-Calling of options for posting as JTO (T)/JE at Chandigarh – Setup of integrated Circle Network Operation Centre (C- NOC) at Chandigarh under Project Uday Regarding.

In alignment with the implementation phase of BSNL's Project Uday aimed at enhancing network quality and customer experience, it is directed to establish a dedicated Circle Network Operations Centre (Circle NOC). The Circle NOC will serve as a pivotal plateform to streamline network operations across verticals (CM, CFA, EB, TX) enhance real-time monitoring capabilities and ensure proactive performance and fault management across BSNL's diverse network infrastructure.

The Circle NOC will consolidate network surveillance activities into a centralized robust monitoring entity. It will facilitate immediate alarm tracking and escalation coordinated root cause analysis (RCA), proactive KPI improvement and structured goverance to address acute and chronic network issues, aiming to significantly improve customer experience across Mobility, FTTH, Enterprise Business (EB).

The brief duties, role and responsibilities of CM, CFA, Tx & EB verticals is annexed as Annexure-I. The list is indicative and not exhaustive.

In this regard, options from willing officers at the level of JTO (T)/JE are invited as per Annexure-II and the same may be sent on e mail id: agmhrpbco@gmail.com **by 17.06.2025** with the approval of unit Head for evaluation and further posting of suitable candidate at C-NOC Chandigarh.
This issues with the approval of the C.G.M.T Punjab

अतुलगोयल/ AtulGoel
सहायक महाप्रबंधक (एचआर)/ Assistant General Manager(HR)
मोबाइल नंबर/ Mobile No. 9416032388

S. No.	Vertical	Role	High level Responsibilities
1	CM	CM Performance Monitoring Teams	Daily KPI trend analysis, identify worst-performing network elements, daily dashboard reporting, and congestion monitoring across Mobility.
2	CM	CM Fault Resolution Teams	Analyze system faults, alarm tracking, ticket issuance, and coordination for resolution of acute network issues across CM mobility NW. Resolve acute issues and SA alarm, also do configuration changes as per requirement.
3	CFA	CFA Fault Resolution Teams	Analyze system faults, alarm tracking, ticket issuance, and coordination for resolution of acute network issues across CFA NW. Resolve acute issues and SA alarm, also do configuration changes as per requirement.
4	CFA	CFA Performance Monitoring Teams	Daily KPI trend analysis, identify worst-performing network elements, daily dashboard reporting, and congestion monitoring across CFA vertical.
5	Tx	Tx Performance Monitoring Teams	Daily KPI trend analysis, identify worst-performing network elements, daily dashboard reporting, and congestion monitoring across Tx vertical.
6	Tx	Tx Fault Resolution Teams	Analyze system faults, alarm tracking, ticket issuance, and coordination for resolution of acute network issues across Tx NW. Resolve acute issues and SA alarm, also do configuration changes as per requirement.
7	EB	EB Fault Resolution Teams	Analyze system faults, alarm tracking, ticket issuance, and coordination for resolution of acute network issues across EB NW. Resolve acute issues and SA alarm, also do configuration changes as per requirement.
8	EB	EB Performance Monitoring Teams	Daily KPI trend analysis, identify worst-performing network elements, daily dashboard reporting, and congestion monitoring across EB vertical.
9	CC	Complaint Handling Team	Document customer complaints, categorize issues, coordinate resolution, and maintain clear communication with stakeholders and customers.

OPTION FORM FOR JTO(T)/JE TO BE POSTED AT C-NOC CHANDIGARH

1. NAME OF EMPLOYEEE : _____

2. DESIGNATION : _____

3. NAME OF BA/OA WHERE POSTED: _____

4. STATION OF POSTING : _____

5 STAY IN BA/OA : _____

6 QUALIFICATION : _____

7 WORK-PROFILE & DETAIL OF EXPERIENCE :

_____

_____

8 RECOMMENDATION OF BA HEAD : _____

(SIGNATURE OF EMPLOYEE)