

QUALITY MANAGEMENT SYSTEM	POWER GRID COMPANY OF BANGLADESH LTD.				QUALITY PROCEDURES				
	TITLE: PROCEDURE FOR COMMUNICATION NETWORK MANAGEMENT SYSTEM MAINTENANCE								
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- 1. Scope:** Applies to the whole of POWER GRID COMPANY OF BANGLADESH LTD.
2. Purpose: To provide necessary voice & data communication affecting quality & reliability of power system operation nationwide.

SL. No.	Activity (including check points)	Ref. Doc.	Responsibility	Freq. /Time	Output
1.0	Operation of NMS				
1.1	Network Management System is a computer-aided tool to monitor, control, and optimize the performance of the voice & data transmission equipments. Voice and data system are used for effective power system network operation & the SCADA system respectively.		M CNSTD	Continuous	
1.2	Communication Network consists of the following subsystems: <input type="checkbox"/> Transmission network system <input type="checkbox"/> VoIP Network system <input type="checkbox"/> Administrative Telephone network system				
1.3	Transmission network system consists of SDH & PDH system. The role of these equipments to transmit sub-station/power station voice & data to NLDC for smooth power network operation and management.				
1.4	Voice over IP Telephony system & Administrative telephony system both are used for voice communication among NLDC, Sub-station & Power station for power network operation and management.				
2.0	Reference documents/information				
2.1	A master list of Communication Network Management System is maintained.		M CNSTD		
2.2	Operation & maintenance instruction for the following equipment are maintained (As necessary and applicable). <ul style="list-style-type: none"> • Servers & clients • Switches • Routers 				
3.0	Planning				
3.1	The operation, daily inspection and schedule maintenance should be in such a way that the operation of all equipment can be carried out efficiently and effectively.				
3.2	Monthly Operation and Maintenance schedule for the succeeding month should be developed within the last week of running month.		AM/DM CNSTD	Once in a Month	QF-CNS-09
3.2	CNST Division makes a detailed planning for Annual Inspection & Maintenance Program for the scheduled maintenance of the equipment.		AM/DM CNSTD	Once in a year	QF-CNS-05
3.3	Monthly maintenance schedule for the succeeding month should be developed within the last week of running month.		AM/DM CNSTD	Once in a month	QF-CNS-06
3.4	The prepared annual/ monthly maintenance plan is then checked for error and/or omission of component (if any) and then submitted to the competent authority for approval.				

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3.5	The schedule is then approved by the Manager CNST Division.				
3.6	After getting the required approval the plan becomes ready for implementation.				
4.0	Implementation				
4.1	Each Back up station or Master Station would be inspected visually twice in a month.		M CNSTD	Twice in a month.	Report to higher authority
4.2	Whenever a fault occurs in NMS system, the fault record is analyzed to confirm whether there is a break down.		DM CNSTD	As required	QF-CNS-02
4.3	Manager (CNSTD) is informed over telephone about the break down.		DM CNSTD	As required	Information to M CNSTD
4.4	Action plan for repairing and maintenance of the equipment is taken up immediately.		DM CNSTD	As required	Information to M CNSTD
4.5	The team leader of the working party will carry out the maintenance work.	QF-CNS-05 QF-CNS-09	DM CNSTD	As required	QF-CNS-04
4.6	Proper safety measures must be followed throughout the maintenance work.	QD-RSS-01	DM CNSTD	As required	Safety ensured
4.7	After the completion of maintenance work. A report is prepared by the Engineer-in-Charge for record.		DM CNSTD	As required	QF-CNS-07
4.8	For a new integration work , detail work procedure and final result will be written.				QF-CNS-08
5.0	Monitoring				
	System is monitored in three shifts daily and recorded the information in the prescribed form.		JAM CNSTD		QF-CNS-03
5.1	Daily detail monitoring is done maintaining following information: ⇒ Nature of fault ⇒ Cause of break down ⇒ Repair/rectification work done ⇒ Spare parts issued (if any) ⇒ Time required for maintenance ⇒ Person designated for the breakdown maintenance work.		DM CNSTD	As required	QF-CNS-01
5.2	History card is maintained for all equipment under the jurisdiction of the division where records of all the major breakdowns/all repair works and modifications are recorded.		DM CNSTD	As required	QF-CNS-10
6.0	Action for improvement				
6.1	After the completion of annual maintenance program, Manager CNSTD will submit the report to the management.		M CNSTD	As required	Report to management QF-CNS-06
6.2	In the case of break down maintenance Manager CNSTD will submit the report to the management with recommendation of remedial action necessary		M CNSTD	As required	QF-CNS-07
6.3	Report on breakdown maintenance is studied to prevent the recurrence of the same in future.		GM	As required	
6.4	Management will give proper instruction/guideline to follow.				

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6.5	The Procedure for Communication Network Management System Maintenance and its effectiveness after implementation of its decisions will be checked and reviewed during internal audits.		GM, MR, MD, Management Review Committee	At least 1 time in a year	
6.6	Actions will be taken to improve the system on the basis of review		GM, MR	At least 1 time in a year	Improvement



Reviewed by (GMSO):



Approved by (Director O&M):