

## LETTER OF APPRECIATION

1. On the evening of 05 Nov 2011. It was found that the connectivity of the NMCC/ DDS Server was lost from the network due to malfunctioning of router. The router thereafter was declared unserviceable.
2. On 06 Nov 2011, AMC Engineers **Mr Parag Kadam** and **Mr Soumyadeep Lahiri** of Mehdi Bagh Computers successfully troubleshot the problem. Fully aware of the importance of this critical network, they undertook the difficult task of identifying the fault. With their technical acumen and determination, they successfully troubleshot and rectified the unusual behavior / malfunctioning of 7200 VXR Cisco router.
3. Under immense pressure, these engineers displayed their presence of mind, professional Knowledge and above all excellent team work to successfully identify and crash recover the faulty router thereby saving approx Rs 2 lakhs (cost of the Router) and reducing network down time.
4. Well done **Mr Parag Kadam** and **Mr Soumyadeep Lahiri**.



(KP Gowd)  
Group Captain  
Director (Ground Segment)