



ICAO

*International Civil Aviation Organization***THE FIFTEENTH MEETING OF THE COMMON
AERONAUTICAL VIRTUAL PRIVATE
NETWORK OPERATIONS GROUP (CRV OG/15)***Mumbai, India, 15-19 June 2026***Agenda Item 9: States/Administrations CRV Implementation****INORDINATE DELAY IN PROVISIONING OF SECOND CRV NODE
AT DELHI BY PCCW GLOBAL**

(Presented by India)

SUMMARY

This Working Paper highlights the inordinate delay experienced during the implementation of the second CRV node at Delhi for the DR AMHS operation by PCCW Global. The paper is submitted for information and consideration of suitable measures to improve accountability, coordination, escalation mechanisms, and service delivery timelines for CRV network implementation activities by PCCWG for Member States.

1. INTRODUCTION

1.1 India presently operates a legacy Air Traffic Services Message Handling System (AMHS), commissioned at Mumbai in 2011 together with indigenous IP-AMSS systems deployed across 16 airports. These systems are further complemented by Remote AMSS Workstations (RWS) and Remote Briefing Terminals (RBT) installed at various airports nationwide.

1.2 Initially, India executed a service contract with PCCW Global on 15 March 2022 for the provision of CRV services under Package-B+ with an initial bandwidth of 1 Mbps to facilitate AMHS operation at Mumbai. The CRV services were operationalized at Mumbai with effect from 16 December, 2022 onwards. Subsequently, the bandwidth was upgraded to 2 Mbps under Package-B+ w.e.f 07 May, 2025 to enhance additional data and voice circuits on the CRV network.

2. DISCUSSION

2.1 India initiated procurement for the modernization and replacement of all legacy AMSS and existing AMHS systems through implementation of a centralized Pan-India AMHS network covering more than 80 airports. The proposed architecture comprises a primary Data Centre (DC) at Mumbai and a geographically mirrored Disaster Recovery (DR) facility at Delhi. For operationalization of the DR AMHS facility at Delhi, provisioning of a second CRV node is essential to enable seamless switchover between the DC and DR sites during any contingency affecting the Mumbai DC AMHS facility.

2.2 Accordingly, India has placed a purchase order to PCCWG on 01 July 2025 for the provision of a second CRV node (2 Mbps under Package C) at Delhi to enhance redundancy and operational reliability of the CRV network services for aeronautical communications through DR AMHS operation. PCCWG acknowledged and accepted the purchase order on 7 July 2025 for the implementation of the second CRV node at Delhi.

2.3 PCCWG engaged M/s Airtel as the local service partner for the implementation of the second CRV node (2 Mbps under Package C) at Delhi for DR AMHS operation and intimated the Service Provision Guarantee date of 28 November 2025 (tentatively) for the delivery of this CRV node.

2.4 However, despite continuous follow-up by AAI and repeated coordination made with PCCWG through emails and WhatsApp, the implementation of the second CRV node (2 Mbps under Package C) at Delhi has experienced a significant delay extending well beyond the committed Service Provision Guarantee date.

2.5 This delay in the provision of the CRV node at Delhi was caused by inadequate planning, poor initial site validation, delayed submission of OFC laying permission requests to the Airport Operator, and lack of effective follow-up by PCCWG. Excessive dependency on the local service provider (Airtel) without ensuring accountability and commitment further aggravated the delay. Moreover, PCCWG has not provided a firm Service Provision Guarantee date for the delivery of the CRV node at Delhi as stipulated under the terms and conditions of the CRV service contract.

2.6 Due to the delay in provisioning of the second CRV node at Delhi for DR AMHS operation, a lot of operational difficulties were faced in commissioning of PAN India AMHS, as DC-DR switch over testing was pending due to the non-availability of the second CRV node at Delhi.

2.7 The matter was escalated to the ICAO APAC Office on 23 April 2026 by the higher management of AAI, seeking intervention for effective monitoring and enforcement of contractual accountability mechanisms in respect of CRV service provisioning for Member States by PCCWG.

2.8 After the intervention of the ICAO APAC office and the CRV OG Co-Chair, the second CRV node (2 Mbps under Package C) was delivered on 15 May 2026 by PCCWG after a delay of about six months for the DR AMHS operation at Delhi.

2.9 The delay of more than six months for provisioning of the second CRV node at Delhi by PCCWG has caused serious concern and displeasure at the higher level of AAI management and raised apprehensions on the timely delivery of CRV services for new sites.

2.10 Based on our experience, the matter is hereby highlighting the need for improved project governance, implementation monitoring, and contractual accountability mechanisms for CRV service provisioning activities for Member States.

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) note the information contained in this paper,
- b) note the implementation challenges and delays experienced in provisioning of the second CRV node at Delhi,
- c) encourage PCCWG to strengthen coordination and escalation mechanisms with the local partner onboard for timely delivery of CRV services,
- d) encourage PCCWG for effective governance, monitoring and reporting mechanisms for provisioning of CRV services as per the committed Service Provision Guarantee date for Member States,
- e) discuss any relevant matter as deemed necessary
