



Government of India
Citizen's / Client's Charter
for
(Department of Telecommunications)

(2017-2018)

Address : Sanchar Bhawan, 20 Ashoka Road, New Delhi-110001
Website ID : www.dot.gov.in
Date Of Issue : 28/ 02 / 2018

Vision Mission

Vision

To provide secure, reliable, affordable and high quality converged telecommunication services anytime, anywhere for an accelerated and inclusive socio-economic development

Mission

To develop a robust and secure state-of-the-art telecommunication network providing seamless coverage with special focus on rural and remote areas for bridging the digital divide and thereby facilitate socio-economic development; create an inclusive knowledge society through proliferation of affordable and high quality broadband services across the nation; reposition the mobile device as an instrument of socio-economic empowerment of citizens and to contribute in mission 'Digital India' & 'Cashless Economy' ; make India a Global Hub for telecom equipment manufacturing by way of 'Make in India' revolution; promote development of new standards to meet national requirements; attract investment, both domestic and foreign and promote creation of jobs.

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
1	Issue of Internet License	6	Mr. P. C. Sharma Director (DS-III)	dirds3-dot@nic.in	9868215447 (23036425)	a] Submission of complete Application form for license (Unified License) for provision of Internet services along with required documents to AS Cell. Receipt of Application from AS Cell.	Application form along with requirements of documents is available on website www.dot.gov.in	Processing Fees (Cat. B)	Demand Draft	15000/- (Rupees Fifteen Thousand)
						b] Scrutiny of the application form and documents and convey of discrepancy, if any, to the applicant.	N/A			
						c] Processing and approval for issue of letter Of Intent (LOI).	N/A			
						d] Issue of LOI to the applicant company.	N/A			

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								Category	Mode	Amount in Rs.
						e] Compliance of terms and conditions of LOI by applicant company and submission of entry Fee, PBG, FBG.	Entry Fee /Performance Bank Guarantee (PBG)/Financial Bank Guarantee (FBG) as indicated category wise in the next column.	Entry Fees (Cat. A)	Demand Draft	3000000 (Rupees Thirty Lakhs)
						f] Signing of the license agreement for Internet services with applicant company after compliance of LOI conditions and necessary clearances.	N/A			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
2	Security clearance for foreign nationals under Internet License	2	Shri Sanjeev Kumar Arya Director (DS- II)	dirids2-dot@nic.in	9868131555 (23036860)	1. Submission of request along with complete documents of the foreign nationals.	Request application, Passport Copy, Photograph and write up	N/A	N/A	N/A
						2. Scrutiny of application and documents.	N/A	N/A	N/A	N/A
						3. Sending the proposal for the consideration of security agencies.	N/A	N/A	N/A	N/A
						4. Processing and approval for issue of Security clearance for foreign nationals after receipt of clearance from Security agencies.	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
3	Merger / demergers and amalgamation / change of name / change of registered office address of the licensee company holding Internet License.	3	Mr. P. C. Sharma Director (DS-III)	dir3- dot@nic.in	9868215447 (23036425)	a] Submission of application by licensee company along with required documents.	Requirements of documents is available on website www.dot.gov.in . Main documents include BG(s), certified copy of orders of HC regarding merger / demerger /amalgamation (M/D/A), certificate of ROC. Complete equity structure before and after M/D/A, Present list of Directors along with details, Board Resolution regarding authorized signatory, undertaking from the transferee company.	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						b] Scrutiny of application and documents.	N/A	N/A	N/A	N/A
						c] Issue of request to other concerned units for no dues clearance.	N/A	N/A	N/A	N/A
						d] Processing and approval for merger / demerger and amalgamation of licensee company holding Internet License after necessary clearances.	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
4	Request for surrender of the Internet license.	2	Mr. P. C. Sharma Director (DS-III)	dir3- dot@nic.in	9868215447 (23036425)	a] Submission of request for surrender of Internet license along with Board Resolution to this effect.	Documents as per licensing conditions along with Board Resolution Surrender charges equivalent to 2.5 OR 5 percent of Performance Bank Guarantee (PBG) whichever is applicable, if the surrender is requested before start.	N/A	N/A	N/A
						b] Scrutiny of application and documents.	N/A	N/A	N/A	N/A
						c] Processing and approval for surrender of Internet licensee company after necessary clearances.	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
5	Issuing of direction to Internet service providers for blocking of website / URL/ IP address.	3	Shri Sanjeev Kumar Arya Director (DS- II)	dirsd2-dot@nic.in	9868131555 (23372601)	Receipt of direction for Blocking from Group Coordinator, Department of Electronics and Information Technology (DeitY) and issue of directions to ISPs for blocking of URLs. Taking approval of competent authority.	Directions from DeitY.	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
6	Issue of CUG VSAT Mobile Satellite Service-Reporting (MSS-R) License.	1	Sh Suneel Niraniyan Director (DS-I)	dirds1-dot@nic.in	9416010021 (23372129)	a] Submission of complete application form by the applicant along with required documents.	Application Forms and list of documents available on website www.dot.gov.in In addition, following documents a) Brief write up b) Link Engg. c) Compliance to applicable TEC IR d) details of equipment e) Hub and VSAT	Processing Fees for Commercial Service under UL	Demand Draft	50000 (Rupees fifty thousand)
						b] Application is scrutinized for ensuring eligibility of applicant to get the license.	N/A	N/A	N/A	N/A
						c] Application is forwarded to Inter-ministerial Apex Committee members for examination and recommendations.	N/A	N/A	N/A	N/A

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								Category	Mode	Amount in Rs.
						d] Once recommended by Apex Committee, the LOI is issued to applicant after approval of competent authority.	N/A	N/A	N/A	N/A
						e] LOI is accepted by the applicant. Applicant deposits Entry Fee and Bank Guarantees.	Entry Fees / Performance Bank Guarantee (PBG) / Financial Bank Guarantee (FBG)	Entry Fees	Demand Draft	3000000 (Rupees thirty lakhs)
						f] License agreement is signed with the applicant after compliance of the LOI and necessary clearances.	N/A	N/A	N/A	N/A

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S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
7	Issuance of Permission for Private Captive CUG networks on OFC or Wireless.	2	Sh Suneel Niraniyan Director (DS-I)	dirsd1-dot@nic.in	9416010021 (23372129)	a] the application along with required documents.	Complete details of the network, its purpose, its users and cost of the project.	N/A	N/A	N/A
						b] The application is scrutinized and approval of competent authority sought for issue of permission.	N/A	N/A	N/A	N/A
						c] The applicant is asked to deposit Financial Bank Guarantee.	N/A	N/A	N/A	N/A
						d] The Permission is issued to the applicant after obtaining FBG and necessary clearances.	Financial Bank Guarantee of the Amount in Rs. Decided based on cost of project.	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
8	Issue of In-principle Clearance to Licensees for addition of new satellite services / network.	2	Sh Suneel Niraniyan Director (DS-I)	dirids1-dot@nic.in	9416010021 (23372129)	a] The proposal is received from the licensees along with required documents.	a) Brief write up b) Link Engg. c) Compliance to applicable TEC IR d) Details of equipment) Comparative Statement. The complete list of documents to be provided is also available on website www.dot.gov.in	N/A	N/A	N/A
						b] The proposal is scrutinized for completeness and forwarded to Apex Committee Members.	N/A	N/A	N/A	N/A
						c] Once recommendation by Apex Committee, the In- principle Clearance is issued to applicant after approval of competent authority.	N/A	N/A	N/A	N/A

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								Category	Mode	Amount in Rs.
9	Processing of Foreign Direct Investment (FDI) application.	2	Sh Kuldeep Singh Saharawat Director (IP)	dirip.hq-dot@nic.in	9013130861 (23036252)	FDI up to 49% is permitted under automatic route and beyond & upto 100% through govt. route which requires approval of Deptt. of Telecom by filing application through FIF portal (www.fifp.gov.in)	The detailed document is required along with procedure, available in FIF Portal (www.fifp.gov.in)	N/A	N/A	N/A
10	Processing of application from exporters for input-output norms submitted to DGFT.	1	Sh Kuldeep Singh Saharawat Director (IP)	dirip.hq-dot@nic.in	9013130861 (23036252)	For export of telecom equipment, manufacturer's need input which is given based on essentiality certified by technical department.	N/A	N/A	N/A	N/A
11	Grievance Redressal / Facilitation of Grievance Redressal Process.	5	Shri Arjun Singh, Deputy Director General (PG), DoT HQ	ddgpg-dot@nic.in	9868130881 011-23221231	a] For grievances pertaining to telecom services, the redressal is to be sought in the first instance through "Two Tier Institutionalized Grievances Redressal Mechanism" of the concerned Service Provider; that has been established under Telecom Consumer Complaint Redressal Regulation 2012 of TRAI.	The details along with procedure thereof is available at www.trai.gov.in under Consumer-info/telecom/grievance-redressal mechanism.	N/A	N/A	N/A

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S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						b) For grievances pertaining to pension and related matters, the same may be submitted electronically (via http://pensionersportal.gov.in) or in writing to DDG (Estt.) DoT HQ providing a clear statement of grievance indicating the background and officials /channels previously approached for redressal.	The details along with procedure thereof is available at www.pensionersportal.gov.in	N/A	N/A	N/A
						c) For other grievances including the ones remaining un-redressed after the lapse of progressive time-limits specified in TRAI Regulation (as above), the same may be submitted electronically (via http://pgportal.gov.in) or in writing to DDG (PG) DoT HQ providing a clear statement of grievance indicating the background and officials / channels previously approached.	The details and process for lodging grievance is available on www.pgportal.gov.in , Further Details, if required, may be referred at www.dot.gov.in under Public Grievances icon.	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
12	Retirement benefits / revision of pension cases in respect of Government / BSNL retiring employees / Pensioners.	1	Sh. Sanjay Agrawal Director (Establishment-II)	sanjay.agrawal76@nic.in	9868616180	a] Receipt of Pension case	Forms (available with administrative unit of retiree) & completed documents received from employee and his Service.	N/A	N/A	N/A
						b] Verification of Qualifying service	N/A	N/A	N/A	N/A
						c] Seeking Compliance to deficiencies	N/A	N/A	N/A	N/A
						d] Calculation of Pensionary Benefits & preparation of pension related papers.	N/A	N/A	N/A	N/A

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S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
13	Issuance of Pensioner's Identity card, service certificate, Qualifying service certificate, Circulation of IDA orders for BSNL pensioner's. Dissemination of information relating to pension matters through website etc.	2	Sh. Sanjay Agrawal Director (Establishment-II)	sanjay.agrawal76@nic.in	9868616180	a] On receipt of application for issue of pensioner's Identity card or service certificate for availing concessional telephone facility etc. the same is issued to the concerned employee based on the records of pension file and service book.	Pension files and service book of pensioner / retiring employees.	N/A	N/A	N/A
						b] On receipt of application for issue of qualifying service certificate under Rule 32 of CCS (Pension) Rules, 1972 along with their Service Book, the case is examined based on the records of service book and certificate issued after consultation of Accounts Officer & removing of discrepancies, if any.	Service Book of the concerned employees	N/A	N/A	N/A

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S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						c] On receipt of IDA orders from DPE, pension related decision in respect of BSNL/MTNL/Govt. etc. from DOP&PW etc., the same is circulated to the concerned units uploading the same to the DOT website.	Relevant orders regarding IDA/ Pension matters	N/A	N/A	N/A
14	Redressal of grievances in respect of DOT/BSNL pensioner's/ Family pensioner's	1	Sh. Sanjay Agrawal Director (Establishment-II)	sanjay.agrawal76@nic.in	9868616180	a] Receipt of Grievance letters from pensioner's/ family pensioner's.	N/A	N/A	N/A	N/A
						b] After sorting out the grievances, the grievances related to circle/ units are sent to the concerned circle for redressal. The Grievances relating to this unit's pensioners are redressed based on the pension file/ service book records and in accordance with the relevant pension rules.	N/A	N/A	N/A	N/A

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								Category	Mode	Amount in Rs.
15	Appointment of Arbitrator under section 7 B of Indian Telegraph Act 1885 in respect of billing disputes.	5	Sh. Rajeev Kumar Deputy Director General (B&PF)	rajeev.kumar27@gov.in	9013132996 (23036861)	Screening of application and Appointment of Arbitrator.	A formal request from subscriber for appointment of arbitrator/ Court orders/ CGM's approval	N/A	N/A	N/A
16	Issue of authorization for National Long Distance (NLD) / International long Distance (ILD) Service under the Unified Licensing regime/ UL (VNO)	6	Shri A.K. Singh Director (CS-III)	dircs3.hq-dot@nic.in	9968720084 (23722444)	a] Scrutiny of application form and documents by licensing cell. Intimation to applicant of deficiency / discrepancies, if any	As per UL/ UL (VNO) guidelines available on DoT website www.dot.gov.in	Processing fee	E-Payment through Bharatkosh	50000/- (Rupees Fifty Thousand)
						b] Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiency / discrepancies, if any	N/A	N/A	N/A	N/A
						c] Processing and approval of competent authority for issue of Letter of Intent (LoI) after fulfillment of all eligibility conditions / submission of requisite documents / clarifications.	N/A	N/A	N/A	N/A

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S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						d) Issue of Lol to the applicant company by CS cell after approval of the case.	N/A	N/A	N/A	N/A
						e) Signing of the license agreement for NLD/ ILD services with applicant company after compliance of Lol conditions and necessary clearances.	N/A	N/A	N/A	N/A
17	Security clearance for foreign nationals under NLD / ILD License.	2	Shri A.K. Singh Director (CS-III)	dircs3.hq-dot@nic.in	9968720084 (23722444)	a) Scrutiny of application form and documents by licensing cell. Intimation to applicant of deficiency / discrepancies, if any	N/A	N/A	N/A	N/A
						b) Sending the proposal for the consideration of security agencies after clarification / clearance of discrepancies.	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						c] Processing and issuance of approval for security clearance for foreign nationals after approval from security agencies is received.	N/A	N/A	N/A	N/A
18	Request for Name change, registered office address change for company holding NLD / ILD License	3	Shri A.K. Singh Director (CS-III)	dircs3.hq-dot@nic.in	9968720084 (23722444)	a] Scrutiny of application form and documents by licensing cell. Intimation to applicant of deficiency / discrepancies, if any	N/A	N/A	N/A	N/A
						b] Processing and approval for request for name change for company holding / NLD/ ILD License.	N/A	N/A	N/A	N/A

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S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
19	Issue of PMRTS / CMRTS License (Public/ Captive Mobile Radio Trunking Service)	4	Shri Sandeep Kumar Singhal Director (CS-I)	dircs1-dot@nic.in	9013134800 (23036253)	a] Submission of complete application form by the applicant along with required documents.	Indian Registered Companies may apply. Application Form & list of documents to be provided available on website.	Processing Fees	Online through NTRP portal	20000 (Rupees Twenty Thousand)
						b] Scrutiny and ensuring eligibility of applicant to get the license. Intimation to applicant of deficiencies/ discrepancies, if any. When the application is complete, forwarding same to TEC & WPC for examination.	N/A	N/A	N/A	N/A
						c] Sending the case for financial vetting / approval on receipt of TEC / WPC clearance and subject to fulfillment of all eligibility conditions/ submission of requisite documents / clarifications.	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						d] Processing and approval of competent authority for issue of letter of Intent (LOI) subject to fulfillment of all eligibility conditions /submission of requisite documents.	N/A	N/A	N/A	N/A
						e] compliance of terms & conditions of Lol by applicant company.	N/A	N/A	N/A	N/A
						f] Signing of the license agreement for CMRTS/ PMRTS services with applicant company (after compliance of LOI conditions, no dues clearances) after receipt of the request from the company to sign the agreement.	PMRTS: FBG and PBG of Rs. 1 lac each; CMRTS: FBG of Rs. 1 Lac and license fee of Rs. 300/- per terminal per year subject to a minimum of Rs.25000/-	Bank Guarantees And License Fee	Online through NTRP portal	Minimum 25000 (Rupees twenty five thousand) for CMRTS

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								Category	Mode	Amount in Rs.
20	Issue of Registration Certificate to Infrastructure Provider Category-I	3	Shri A.K. Singh Director (CS-III)	dircs3.hq-dot@nic.in	9968720084 (23722444)	a) Scrutiny of application and intimation to applicant of deficiency / discrepancies, if any	As per check list available on DoT website	Processing Fee	e-payment through Bharatkosh	5000/- (rupees five thousands)
						b) Approval of competent authority for issue of registration certificate after clarification of all discrepancies.	N/A	N/A	N/A	N/A
21	Issue of Voice Mail / Audiotex/ Unified Messaging Service (UMS) License	2	Shri Sandeep Kumar Singhal Director(CS-I)	dircs1-dot@nic.in	9013134800 (23036253)	a) Submission of complete Application Form by the applicant along with required documents.	Indian Registered Companies may apply. Application Form & list of documents to be provided available on website www.dot.gov.in	Processing Fee	Online through NTRP portal.	20000 (Rupees Twenty thousand)

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								Category	Mode	Amount in Rs.
						b] Scrutiny and ensuring eligibility of applicant to get the license. Intimation to Applicant of deficiencies/ discrepancies, if any. When the application is complete- (i) Requesting for 'NO dues certificate' from LF/ WPC/ WPF Cells of DoT. (ii) Putting up for financial vetting/ approval.	N/A	N/A	N/A	N/A
						c] Processing and approval of competent authority for issue of letter of Intent (LOI) subject to fulfillment of all eligibility conditions / submission of requisite documents.	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						d] Signing of the license agreement with applicant company (after compliance of LOI conditions, no dues clearances) from the date of receipt of the request from the company to sign the agreement.	Performance Bank Guarantee of Rs. 3 lakh			
22	Request for issue of NOC/ Renewal of NOC for Sale/ Rent of International Roaming SIM Cards and Global Calling Cards.	2	Shri Sandeep Kumar Singhal Director(CS-I)	dircs1-dot@nic.in	9013134800 (23036253)	a] Submission of Request for Renewal.	Indian Registered Companies are eligible to apply. Application Form and list of documents to be provided available on DoT website www.dot.gov.in	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						b) The request is scrutinized and intimation to applicant of deficiencies / discrepancies, if any is sent.	N/A	N/A	N/A	N/A
						c) Processing and approval of competent authority for issue of the renewal of NOC subject to fulfillment of all eligibility conditions / submission of requisite documents/ clarifications.	N/A	N/A	N/A	N/A
23	Granting of Wireless Licenses (above 806 MHz)	4	Sh Naresh Kr Bhola Sr Deputy Wireless Advisor	nk.bhola@nic.in	9013133778 (23752489)	1. Issue of "Letter of Intent (LOI)" conveying payment of spectrum charges.	i) Copy of printout of "on-line application" filed in WPC website (www.wpc.dot.gov.in) under relevant category (to be enclosed with hard copy application)			

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							ii) Hard copy application in prescribed format (available on WPC website) duly filled in along with the following documents: a) Network diagram with Geo coordinates and distance, details of coverage area; b) Equipment details along with technical literature i.r.o RF parameters; c) Deployment plan in soft & hard copy with Link details in the prescribed format available on web site; d) Justification for RF requirements.			

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							e) Details and status of earlier assignments, if any. f) AIP/ DL of Radar also needs / IMD, Air Force/ as applicable; g) in case of CMRTS, copy of Service License issued by DoT. Note: The AIP/ DL may be issued to the applicants subject to availability and compatibility of the RF spectrum, as well as inter Ministerial coordination, if applicable.	N/A	N/A	N/A

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								Category	Mode	Amount in Rs.
						2. Issue of "Agreement- in- Principle (AIP)"/ Decision Letter (DL) conveying earmarking of frequency and parameters.	Request letter with Payment of spectrum charges within the stipulated period as indicated in LOI through NON TAX RECEIPT PORTAL (NTRP) of Govt. of India http://bharatkosh.gov.in/ and enclose the receipt generated as proof of payment.	N/A	N/A	N/A

Main Services / Transactions

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								Category	Mode	Amount in Rs.
						3. Issue of "Wireless Operating Licensing (WOL)" against already issued AIP/ DL.	i) Request letter from the applicant for conversion of already issued AIP/ DL into Wireless Operating License (WOL); along with the following documents and payments a) Copy of valid AIP/ DL; b) Spectrum Charges due, if any through NON TAX RECEIPT PORTAL (NTRP) of Govt. of India http://bharatkosh.gov.in/ and enclose the receipt generated as proof of payment; in case spectrum charges paid along with the Late fee as applicable from time to time.			

Main Services / Transactions

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								Category	Mode	Amount in Rs.
							Spectrum charging orders mentioned below may be referred, which are available on wpc.gov.in (i) No. P- 11014/34/2009 -PP(I) dated 22.03.2012 (ii) No. P- 11014/34/2009 -PP(II) dated 22.03.2012 (iii) No. P- 11014/34/2009 -PP(III) dated 22.03.2012 (iv) No. P- 11014/34/2009 -PP(IV) dated 22.03.2012 c) Copy of Commercial Invoice in respect of the equipment to be installed in the wireless station/network; In case equipments are imported by the user,			

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								Category	Mode	Amount in Rs.
							copy of Import license issued by respective Regional Licensing Offices of WPC Wing. d) copy of valid Dealer Possession License of the equipment supplier; Copy of sitting clearance issued by SACFA, WPC Wing, where ever applicable, to any tower/mast used for installing the Antenna.			
						4. Issue of "Renewal Certificates" of the WOLs requiring renewal/ extension	i) Request Letter for renewal of Wireless Operating License (WOL) well in advance, preferably one month before the expiry. ii) Copy of WOL and the last Renewal Certificate;			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							<p>(iii) Requisite fee / charges as already decided / payable through NON TAX RECEIPT PORTAL (NTRP) Of Govt. of India http://bharatkosh.gov.in/ and enclose the receipt generated as proof of payment.</p> <p>(iv) In case of expired WOL, the spectrum charges are to be paid along with the Late fee as applicable/ chargeable from time to time (existing late charges are levied @ 2% per month compounded annually, on total Amount in Rs. payable; Rs.250/ is minimum late fee.</p>			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
24	Granting of Wireless Licenses (below 806 MHz)	4	Shri M K Patnaik, Sr Deputy Wireles Advisor	pattanaik.mr@gov.in	9811488767 (23372182)	1. Issue of "Letter of Intent (LOI)" conveying payment of spectrum charges.	i) Copy of printout of "on-line application" filed in WPC website (www.wpc.dot.gov. in) under relevant category (to be enclosed with hard copy application) (iii) Hard copy application in prescribed format (available on WPC website) duly filled in along with the following documents: (a) Network diagram with Geo coordinates and distance, details of coverage area; b) Equipment details along with technical literature i.r.o RF parameters.	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							c) Deployment plan in hard copy with Link details in the prescribed format available on web site; d) Justification for RF requirement e) Details and status of earlier assignments, if any. f) AIP/ DL of Radar also needs / IMD, Air Force/ as applicable; g) in case of CMRTS, copy of Service License issued by DoT. Note: The AIP/ DL may be issued to the applicant subject to availability and compatibility of the RF spectrum, as well as inter-Ministerial coordination, if applicable.	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						2.Issue of "Agreement-in-Principle (AIP)"/ (DL) Decision Letter conveying earmarking of frequency and Parameters.	Request letter with Payment of spectrum charges within the stipulated period as indicated in LOI through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose the receipt generated as proof of payment of the Amount in Rs. As indicated in LOI.	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						3. Issue of "Wireless Operating Licensing (WOL)" against already issued AIP/ DL	i) A letter from the applicant requesting for conversion of already issued AIP/ DL into Wireless Operating License (WOL); along with the following documents and payments: a) Copy of valid AIP/DL; Spectrum Charges due, if any through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose the receipt generated as proof of payment. In case of expired AIP/ DL, the spectrum charges are to be paid along with the Late fee as applicable from time to time (existing late fee are levied @ 2% Rs.250/ is minimum late fee to be paid);	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fee		
								Category	Mode	Amount in Rs.
							c) Copy of Commercial Invoice in respect of the equipment to be installed in the wireless station/network; d) In case equipments are imported by the user, copy of Import license issued by respective Regional Licensing Offices of WPC Wing, and in case of purchase locally, copy of valid Dealer Possession License of the equipment supplier; e) Copy of sitting clearance issued by SACFA, WPC Wing, if applicable.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							e) Spectrum charging orders mentioned below may be referred, which are available on wpc.gov.in (i) Charging order No. P-11014/34/2009-PP(I) dated 22.03.2012 (ii) Charging order No. P-11014/34/2009-PP(II) dated 22.03.2012 (iii) Charging order No. P-11014/34/2009-PP(III) dated 22.03.2012 (iv) Charging order No. P-11014/34/2009-PP(IV) dated 22.03.2012			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						4. Issue of "Renewal Certificates" of the WOLs requiring renewal / extension.	i) Letter requesting for renewal of Wireless Operating License (WOL) well in advance, preferably one month before the expiry of WOL. ii) Copy of last renewal Certificate; (iii) Requisite fee/ charges as already decided / payable for the WOL through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ . In case of expired WOL, the spectrum charges are to be paid along with the Late fee as applicable / chargeable from time to time (existing late charges are levied @ 2% per month compounded annually, on total Amount payable in Rs.; Rs.250/ is minimum late fee to be paid).			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						5. FM Broadcasting INCLUDING Community Radio	i) File online application and enclose a copy of the printout. ii) Letter of Intent from Ministry of Information and Broadcasting iii) Single copy of 11 column application form complete containing list of fixed stations.			
25	Issue of Amateur Station Operator's Certificate (ASOC) licenses /Certificate of Proficiency (COP) licenses.	3	Shri Bhagirath, Sr Deputy Wireless Advisor)	bhagirath.32@gov.in	9013133360 (23731488)	1. Issue of ASOC (Amateur Station Operating License) ASOC-General and ASOC-Restricted Note: The documents mentioned in the next column under "Document Required" should be submitted by the applicant only after Receipt of result from concerned Wireless Monitoring stations.	1. Request Letter for issue of ASOC license for 20 years or life time. 2. Copy of result of passed ASOC examination issued by Wireless Monitoring station.	License Fee for Lifetime	Through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ .	2000 (Rupees Two Thousand)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							3. Copy of Certificate showing Date of Birth and fathers name, duly attested by Gazetted Officer. 4. Passport size photograph-02 No (name to be written in the back) 5. License fee for 20 years Rs. 1000/- & for lifetime Rs.2000/- as the case may be paid through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose the receipt generated as proof of payment.			

Main Services / Transactions

Citizen's / Client's Charter for Department of Telecommunications - (2017-2018)

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						2. Renewal of ASOC (Amateur Station Operating License) ASOC-General and ASOC-Restricted grade license.	<p>1. Request Letter for renew of ASOC license for 20 years or life time as the case may be. Submission of requisite fee/charges through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose the receipt generated as proof of payment.</p> <p>2. Late fee @ Rs. 100/- for every half year or part thereof will be chargeable if applicable</p> <p>3. License fee for 20 years Rs. 1000/- & for lifetime Rs.2000/-.</p>	License Fees for life time	Through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/	2000 (Rupees two thousand)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						<p>3. Issue of Radio Telephony Restricted (Permit)-RTR(P)</p> <p>Note: Permit will be issued to Indian citizen depending upon the validity of Foreign Radio Telephony License (R/T) & Flight Crew License (CPL/ATPL/FEL (AMEL).</p> <p>In case of foreign Nationals, Permit will be issued after obtaining Inter-Ministerial clearances.</p>	<p>1. Hard copy of application duly filled in prescribed proforma (AF-1) available on wpc.gov.in .</p> <p>2. Requisite fee/ charges of Rs. 5000/- through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose a copy of the receipt generated through NTRP.</p> <p>3. Copy of valid Foreign R/T issued from commonwealth countries/ Philippines, duly attested by a Gazetted Officer of Central or State Govt.</p>	License Fees for Maximum of 20 years.	Through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/	5000 (Rupees five thousand)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							4. Copy of CPL /ATPL/ FEL, duly attested by Gazetted Officer, from the same administration from where foreign R/T has been obtained by the applicant. 5. Passport size photograph-02 Nos. 6. Personal particulars in 06 copies, in case of foreign nationals. Personal particulars form available on WPC.gov.in.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						<p>4. Issue of renewal / extension of Radio Telephony Restricted (Permit)- RTR(P)</p> <p>Note: Validity of the Permit will be given depending upon the validity of foreign R/T & Flight Crew license (CPL/ATPL/FEL), whichever is earlier.</p>	<p>1. Hard copy of application duly filled in prescribed proforma (COP-23) available on wpc web site.</p> <p>2. Requisite fee/ charges of Rs. 5000/- through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose a copy of the receipt generated through NTRP.</p> <p>3. Late fee of 2 % per month, with a minimum of Rs.250/- and compounded annually.</p> <p>4. Copy of valid Foreign R/T issued from commonwealth countries/ Philippines,</p>	License Fees for Maximum of 20 years.	Through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/	5000 (Rupees five thousand)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							5. Copy of CPL/ATPL/FEL , duly attested by Gazetted Officer, from the same administration from where foreign R/T has been obtained by the applicant. 6. Experience as notified vide gazette notification No. G.S.R. No. 7(E) dated 06.01.2010. Copy of flying log book to be certified by the concerned company/ organization. 7. All the Documents shall be duly attested by gazette officer of State or central government only.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						<p>5. Issue of Radio Telephony Restricted (Conversion)-RTR(C)</p> <p>Note:</p> <p>i) This certificate is issued to the applicant after passing Part-I exam of RTR(A) conducted by Ministry of Communication</p> <p>ii) Certificate will be issued depending Upon the validity of Foreign Radio Telephony License (RT) issued from commonwealth Countries/ Philippines.</p> <p>iii) In case of foreign Nationals Certificate will be issued after getting Inter Ministerial Clearance.</p>	<p>1. Hard copy of application duly filled in prescribed proforma (Annexure-1A) available on wpc.gov.in along with copy of result of RTR (A) examination.</p> <p>2.Requisite fee/ charges of Rs. 5000/- through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/</p> <p>3.Copy of valid Foreign R/T issued from commonwealth countries/ Philippines, duly attested by a Gazetted Officer of central or state Govt.</p>			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							4. Passport size photograph-02 Nos. 5. Personal particulars in 06 copies, in case of foreign nationals. Personal particulars form available on WPC.gov.in. 6.Undertaking as mentioned in the result of RTR(A) examination.			
						6. Issue of renewal of Radio Telephony Restricted (Conversion)- RTR(C) Note: Validity of Certificate will be Given, depending upon the validity of foreign R/T	1. Hard copy of application duly filled in prescribed proforma (COP-23 & Annexure-1A) available on wpc.gov.in 2. Requisite fee/ charges of Rs. 5000/- through NON TAX RECEIPT PORTAL(NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose a copy of the receipt generated through NTRP.	License Fee for 20 years	Through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/	5000 (Rupees five thousand)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							3. Late fee of 2 % per month, with a minimum of Rs.250/- and compounded annually. 4. Copy of valid Foreign R/T issued from commonwealth countries/ Philippines, duly attested by a Gazetted Officer of central or state Govt. 5. Experience as notified vide gazette notification No. G.S.R. No. 7(E) dated 06.01.2010. Copy of flying log book to be certified by the concerned company/organization and attested by a Gazetted officer of central or state Government. 6. Passport size photograph-02 Nos. 7. attested copy of last renewal slip			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						7.Issue of renewal of Global Maritime Distress and Safety System (General Operator Certificate) GMDSS (GOC).	<p>1. Hard copy of application duly filled in prescribed proforma (COP-23) available on wpc.gov.in</p> <p>2. Requisite fee/charges of Rs. 1000/- through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose a copy of the receipt generated through NTRP.</p> <p>3. Late fee of 2 % per month, with a minimum of Rs.250/- and compounded annually.</p>	License fee for 5 years	Through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/	1000 (Rupees one thousand)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							4. Experience as notified vide gazette notification No. G.S.R. No. 277(E) dated 02.05.2013. Copy of CDC attested by a Gazetted officer of central or state Government. 5. In case of experience certificate issued by a company, original certificate to be attached. 6. attested copy of last renewal slip			
						8. Issue of renewal of Radio Telephony Restricted (Aeronautical)-RTR(A) Renewal	1. Hard copy of application duly filled in prescribed proforma (COP-23 & Annexure 1-A) available on wpc.gov.in 2 Copy of Date of Birth Certificate duly attested by Gazetted Officer of central or state government.	Rs.5000/- for 20 years and Rs.10000/- for lifetime	Through NON TAX RECEIPT PORTAL(NTRP) of Govt of India http://bharatkosh.gov.in/	

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							3. Requisite fee/ charges of Rs. 5000/- for 20 years and Rs.10000/- for lifetime through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose a copy of the receipt generated through NTRP. 3. Late fee of 2 % per month, with a minimum of Rs.250/- and compounded annually. 4. attested copy of last renewal slip			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							5. Experience as notified vide gazette notification No. G.S.R. No. 7(E) dated 06.01.2010. Copy of flying log book to be certified by the concerned company/organization and attested by a Gazetted officer of central or state Government. Or In absence of experience RTR(A) can be renewed on successful completion of Part-1 only of the RTR(A) examination conducted by WPC Wing. 6. Two passport size photograph			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fee		
								Category	Mode	Amount in Rs.
						9. Renewal of Old Maritime Licenses i.e. COP second Class (SND) , Radio operator General Certificate (ROGC), Radio Telephony General (RTG), Radio Telephony Restricted (Maritime) RTR(M), Radio Telephony Inland Maritime (RTIM), COP First Class (FST), COP Special (SPL)	<p>1.Hard copy of application duly filled in prescribed proforma (COP-23) available on wpc web site.</p> <p>2. Requisite fee/ charges of Rs. 50/- for 3 years through NON TAX RECEIPT PORTAL(NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose a copy of the receipt generated through NTRP.</p> <p>3.Late fee Rs 15/- per quarter will be chargeable, if applicable, Maximum up to 2 years after expiry of the last</p> <p>4. Attested copy of last renewal slip</p>	Renewal Fee (for 03 years)	Through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/	50 (Rupees fifty only)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							5. Experience as notified vide gazette notification No. G.S.R. No. 277(E) dated 02.05.2013. Copy of CDC attested by a Gazetted officer of central or state Government. 6. In case of experience certificate issued by a company, original certificate to be attached.			
26	Issue of Standing Advisory Committee on Frequency Allocation (SACFA) Clearance Certificate.	4	Shri MPS Alawa, Sr. Deputy Wireless Advisor)	ms.alawa@gov.in	9324641216 (23372180)	1. Issue of fresh /additional siting clearances for antennae/sites of various Telecom Service Providers and other Govt. and Private wireless users. Online filing of application on wpc.gov.in	1. Covering letter 2. Copy of print out of "on-line application" filed in wpc website (www.wpc.gov.in) under relevant category). 3. Copy of valid frequency assignment letter (AIP/DL)	Processing Fee	Through NTRP	1000 (Rupees One thousand only)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							4. Undertaking as per guidelines available on wpc web site from time to time. 5. Copy of valid AIP /Frequency earmarking letter issued by WPC Wing . 6. Requisite fee/ charges of Rs. 1000/- through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and enclose a copy of the receipt generated through NTRP.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	F		
								Category	Mode	Amount in Rs.
27	Granting of Frequency Assignments (IMT bands/ PMRTS)	3	Shri V.J. Christopher, Sr. Deputy Wireless Advisor (V)	vj.christopher@nic.in	9868139866 (23755440)	1.Spectrum in IMT Bands: Issue of Frequency Assignments after auction.	Spectrum in IMT Bands: Request letter for spectrum assignment along with copy of payment of the bid amount, as per auction price to DoT.			
						2.Spectrum for PMRTS (Note: Method of spectrum allocation for PMRTS is On hold at present)	PMRTS: (a) Initial Spectrum: i) Copy of print out of "on-line application " filed in wpc website (www.wpc.dot.gov.in) under application in prescribed format (available on wpc website) duly filled in along with the following documents: ii) Network diagram with Geo coordinates and distance, details of coverage area; iii) Equipment details along with technical literature i.r.o RF details;			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							iv) Deployment plan (for digital technology) in soft (CD/DVD ROM & hard copy with Link details in the prescribed format available on web site; (b) Additional Spectrum: (i) copy of initial /earlier earmarking of spectrum in with justification AIP/ DL may be issued to the applicants subject to availability and compatibility of the RF Spectrum; Submission of following papers complete in all respect: (ii) Online application (with ID), Hardcopy and Softcopy etc. (in prescribed format available on wpc website) in CD/DVD ROM filed for deployment plan along with SACFA ID number enclosing (iii) Application request letter for WOL, copy of accepted deployment plan (accepted			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							online ID), along with following documents: a) Copy of earmarking letter already issued to the applicant. b) Proof of deposition of requisite fee/spectrum charges* with DoT, Finance as per existing rules for spectrum charges c) Copy of Commercial Invoice in respect of the equipment to be installed in the wireless station/ network indicating make /model of the equipment. d) Accepted the BTS in the prescribed format along with SACFA ID.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						3. Issue of PMRTS: (i) Issue of Wireless Operating License (WOL) in reference to already issued AIP letter.	PMRTS: i) Application requesting for conversion of already issued AIP letter within its validity period into WOL (Wireless Operating License) ii) Copy of AIP letter and applicable charges through NON TAX RECEIPT PORTAL(NTRP) of Govt of India http://bharatkosh.gov.in/ for the Amount in Rs. as mentioned in the AIP letter already issued to the applicant. (Any Late charges as applicable/chargeable from time to time also to be paid) (existing late charges are levied @ 2% p.m. charged on total Amount in Rs. payable and compounded annually)			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							(Rs.250/ is minimum late fee to be paid) iii) Copy of siting clearance issued by SACFA, WPC Wing with regard to any tower/ mast used for installing the Antenna. iv) of the equipment to be installed in the wireless station/network indicating make/model of the equipment.			
						(ii) Issue of "Renewal Certificates" in respect of WOLs requiring renewal / extension i.r.o. PMRTS	i) Subscriber loading status as on 1st of January & July every year by means of affidavit. ii) Letter requesting for renewal of WOL (Wireless Operating License) well in advance, preferably one month			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							before the expiry of WOL. iii) For PMRTS - Requisite fee/charges as already decided/payable for the WOL through NTRP (Any Late charges as applicable/charge able from time to charges are levied @ 2% p.m. charged on total Amount in Rs. payable and compounded annually) (Rs.250/ is minimum late fee to be paid)			
						4. Microwave Access/ Backbone carriers (as per existing guidelines)	1. Copy of earmarking letter of access spectrum. 2. Application in prescribed proforma (available on Website wpc.dot.gov.in) duly filled and signed by authorized signatory.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fee		
								Category	Mode	Amount in Rs.
							3. Application to be filed online and submitted along with hardcopy. 4. Link details in prescribed proforma (available on website wpc.dot.gov.in). In case of MW Back Bone. 5.Link diagram showing detailed applied links in case of MW Back Bone.			
28	Grant of wireless operating licenses for Internet Service Providers (ISP) services	3	Sh Gulab Chand, Sr. Deputy Wireless Adviser	gulab.chand@nic.in	9868135689 (23372167)	1.Spectrum for Internet Service Providers (Note: Method of spectrum allocation for ISP is On hold at present)	i) License Agreement copy with DOT for particular Service area ii) On line application & printed copy of Online filling. iii) Network diagram with Geo-coordinates and distance iv) Equipment details along with technical literature			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							v) Deployment plan in soft & hard copy with Link details in the prescribed format available on web site vi) Justification for carrier(s) requirement vii) Details and status of earlier assignments, if any.			
						2. Issue of Wireless Operating License (WOL) in reference to already issued AIP letter.	ISP: i) Application requesting for conversion of already issued AIP letter within its validity period into WOL (Wireless Operating License) ii) Copy of AIP letter and applicable charges through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ for the Amount			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							in Rs. as mentioned in the AIP letter already issued to the applicant. (Any Late charges as applicable/charge able from time to time to be also to be paid) (existing late charges are levied @ 2% p.m. charged on total Amount in Rs. payable and compounded annually) (Rs.250/ is minimum late fee to be paid) iii) Copy of siting clearance issued by SACFA, WPC Wing with regard to any tower/mast used for installing the Antenna. iv) details of the equipment to be installed in the wireless station/ network indicating make/ model of the equipment.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						i) Issue of "Renewal Certificates" in respect of WOLs requiring renewal / extension i.r.o. ISP ii) For ISP - Requisite fee/charges as already decided/payable for the WOL through NTRP (Any Late charges as applicable/chargeable from time to time. Charges are levied @ 2% p.m. charged on total Amount in Rs. payable and compounded annually) (Rs.250/ is minimum late fee to be paid)				

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						3.Microwave Access/ Backbone carriers (as per existing guidelines)	1.Copy of earmarking letter of access spectrum. 2.Application in prescribed proforma (available on website wpc.dot.gov.in) duly filled and signed by authorized signatory. 3.Application to be filed online and submitted along with hardcopy. 4. Link details in prescribed proforma (available on website wpc.dot.gov.in). In case of MW Back Bone. 5..Link diagram showing detailed applied links in case of MW Back Bone.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
29	Grant of Wireless Operating Licenses for Satellite services.	4	Mrs M. Revathi, Sr. Deputy Wireless Advisor(S)	m.revathi@nic.in	9013136180 (23752488)	1. Issue of Letter of Intent (LOI) conveying the intent of the Ministry to award the radio frequency to the applicant.	i) Hard copy application in prescribed format (available on WPC website) duly filled in along with associated Annexures/Undertakings etc., in triplicate. ii) Copy of NOCC frequency carrier plan. iii) Copy of DoS / Sat. Transponder Provider /BW allocation letter iv) Copy of DoT service license for captive / commercial VSAT & NLD/ ILD services. v) Copy of Ministry of Information and Broadcasting permission letter for Broadcasting services			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							vi) Link Budget. vii) copy of AGR payment made to DoT finance for commercial VSAT services for the running quarter of the FY			
						2. Issue of Agreement-in-Principle (AIP) letter conveying earmarking of frequency and technical parameters.	i) Letter requesting for AIP letter within the validity period of LOI already issued in this regard. ii) Copy of LOI already issued to the applicant iii) For services other than commercial VSAT.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							Submission of requisite fee/charges through NON TAX RECEIPT PORTAL(NTRP) of Govt of India http://bharatkos.gov.in for the Amount in Rs. As mentioned in the LOI letter already issued to the Late charges as applicable/ chargeable from time to time to be also paid) (existing late charges are levied @ 2% p.m. charged on total Amount in Rs. payable and compounded annually) (Rs.250/ is minimum late fee.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						3.Issue of "Wireless Operating Licensing (WOL)" in relation to already issued AIP letter.	i) Letter requesting for Wireless Operating License (WOL) letter within the validity period of Agreement in principle letter. ii) Copy of siting clearance issued by SACFA, WPC Wing in respect of fixed stations. iii) Copy of Commercial Invoice in respect of the equipment to be installed in the wireless station /network. iv) Proof of the spectrum charges made along with late fees if applicable, through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ . Copy of import license issued by Regional Licensing Offices, if applicable			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						4. Issue of "Renewal Certificates" in respect of WOLs requiring renewal/ extension.	Letter requesting for renewal of WOL (Wireless Operating License) well in advance, preferably one month before the expiry of WOL. Requisite fee/charges as already decided/ payable for the WOL through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ . In case paid along with the Late fee as applicable from time to time (existing late fee are levied @ 2% per month compounded annually, on total Amount in Rs. payable; Rs.250/ is minimum late fee to be paid);			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						5. Endorsement of TV channels.	i) Letter requesting for endorsement of TV channel from Teleport service operator. ii). All MIB permissions for channel up linking/ down linking issued to channel owner. iii). Copy of WOL and latest renewal of teleport in which the channel is to be endorsed. iv) Channel owner request /consent letter for endorsement of Teleport operator. v) Endorsement of TV channels Undertaking from the Teleport operator that the data rate would be sufficient to accommodate the new channel without compromising the quality of channel.	Entry of TV channel name in the WOL of the concerned	Through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ .	1000 (Rupees one thousand)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						6. Revision of any parameters in the WOL and thereof issue of revised Decision Letter.	i) Hard copy application in prescribed format (available on wpc.gov.in website) duly filled in along with associated Annexures /Undertakings etc., in triplicate ii) Revised NOCC channel planning letter, if applicable iii) Copy of DoS / Sat. Transponder Provider BW allocation letter, if applicable. iv) Link Budget, if applicable. v) A copy of AGR payment made to DoT finance for commercial VSAT services for the running quarter of the year.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							Note: i) Spectrum charges as indicated in the revised AIP + Rs.1000/ through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ . under category Modification in WOL.			
						7. Issue of Duplicate WOL.	i) Copy of FIR for the Destruction / Loss of original WOL. ii) Request Letter for duplicate License. iii) Photocopy of the WOL.	Duplicate WOL.	Through NON TAX RECEIPT PORTAL (NTRP)	500 (Rupees five hundred)

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
30	Regional Licensing Office (RLO) of WPC Wing at Delhi/ Mumbai/ Chennai/ Kolkatta/ Guwahati.	4	1. RLO, Delhi Sh R K Saxena, JWA 2. RLO, Chennai Sh Sukhpal singh, JWA 3. RLO, Mumbai Sh Dinesh Jha, JWA 4. RLO, Kolkata Sh G K Agarwal, JWA 5. RLO, Guwahati Sh M K Rao, Sr. DWA	rk.saxena62@gov.in singh.sukhpal@nic.in dinesh.jha62@gov.in gk.aggrawal1961@gov.in m.kamalakar@gov.in	9013131730 (26501438) 9444461164 (044-24962070) 9868133396 (022-28683202) 9013130136 (033-24012960) 9820903718 (0361-2609955)	1. Radio Paging (Captive) License	i) Application in prescribed proforma downloaded from www.wpc.dot.gov.in ii) The area of operation should be in the jurisdiction of respective RLO. iii) Print-out of online application iv) After fulfillment of above conditions, WPC issues the Decision Letter. Then the license is issued to the applicant after fulfillment of following- a) Copy of decision letter b) Payment of License fee and royalty (if applicable). c) In-voice of equipment. d) Copy of SACFA clearance, if required for hub station.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						2. Maritime Mobile Station License	i) Filled application in prescribed format downloaded from www.wpc.dot.gov.in ii) Copy of Ship Registration from Mercantile Marine department, DG shipping issuing name, call sign, official number to the vessel (in case of STP) or copy of certificate of Indian registry (in case of Regular license) iii) Certification of Inspection from authorized/licensed person in the format by DPL holder or SRU certifying by DG Shipping, who has installed the equipment iv) Applicable charges of Rs.5000/- per vessel/ship through NON TAX RECEIPT			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ v) Print-out of online application filed under "Maritime Mobile Station License" license type STP is issued in case of the information furnished by the ship owner is incomplete. vi) Transfer of ownership. vii) Filled application in prescribed Performa downloaded from Error! Hyperlink reference not valid. viii) Copy of Registration certificate from DG shipping ix) Certification of Inspection from authorized /licensed personal in the format by DPL holder or SRU certifying by DG Shipping who has installed the			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							x) Applicable charges of Rs.5000/- per vessel through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkos.h.gov.in/ xi) This earlier license should be valid on the date of transfer. xii) Original and Certified True Copy (CTC) of the earlier license should be surrendered.			
						3. Aeronautical Mobile Station License	i) The application for this license should be forwarded by DGCA. ii) Filled application in prescribed Performa downloaded from Error! Hyperlink reference not valid. iii) Registration certificate of aircraft from			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							iv) Certificate of Inspection from Aircraft Maintenance Engineer (AME) along with his license number with date and place of Inspection v) Applicable charges of Rs.5000/- per aircraft through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosha.gov.in/ vi) Print-out of online application filed under "Aero Mobile Station License" license type Short Term Permit (STP) is issued for 3 months in case of the information furnished by the applicant is incomplete. vii) Transfer of ownership			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							viii) Filled application in prescribed Performa downloaded from Error! Hyperlink reference not valid.			
							ix) DGCA Registration certificate of aircraft.			
							x) Certification of Inspection from Aircraft Maintenance Engineer (AME) along with his license number with date and place of Inspection.			
							xi) Applicable charges of Rs.5000/- per aircraft through NON TAX RECEIPT PORTAL(NTRP) of Govt of India http://bharatkosh.gov.in/			
							xiii) The details of the license issued in the name of earlier owners			
							xiv) This earlier license should be valid on the date of transfer.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							xv) Original and Certified True Copy (CTC) of the earlier license should be surrendered			
						4. Import License	Import by Licensed Users i)Duly filled application form downloaded from Error! Hyperlink reference not valid. ii)Print-out of online application filed for import license iii)Copy of Signed Purchase order from the end user holding Decision Letter/frequency earmarking letter. iv)Copy of signed Invoice from the supplier to the end user. v)Copy of decision letter/frequency earmarking letter issued by WPC.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							vi) Technical literature/specification of the equipment regarding the band of frequency, power etc should be furnished and should match with decision letter. vii) High sea sales Agreement between service provider and Indian subsidiary incase purchase through high sea sales. viii) Applicable charges of Rs.500/- per application through NON TAX RECEIPT PORTAL(NTRP) of Govt of India http://bharatkosh.gov.in/ ix) Separate application should be made per port of import ix) Details of equipment imported earlier during last one year along with utilization.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							x) Security clearance for the purchase orders issued after 3 rd December 2009 incase of service providers xi) In case of import of GSM/CDMA wireless equipment, Equipment Type Approval issued by WPC or necessary documents confirming the equipment to ITU/TEC/3GP P/3GPP-2/ETSI/IETF/ANSI/EIA/TIA/IS etc. needs to be submitted Import by DPL holders- i) Duly filled application form downloaded from www.wpc.dot.gov.in ii) Print-out of online application filed for import license			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							iii) Copy of Signed Purchase order from the end user holding Decision Letter/frequency earmarking letter to DPL holder. iv) Copy of Signed Purchase order from DPL holder to foreign supplier v) Copy of signed Invoice from the supplier to the DPL holder vi) Copy of decision letter /frequency earmarking letter issued by WPC to the end user vii) Technical literature/specification of the equipment regarding the band of frequency, power etc should be furnished and should match with decision letter issued by WPC. viii) Applicable charges of Rs.500/- per application through NON TAX RECEIPT			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ ix) Separate application should be made per port of import x) Details of equipment imported earlier during last one year along with along with utilization. xi) Copy of valid Dealer Possession License. xii) The equipment proposed for import should be in the list of equipment in the DPL. Import of De-licensed band equipments- i) Duly filled application form downloaded from Error! Hyperlink reference not valid. ii) Print-out of online application filed for import license.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							iii) Copy of Signed Purchase order from the applicant to foreign supplier iv) Copy of signed Invoice from the supplier to the applicant v) Technical literature/specification of the equipment regarding the band of frequency, power etc should be furnished and should match with decision letter. vi) Copy of ETA of the wireless equipment proposed for import, which are operating 2.4 GHz/ 5 GHz bands.			
						5. Short Range UHF hand held Radio License	Check list for issue of decision letter- i) Duly filled application form and signed by authorized signatory along with properly filled and signed annexure-A and annexure-B downloaded from Error! Hyperlink reference not valid.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							i)One application for each location ii)Assignment on all-india basis not to be considered iv)Assignments are to be considered only city specific or area-specific usage. v)No fixed station is permitted. vi)In case the application is for additional stations, the original license should be valid vii)Print-out of online application filed under "Short Range UHF Hand Held Radio" license type After fulfillment of above conditions, WPC issues the Decision Letter. Then the license is issued to the applicant after fulfillment of following- i) Payment of License fee and royalty. ii) Copy of decision letter.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							ii) In-voice of equipment from authorized DPL holder whose DPL is valid as on date. iv) The purchased equipment should be in compliance with technical parameters given in the decision letter.			
						6. Experimental License	For general case: i) Completely filled proforma application downloaded from www.wpc.gov.in ii) Brief description of the experimentation / testing with setup diagram. iii) Technical literature/ specification of the equipment used in the experiment. iv) Print-out of online application filed under "experimental radiating" incase radiating case otherwise "experimental non-radiating".			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							v)Application containing the above in quadruplicate with completely filled Annexure-A & B in all respects vi)The applicant should hold a valid DPL/NDPL otherwise has to apply for the same. For the case of service, maintenance ; i) Completely filled proforma application downloaded from www.wpc.gov.in ii) Technical literature/ specification of the equipment used in the servicing. ii) Print-out of online application filed under "experimental non radiating" iv)Application containing the above in quadruplicate with completely filled Annexure-A & B in all respects.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							<p>v) The applicant should hold a valid DPL/NDPL otherwise has to apply for the same.</p> <p>After fulfillment of above conditions, WPC issues the Decision letter. Then the license is issued to the applicant after fulfillment of following-</p> <p>i) Payment of License fee and royalty (if applicable).</p> <p>ii) Copy of AIP/decision letter.</p> <p>iii) In-voice of equipment.</p> <p>iv) Copy of SACFA clearance wherever it is applicable.</p>			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						7. Demonstration License	i)Application for the demonstration wireless license downloaded from Error! Hyperlink reference not valid. ii)Brief description /write-up of the activity to be undertaken along with date and place of demonstration along with set up diagram. iii)Technical literature/ specification of the equipment being used in the demonstration. iv)Print-out of online application filed under "demonstration" v)Application containing the above in quadruplicate with completely filled Annexure-A & B in all respects vi)The applicant should hold DPL/NDPL, if not; he has to apply for the same.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							After fulfillment of above conditions, WPC issues the Decision letter. Then the license is issued to the applicant after fulfillment of following- i) Payment of License fee and royalty (if applicable). ii) Copy of AIP/ decision letter iii) In-voice of equipment/ particulars of the equipment used in the demonstration.			
						8. Equipment Type Approval "ETA" for De-Licensed frequency bands.	i) The applicant should be an Indian National. ii) If applying on behalf of a foreign authority, an authority letter should be submitted along with the application. iii) Application should be submitted on a prescribed equipment type approval proforma			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							available on www.wpc.gov.in to the respective RLOs at Delhi/ Mumbai/ Chennai/ Kolkata/ Guwahati. iv) The application should be submitted along with applicable fee of Rs.10000/- through NON TAX RECEIPT PORTAL (NTRP) of Govt of India http://bharatkosh.gov.in/ and also a complete copy of Radio Test Report (RF Test Report) carried out on the product, from an accredited test laboratory, containing details of the following: (a) Measurement of peak radiated power or eirp (b) Measurement of peak power spectral density,			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							c) Measurement of 6 dB and 20 dB Bandwidth (d) Measurement of frequency range and details of Channels (e) Measurement showing behavior of edge channels (f) Measurement of spurious/ harmonic emissions (conducted and radiated) in different frequency bands (g) Other details such as peak excursion, measurement uncertainty, test set up, details of power settings facility etc. (h) Details of antenna systems compatible to be used with the device under test v) The above tests are required to be supported by measurement details and relevant spectrum plots indicating the details such as resolution bandwidth, video			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							bandwidth, frequency span, sweep etc., vi) The Equipment Type Approval shall be granted only to an Indian agency and not in the name of any foreign manufacturer. Hence it is also essential to submit a certificate of authorization from the manufacturer, authorizing the Indian agency/ counterpart to act on their behalf. vi) The Gazette Notification and relevant GSR No. for various License-free frequency bands may be referred from website www.wpc.dot.gov.in under sub-head "Rules & Regulations/ List of subordinate Legislations".			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
							viii) While applying for ETA, applicant should make sure that the technical parameters of the equipment should be in conformity with the parameters mentioned in the relevant GSR/ Gazette Notification. ix) For the Import of these equipments, a separate "Import License" is required from respective RLOs of WPC Wing at Delhi/ Mumbai/ Chennai/ Kolkatta / Guwahati.			

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
31	Promotion of research and development in telecommunications through C-DoT	3	Sh. Sandeep Kumar, Director (Sec)	dirsec4-dot@nic.in	9868131308	Approval of Business Plan of C-DOT	Draft Business Plan from C-DOT	N/A	N/A	N/A
						Signing of MoU for C- DOT	Business Plan	N/A	N/A	N/A
						Review of Performance of C-DOT	Physical & Financial Achievement statement	N/A	N/A	N/A
						Allotment of funds for C- DOT	Proposal completed in all respect seeking fund allotment	N/A	N/A	N/A
						Placement of Annual Report of C-DOT in Parliament	Audited Annual Report from C-DOT	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
32	Administration of National Numbering Plan	5	Shri D K Ranjan Director (AS-III)	diras3.dot@nic.in	9013132425 (23711909)	It involves allocation of MSC codes for mobile services and exchange- levels for basic services, short codes for special service, SP codes etc.	i) For allocation of MSC codes, TSPs have to submit the VLR certificate issued by concerned TERM cells. ii) For allocation of SP codes, Access Service, licensees have to submit the certificate stating that all previously allocated SP codes have been utilized. iii) simple requisition from Access Service (AS) licensee enclosing details of resources already allocated	N/A	N/A	N/A
						requisition is received from AS licensee as mentioned above	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						requisition is scrutinized as per criterion of allocation and processed if found eligible	N/A	N/A	N/A	N/A
						sanction of allocation of numbering resources is conveyed after approval of competent authority.	N/A	N/A	N/A	N/A
33	Security clearance for Lawful interception monitoring capabilities	3	Shri D K Ranjan Director (AS-III)	diras3.dot@nic.in	9013132425 (23711909)	It involves "Lawful interception monitoring capabilities" testing co-ordination with security agencies.	As per new license amendment dated 14.09.2016, any service permitted under the scope of license agreement shall be commenced by licensee after giving an intimation to do so to the licensor. However, the compliance to the scope of licensee & requisite monitoring facilities will be demonstrated to the licensor with 90 days from the date of receipt of such intimation from licensee.	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount in Rs.
						Prior intimation of launch of new service(s) is provided by licensee (generally) along with readiness for demonstration of lawful interception monitoring capabilities.	N/A	N/A	N/A	N/A
						Date of demonstration is conveyed to licensee and security agencies after approval of competent authority	N/A	N/A	N/A	N/A
						the test report is received from security agencies (IB)	N/A	N/A	N/A	N/A
						approval of competent authority is sought as per comments received from security agencies	N/A	N/A	N/A	N/A
						the status (clearance or deficiencies) as approved is conveyed to licensee for further necessary action at their end	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Issue of Internet License	6.0	Time taken after the compliance of LOI conditions and necessary clearances.	45	Days	3.60	Ministry records
			Time taken after the submission of complete application for the issue of Letter of intent (LOI)	60	Days	2.40	Ministry records
2	Security clearance for foreign nationals under Internet License	2.0	Time taken to issue Security clearance for foreign Nationals after receipt of clearance from Security agencies.	30	Days	2.00	Ministry Records
3	Merger/demergers and amalgamation/change of name/change of registered office address of the licensee company holding Internet License.	3.0	Time taken after receiving of complete application from the Licensee.	60	Days	3.00	Ministry Records
4	Request for surrender of the Internet license.	2.0	Time taken after receiving of necessary clearance to issue of cancellation of license.	60	Days	2.00	Ministry Records
5	Issuing of direction to Internet service providers for blocking of website/URL/IP address.	3.0	Time taken after receiving the direction for blocking of website/URL/IP address to issue of letter for blocking to Internet service providers.	7	Days	3.00	Ministry Records
6	Issue of CUG VSAT Mobile Satellite Service-Reporting (MSS-R) License.	1.0	Time taken after compliance of LOI condition and necessary clearance.	30	Days	0.30	Ministry records
			Time taken after the submission of complete application to the issue of letter of internet (LOI).	60	Days	0.70	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Issue of In-principle Clearance to Licensees for addition of new satellite services / network	2.0	Time taken to issue In-principle Clearance to Licensees for addition of new satellite services / network.	60	Days	2.00	Ministry Records
8	Issuance of Permission for Private Captive CUG networks on OFC or Wireless.	2.0	Time taken after the submission of complete application to the issue of letter of intent (LOI).	60	Days	1.4	Ministry Records
			Time taken after compliance of LOI conditions for issue of permission to the applicant	30	Days	0.60	Ministry records
9	Processing of Foreign Direct Investment (FDI) application	2.0	Time taken for initial scrutiny of the proposal and documents attached therewith, and seeking additional information/ documents from applicant.	7	Days	1.00	Ministry Records
			Time taken for submission of comments by MHA/ RBI/ any other stakeholder and other division of DoT.	42	Days	0.70	Ministry records
			After receipt of complete information/ comments, time taken to process the application for disposal.	14	Days	0.30	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
10	Processing of application from exporters for input-output norms submitted to DGFT	1.0	Time taken for scrutinizing the application and pointing out discrepancy/ Short comings, if any, or seeking additional information required , if any.	15	Days	0.50	Ministry Records
			After receipt of complete application in IP unit in DoT, time taken to process the application referred by DGFT and sending comments to DGFT.	30	Days	0.50	Ministry records
11	Grievance Redressal / Facilitation of Grievance Redressal Process.	5.0	Time taken to acknowledge and forward a grievance to the concerned units / subordinate organizations.	3	Days	3.00	CPGRAMS Records
			Interim /Final response to complainant within 60 days of registration/ receipt of grievance in PG cell.	90	Percentage	2.00	CPGRAMS Records
12	Retirement benefits/revision of pension cases in respect of Government / BSNL retiring employees / Pensioners.	1.0	Time taken for issue of request to concerned administrative units for furnishing the requisite information/ documents and to follow up for the same.	10	Days	0.20	Ministry records
			Time taken to forward the case of BSNL Corporate office to PFP for further action.	7	Days	0.20	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken for preparing the pension calculation sheet after receipt of all the required documents completed in all respect and forwarding to PFP for further action.	25	Days	0.20	Ministry records
			Time taken for Checking of Employees Service records and pointing out deficiencies, if any in respect of cases received	20	Days	0.20	Ministry records
			Time taken for Checking of received documents and pointing out deficiencies, if any	15	Days	0.20	Ministry Records
13	Redressal of grievances in respect of DOT / BSNL pensioner's / Family pensioner's.	1.0	Time taken for sorting out of such grievances relates to this Section from the date of receipt of the grievances.	30	Days	0.70	Ministry records
			Time taken for forwarding of the grievance application to concerned Subordinate Offices from the date of receipt of the grievance.	5	Days	0.30	Ministry Records
14	Issuance of Pensioner's Identity card, service certificate, Qualifying service certificate, Circulation of IDA orders for BSNL pensioner's. Dissemination of information relating to pension matters through website etc.	2.0	Time taken for preparation of service certificate for availing of Telephone concessional facility provided to DOT pensioners	15	Days	0.50	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken to circulate the orders relating to Industrial Dearness Relief from DPE	3	Days	0.50	Ministry records
			Time taken for preparation of pensioner's Identity cards from the date of receipt of the application form completed in all respects	20	Days	0.50	Ministry Records
			Time taken for uploading the pension related order to the website from the date of issue of the orders	3	Days	0.50	Ministry records
15	Appointment of Arbitrator under section 7B of Indian Telegraph Act 1885 in respect of billing disputes.	5.0	Time taken from the date of receipt of the fully completed proposal in all respects	14	Days	5.00	Ministry Records
16	Issue of authorization for National Long Distance (NLD) / International long Distance (ILD) Service under the Unified Licensing regime.	6.0	a) Time taken for Scrutiny of the application form and documents by Licensing Cell. Intimation to applicant of deficiencies/ discrepancies, if any.	20	Days	1.5	Ministry Records
			b) Time taken for Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies /discrepancies, if any.	20	Days	1.5	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			c] Time taken for Processing and approval of competent authority for issue of letter of Intent (LOI) after fulfillment of all eligibility conditions/ submission of requisite documents.	20	Days	1.00	Ministry records
			d] Time taken for Issue of LOI to the applicant company by CS Cell after approval of the case. Request for No dues certificate from LF/WPC/WPF Cells of DoT	5	Days	1.00	Ministry records
			e] Time taken for Signing of the license agreement for NLD/ILD services with applicant company after compliance of LOI conditions and necessary clearances.	10	Days	1.00	Ministry records
17	Security clearance for foreign nationals under NLD /ILD License.	2.0	a] Time taken for Scrutiny of the application form and documents by Licensing Cell. Intimation of deficiencies/ discrepancies to applicant , if any.	15	Days	1.00	Ministry Records
			b] Time taken for Sending the proposal for the consideration of security agencies after clarification/ clearance of discrepancies.	10	Days	0.50	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			c] Time taken for Processing and issuance of approval for Security clearance of foreign nationals after approval from security agencies is received.	10	Days	0.50	Ministry records
18	Request for Name change, registered office address change for company holding NLD / ILD License.	3.0	a] Time taken for Scrutiny of the application form and documents. intimation to applicant of deficiencies/ discrepancies, if any.	20	Days	1.50	Ministry Record
			b] Time taken for processing and approval for request for name change for company holding NLD /ILD License.	20	Days	1.50	Ministry Record
19	Issue of PMRTS /CMRTS License (Public/Captive Mobile Radio Trunking Service)	4.0	Time taken for Scrutiny and intimation to applicant of deficiencies/ discrepancies, if any. When the application is complete, forwarding same to- i) TEC/WPC for examination & comments. ii) Request for "NO dues certificate" from LF/WPC/WPF Cells of DoT.	20	Days	0.80	Ministry Record
			Time taken for sending the case for financial vetting/ approval on receipt of TEC/WPC clearance and subject to fulfillment of all eligibility conditions /submission of requisite documents/ clarifications.	20	Days	0.80	Ministry Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken for Processing and approval of competent authority for issue of letter of Intent (LOI) subject to fulfillment of all eligibility conditions/ submission of requisite documents/ clarifications.	30	Days	0.80	Ministry Record
			Time taken for Issue of LOI to the applicant company by CS Cell. after approval of case.	5	Days	0.80	Ministry Record
			Time taken for Signing of the license agreement for PMRTS/CMRTS services with applicant company after confirmation from the company to sign the agreement. Compliance of LOI conditions, clearances including no dues.	10	Days	0.80	Ministry Record
20	Issue of Registration Certificate to Infrastructure Provider Category-I	3.0	Time taken for scrutiny of application and intimation to applicant of deficiencies/ discrepancies, if any.	15	Days	1.50	Ministry Record
			Time taken for approval of competent authority for issue of Registration Certificate after clarification of all discrepancies.	20	Days	1.50	Ministry Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source	
21	Issue of Voice Mail / Audiotex/ Unified Messaging Service (UMS) License.	2.0	Time taken for Scrutiny and intimation to Applicant of deficiencies/ discrepancies, if any. When the application is complete-	30	Days	0.50	Ministry Record	
			i) Requesting for 'NO dues certificate' from LF/WPC /WPF Cells of DoT.					
			Time taken for Processing and approval of competent authority for issue of letter of Intent (LOI) after fulfillment of all eligibility conditions/ submission of requisite documents.	30	Days	0.50	Ministry Record	
			Time taken for Issue of LOI to the applicant company by CS Cell after approval of the case.	5	Days	0.50	Ministry Record	
			Time taken for Signing of the license agreement for Voice Mail/Audiotex /Unified Messaging Service (UMS) license with applicant company after compliance of LOI conditions , clearances including no dues and confirmation from the company to sign the agreement.	10	Days	0.50	Ministry Record	

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
22	Request for issue of NOC /Renewal of NOC for Sale/Rent of International Roaming SIM Cards and Global Calling Cards.	2.0	Time taken for Scrutiny and intimation to applicant of deficiencies/ discrepancies, if any.	15	Days	1.00	Ministry Record
			Time taken for Processing and approval of competent authority for issue of NOC /renewal of NOC subject to fulfillment of all eligibility conditions/submission of requisite documents/ clarifications.	20	Days	1.00	Ministry Record
23	Granting of Wireless Licenses (above 806 MHz)	5.0	Time taken to issue Letter of Intent (LOI) (After receipt of inter-ministerial clearances, if applicable)	30	Days	1.25	Ministry Record
			Time taken to issue Agreement in Principle (AIP)/ Decision letter (DL) letter.	30	Days	1.25	Ministry Record
			Time taken to issue Wireless Operating License (WOL) against AIP/DL letter	30	Days	1.25	Ministry Record
			Time taken to renew certificate of (Wireless Operating Licenses) WOL.	15	Days	1.25	Ministry Record
24	Granting of Wireless Operating Licenses (below 806 MHz)	5.0	Time taken to issue letter of intent (LOI). (After receipt of inter-ministerial clearances, if applicable)	30	Days	1.25	Ministry Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken to renew the WOL.	15	Days	1.25	Ministry Record
			Time taken to issue AIP/DL letter	30	Days	1.25	Ministry Record
			Time taken to issue Wireless Operating License against AIP	30	Days	1.25	Ministry Record
25	Granting of Wireless Operating Licenses (GSM /3G / PMRTS)	5.0	Time taken to Issue LOI	30	Days	1.25	Ministry Record
			Time taken for assignment of frequencies/ AIP	30	Days	1.25	Ministry Record
			Time taken to issue renewal certificate of WOL	15	Days	1.25	Ministry Record
			Time taken to issue wireless Operating Licenses against assignment of frequencies/ AIP	30	Days	1.25	Ministry Record
26	Granting of Wireless operating Licenses (BWA/ CDMA /ISP)	1.0	Time taken to issue LOI conveying spectrum	30	Days	0.25	Ministry Record
			Time taken for assignment of frequencies/Agreement-in-Principle (AIP).	30	Days	0.25	Ministry Record
			Time taken to issue of Deployment plan and issue of a Wireless Operating Licenses (WOL) against assignment of frequencies/AIP.	30	Days	0.25	Ministry Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken to issue renewal certificates of WOL.	15	Days	0.25	Ministry Record
27	Grant of Wireless Operating Licenses for Satellite services	5.0	Time taken to issue AIP letter.	30	Days	1.00	Ministry Record
			Time taken for Endorsement of TV Channel.	40	Days	1.00	Ministry Record
			Time taken to renew the WOL.	15	Days	1.00	Ministry Record
			Time taken to issue Wireless Operating License (WOL) against the AIP.	30	Days	1.00	Ministry Record
			Time Taken to issue LOI.	30	Days	1.00	Ministry Record
28	Issue of Amateur Station Operator's Certificate (ASOC) licenses /Certificate of Proficiency (COP) licenses	3.0	Time taken Issue of renewal Certificate of Global Maritime Distress and Safety System(General Operator Certificate) GMDSS(GOC) after receipt of the documents completed in all respects	30	Days	0.33	Ministry Record
			Time taken for issue of Radio Telephony Restricted Conversion) renewal Certificate of the documents completed in all respects.	30	Days	0.33	Ministry Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken for issue of Radio Telephony Restricted (Permit) renewal Certificate after receipt of the documents completed in all respects	30	Days	0.33	Ministry Record
			Time taken for issue of Radio Telephony Restricted (Permit) after receipt of the documents completed in all respects	30	Days	0.33	Ministry Record
			Time taken for issue of Radio Telephony Restricted (Conversion) after receipt of the documents completed in all respects	30	Days	0.33	Ministry Record
			Time taken for issue of ASOC licenses after receipt of the documents completed in all respects	45	Days	0.33	Ministry Record
			Time taken for issue of renewal of ASOC licenses after receipt of the documents completed in all respects	45	Days	0.33	Ministry Record
			Time taken for Issue of renewal of Old Maritime Licenses i.e COP Second Class (SND) , Radio operator (ROGC), Radio Telephony Genera(RTG), Radio Telephony Restricted (Maritime) RTR(M), Radio Telephony Inland Maritime(RTIM), COP First Class(FST),COP Special(SPL)	30	Days	0.33	Ministry Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken for Issue of renewal of Radio Telephony Restricted (Aeronautical) - RTR(A) license after receipt of the documents completed in all respects	30	Days	0.34	Ministry Record
29	Issue of Standing Advisory Committee on Frequency Allocation (SACFA) Clearance Certificate	5.0	Issue of SACFA Clearance (Full site/Mast Height-7/40 category sites i.e. sites/antennae located at least 7 k.m. from nearest Airport Reference Point(ARP) and an effective tower/mast height not more than 40 meters w.r.t. ARP site elevation))	60	Days	1.25	Ministry Record
			3. Issue of sitting clearance for sites under "Exemption category"	30	Days	1.25	Ministry Record
			4. Issue of Additional Antenna Clearances	30	Days	1.25	Ministry Record
			Issue of SACFA Clearance (Full site/Mast Height-Sites other than 7/40 category)	30	Days	1.25	Ministry Record
30	Promotion of research and development in telecommunications through C-DoT	3.0	Timeframe to get the plan approved from the date when complete Business Plan is received.	90	Days	0.50	Ministry Record
			Timeframe to put up the CDOT request for release of Grants for financial scrutiny on receipt from CDOT	15	Days	0.50	Ministry Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Timeframe to get the review of performance approved from the date when physical and financial achievement statement is received from C-DOT.	45	Days	0.50	Ministry Record
			Timeframe to get the MoU Signed from the date when draft MoU is received.	60	Days	0.50	Ministry Record
			Timeframe to obtain the administrative approval from competent authority and issue of sanction Memo after receipt of financial concurrence	15	Days	0.50	Ministry Record
			Time to get the Annual Report in Parliament from the date when the audited Annual Report along with performance review report is received from C-DOT	60	Days	0.50	Ministry Record
31	Administration of National Numbering Plan	5.0	Time taken after receipt of application and allocation of code	40	Days	5.00	Ministry Record
32	Security clearance for Lawful interception monitoring capabilities	3.0	Time taken after receipt of report from security agencies and issuance of directions to licensee	30	Days	1.50	Ministry Record
			Time taken after receipt of application and issuance of letter for fixing demonstration date.	15	Days	1.50	Ministry Record

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri Arjun Singh, Deputy Director General (Public Grievances), DoT HQ	23221231	ddgpg-dot@nic.in	9868130881
2	Shri M. Akhaya, Chief Vigilance Officer, R.No.901, Sanchar Bhawan, 20, Ashoka Road New, Delhi-110001.	23372111	m.akhaya@nic.in	9868844470

List of Stakeholders/Clients

S. No.	Stakeholders / Clients
1	Licensees operating / providing telecom services.
2	Citizens / organizations seeking licenses.
3	Citizens seeking grant and renewal of Wireless Telegraph equipment possession licenses.
4	Citizens/organizations seeking spectrum/allotment of frequencies/wireless telegraph license and related matters.
5	Citizens / organizations seeking permission for tower erection for Telecom Service purposes.
6	Citizens /Telecom subscribers with grievances relating to telecom services not redressed in the normal course by their service providers.

Responsibility Centers and Subordinate Organizations

S. No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Bharat Sanchar Nigam Limited Corporate Office O/o GM (Coordination)-CA, BSNL CO.	011-23717055 011-23312021 (FAX)	ddgpg@bsnl.co.in	9868232229	Room No.27, IR Hall, Eastern Court, Janpath, New Delhi-110001
2	Mahanagar Telephone Nigam Limited Corporate O/o GM (Operations) , MTNL CO.	011-24323618 011-24329422 (FAX)	mtnlpg@bol.net.in	9868130303	Room No. 6401, 6 th Floor, MTNL Corporate Office, Door Sanchar Sadan, CGO Complex, Lodhi Road, New Delhi –110003
3	Wireless Monitoring Organization, Director (WMO)	29957510	mails.wpc@nic.in		Pushpa Bhawan, Madan Giri Road, New Delhi.

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	While applying for any License an applicant should read all Guidelines and all instructions applicable to the concerned category and available in public domain (including at www.dot.gov.in) and satisfy himself regarding eligibility conditions for the License sought and thereafter submit all required documents and fees as applicable for a License or a permission etc.
2	The Licensee (Citizen or Client) should also follow all terms & conditions of the License or Permission and all instructions issued from time to time by the DoT and TRAI.
3	The Licensee shall ensure the Quality of Service (QoS) as prescribed by the Licensor or TRAI in respect of services provided under the applicable license.
4	For availing the service titled as Security clearance for Lawful interception monitoring capabilities, with regard to Security clearance before launch of service, the Licensees are required to internally test the lawful interception with reference to the service proposed to be provided and ensure that the Lawful Interception (LI) systems installed by them are able to successfully fulfill the LI requirement for the service.
5	For availing the service titled as Administration of National Numbering Plan, the licensee approaching DoT for allotment of codes should satisfy itself that it meets the criteria led down by DoT for allotment of codes.
6	<p>For availing the service namely Grievance Redressal OR Facilitation of Grievance Redressal,</p> <ul style="list-style-type: none"> i) Citizens or clients may take a note of the provision in the license granted for services that any dispute, with regard to the provision of service shall be a matter only between the aggrieved party and the licensee, who shall duly notify this to all before providing the service and in no case the licensor shall bear any liability or responsibility in the matter. The licensee shall keep the licensor indemnified for all claims, cost, charges or damages arising out of disputes between the licensee and its subscriber(s). ii) Citizens are further expected to first seek the redressal of their grievances relating to telecom services through Two Tier Grievances Redressal Mechanism established by their service providers. iii) They are further expected to provide a clear statement of grievance indicating the background and officials or the channels previously approached for redressal.
7	While availing the service namely Retirement Benefits OR Revision of Pension Cases or Miscellaneous services for pensioners like issuance of pensioner's I-Card etc., all pensioners while submitting their grievance are expected to quote their PPO number, date and place of last posting, present address and clear statement of their grievance with details of responses received by them from concerned CCA office.
8	<p>While availing the services namely Redressal of Grievances in respect of DoT and BSNL Pensioners</p> <ul style="list-style-type: none"> i) Pensioners are expected to approach concerned administrative Circle or the Field CCA offices first for redressal of their grievance. ii) Pensioners should use pension portal website (http://pensionersportal.gov.in) for filing on-line pension grievances. iii) Pensioners should keep proper records of their letters and communications with the pension division of DoT. iv) Pensioners are expected to check the website of the Department regularly for updates with regard to the amendment and changes in pension policies of MTNL ,BSNL and IDA orders.
9	Citizens and clients are expected to appreciate and understand that some grievances which involve policy matter or interpretations of rules etc. or clarifications from other organizations and ministries may take more time to redress.