

**No. 60-3/2023/ACBP-Trg (pt.)**  
**Government of India**  
**Department of Telecommunications**  
**212, Mahanagar Doorsanchar Bhawan, JLN Marg, New Delhi-110002**  
**(Capacity Building and Training (CB&T) Division)**

Dated: 21.04.2023

**Office Memorandum**

**Subject: Annual Capacity Building Plan of DoT.**

Mission Karmayogi, or the National Programme for Civil Services Capacity Building, aims to bring comprehensive reform to the existing capacity building framework at both, the individual and organizational level for efficient public service delivery.

2. In accordance with the mandate of Mission Karmayogi, the Capacity Building Unit (CBU) was constituted in DoT to coordinate with Capacity Building Commission (CBC) to finalize and implement the Annual Capacity Building Plan (ACBP).
3. Secretary (T) has approved the Annual Capacity Building Plan submitted by Capacity Building Commission.
4. Secretary (T) has further desired that Members of DCC and Administrator USOF will review the ACBP implementation on monthly basis.

*M. Bedekar*  
(Mousumy Bedekar)  
DDG (CB&T), DoT HQ  
Tel. 23210056 (o)

Encl: ACBP of DoT

To,

1. DG (NTIPRIT), Ghaziabad.
2. DG (NICF), Ghitorni.
3. Engineer-in-Charge, WMTDC, Ghitorni.

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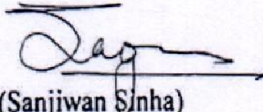
1. Secretary (T), DoT HQ, Sanchar Bhawan, New Delhi.
2. Member (S)/ Member (T) / Member (F), DoT HQ, Sanchar Bhawan, New Delhi.
3. Additional Secretary (T), DoT HQ, Sanchar Bhawan, New Delhi.
4. Administrator USOF, DoT HQ, Sanchar Bhawan, New Delhi.

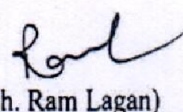


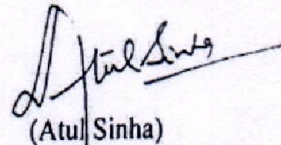
Report of the Capacity Building Unit (CBU) constituted by DoT.

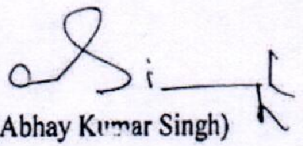
The Capacity Building Unit (CBU) of DoT was constituted to finalize the Annual Capacity Building Plan (ACBP) vide DoT letter No. 60-3/2022-Trg(pt.) dated 9.12.2022. After extensive consultation and deliberation with Capacity Building Commission (CBC) and their consultant M/S Deloitte, the ACBP of DoT has been prepared.

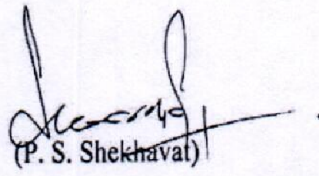
The Annual Capacity Building plan encompasses Specific, Measurable, and Time-bound capacity building interventions to be undertaken by the department. Annual Capacity Building plan of the Department will enable officers to acquire overall competency in all spheres of their work. The training calendar of Q-1 of 2023-24 for all the 3 verticals of DoT is also annexed in the report.

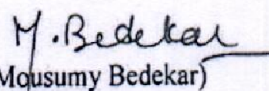
  
(Sanjiwan Sinha)  
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(Mousummy Bedekar)  
DDG (CB&T)



CAPACITY  
BUILDING  
COMMISSION

# CAPACITY BUILDING COMMISSION

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**Department of Telecommunications**

Draft Annual Capacity Building Plan

March 2023



# Capacity Building Commission, Government of India

22<sup>nd</sup> Floor, Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi-110001

## About the Programme

**Mission Karmayogi** was launched by Government of India in September 2020 as a **National Programme for Civil Services Capacity Building (NPCSCB)**. It aims to prepare Indian civil servants for the future by making them more creative, proactive, professional, energetic, transparent and technology enabled. A key component of NPCSCB is **Capacity Building Commission (CBC)**.

CBC defines capacity building as a process to build, develop, and enhance ability, talent, competency, efficiency, and qualification of individuals, organizations, and institutions **to increase the execution capacity of the state and achieve common national goals**.

As part of its mandate, CBC facilitate the preparation of **Annual Capacity Building Plan (ACBP)** for participating Ministries / Departments / Organizations (MDOs). ACBP is a document which entails Specific, Measurable, Attainable, Realistic and Time-bound capacity building interventions of the department.

## About the Department

The Department of Telecommunications (DoT) in India is responsible for a wide range of functions related to the development and regulation of the telecommunications sector in the country. Some of the key functions of the DoT include:

- Policy formulation and regulation
- Licensing
- Spectrum management
- Infrastructure development
- Telecommunications R&D and innovation
- Promoting Indigenous telecom equipment manufacturing standards – Make in India
- Ensuring universal access to telecom services
- Ensuring security of telecom network of the country

## About Report

This document details out the department's vision, mission, and goals along with baselining department's capacity-building needs and plans.



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## Abbreviations

<b>ACBP</b>	Annual Capacity Building Plan
<b>AI</b>	Artificial Intelligence
<b>BBNL</b>	Bharat Broadband Network Limited
<b>BSNL</b>	Bharat Sanchar Nigam Limited
<b>CBC</b>	Capacity Building Commission
<b>CBU</b>	Capacity Building Unit
<b>CCA</b>	Controller of Communications Accounts
<b>C-DOT</b>	Centre for Development of Telematics
<b>CNA</b>	Capacity Need Analysis
<b>DCC</b>	Digital Communications Commission
<b>DoP</b>	Department of Posts
<b>DoPT</b>	Department of Personnel and Training
<b>DoT</b>	Department of Telecommunication
<b>FRAC</b>	Framework for Roles Activities & Competencies
<b>iGOT</b>	Integrated Government Online Training
<b>IoT</b>	Internet of Things
<b>IPV6</b>	Internet Protocol version 6
<b>LSA</b>	License Service Areas
<b>MDOs</b>	Ministries / Departments / Organizations
<b>MGNREGS</b>	Mahatma Gandhi National Rural Employment Guarantee Scheme
<b>NICF</b>	National Institute of Communication Finance
<b>NPCSCB</b>	National Programme for Civil Services Capacity Building
<b>NTIPRIT</b>	National Telecommunications Institute for Policy Research, Innovations & Training
<b>PLI</b>	Postal Life Insurance
<b>PMHRC</b>	Prime Minister's Human Resource Council
<b>PQALS</b>	Parliamentary Question Answer - Lok Sabha
<b>RPLI</b>	Rural Postal Life Insurance
<b>SPV</b>	Special Purpose Vehicle
<b>TC</b>	Telecom Commission
<b>TCIL</b>	Telecommunications Consultants India Ltd.
<b>USOF</b>	Universal Service Obligation Fund
<b>WMTDC</b>	Wireless Monitoring Training & Development Centre

## 1. Project Background

### 1.1 Mission Karmayogi

Civil servants play a vital role in rendering a range of public services, welfare programs and core governance related functions formulating policy and executing delivery that enable the government to serve its citizens efficiently and effectively. The Government of India in September 2020 launched the National Programme for Civil Services Capacity Building ('NPCSCB') referred to as "Mission Karmayogi". It is a National Programme for Civil Services Capacity Building (NPCSCB) that aims to prepare Indian civil servants for the future by making them more creative, proactive, professional, energetic, transparent and technology oriented.

Its primary objective is governance improvement through enhancement of capability across the Civil Services pyramid of India. It intends to enable a citizen centric and future ready civil service with right attitude, skills, and knowledge, aligned to the national vision. "Mission Karmayogi" envisages a paradigm shift towards the recognition that a 'agile and citizen-centric' civil service requires a well-defined competency framework as a key lever of a comprehensive capacity enhancement programme, meant for transition of officials from a rule-based to a role-based approach.

The framework for implementation and monitoring of the program would involve the following:

- **Prime Minister's Human Resource Council (PMHRC):** Apex body for the program
- **Cabinet Secretariat Coordination Unit:** Under the apex body, the unit shall monitor the implementation of NPCSCB, align stakeholders and provide mechanism for overseeing capacity building plans
- **Capacity Building Commission:** The commission is setup for functional supervision of training institutions and facilitate in preparation of the annual capacity building plans (ACBP)
- **Karmayogi SPV (Special Purpose Vehicle):** The SPV shall operate the digital assets created for NPCSCB on behalf of the Government of India that owns and operates iGOT Karmayogi platform.
- **iGOT (Integrated Government Online Training):** It helps in instituting the shift from Rule to Role basis with the indigenous competency framework - FRAC, linked to personnel efficacy success.

Figure 1: Framework for implementation & monitoring





FRAC stands for Framework for Roles Activities & Competencies. For each unique position in Government, FRAC defines the Roles, Activities, and Competencies needed by an individual for effective performance.

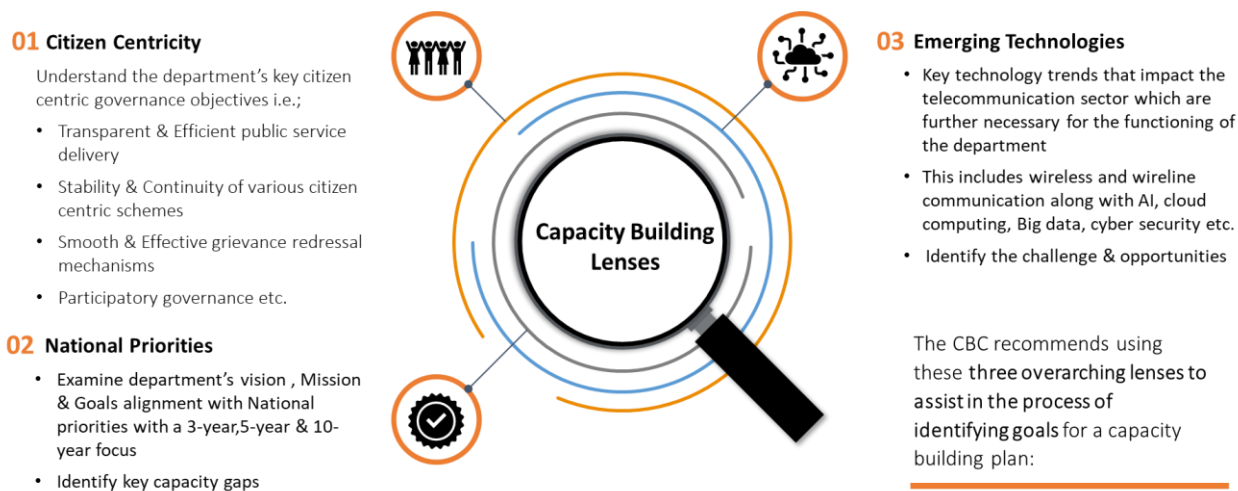
## 1.2 Capacity Building Commission (CBC)

A key component of National Programme for Civil Services Capacity Building (NPCSCB) is the Capacity Building Commission (CBC). CBC was notified on 1st April 2021 wide Gazette notification F. No. T-16017/09/2020-iGOT issued by Department of Personnel and Training (DoPT). The Commission will have the responsibility of, inter-alia, coordinating the preparation of annual capacity building plans, undertake monitoring and evaluation of plan implementation and facilitate creation of shared resources amongst Training Institutions imparting training to civil servants. The core purpose of the Commission is to build a learning culture and shape a uniform approach to capacity building on a collaborative and participatory basis. CBC is mandated to perform different key functions. To facilitate preparation of Annual Capacity Building Plans (ACBPs) of Ministries, Departments, and participating Organizations (MDOs) and submit the collated Plans for approval to the Prime Minister’s Public Human Resource Council (PMHRC) is one of the key functions. The Commission will thereafter monitor and report the periodical progress of implementation of ACBPs while harmonizing efforts related to Capacity Building for the Government.

## 1.3 Annual Capacity Building Plan (ACBP)

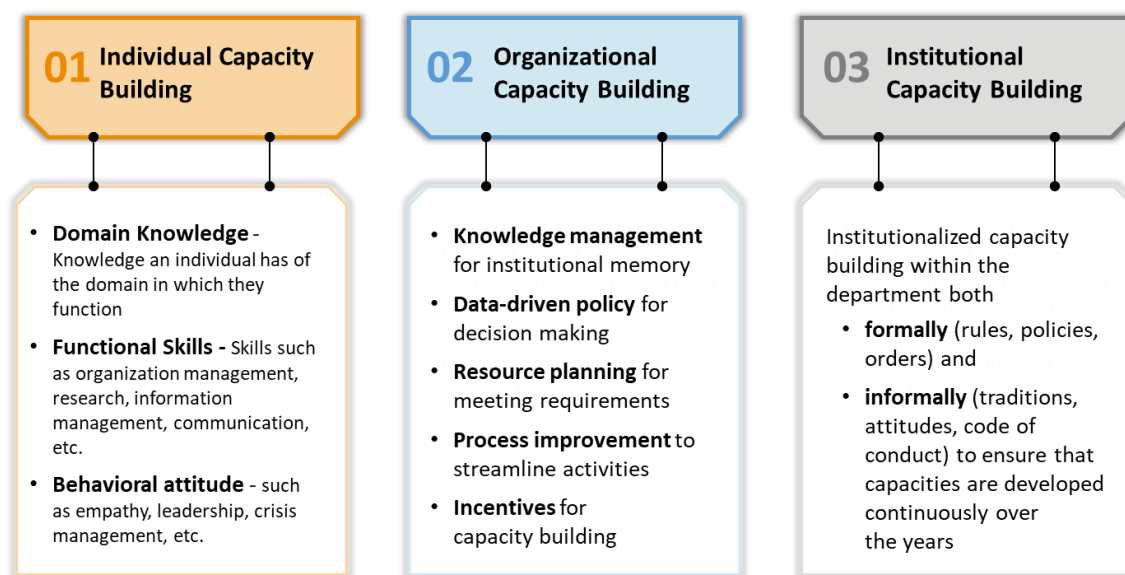
As part of the mandate, Capacity Building Commission (CBC) will facilitate the preparation of ACBPs for participating MDOs. CBC defines capacity building as a process to build, develop, and enhance capability, skill, competence, efficiency, and efficacy of individuals, organizations, and institutions to increase the execution capacity of the state and achieve common national goals.

Figure 2: Lenses to be focused for building capacity building plan



Annual Capacity Building Plan (ACBP) is a document which entails Specific, Measurable, Attainable, Realistic, and Time-bound capacity building interventions of the department. The capacity building exercise would be goal-driven and performance oriented. It shall indicate capacity building interventions at the Individual, Organizational, and Institutional level.

Figure 3: Capacity building interventions



As per Figure 3, the capacity is developed at three pillars: individual, organizational, and institutional. These are referred to as the three pillars of capacity building.

- **Pillar 1 – At the Individual Level:** Competencies form the basis of individual capacity building. A competency is defined as the combination of attitudes, knowledge, and skills that enable an individual to perform a job or task effectively. Capacity building at the individual level refers to the process of equipping individual government officials with the competencies required to effectively perform their assigned roles
- **Pillar 2 – At the Organizational Level:** This refers to the process of building the capacity of collective and shared aspects of the organization such as existing processes, digital and physical infrastructure and technological capabilities that enable the organization to achieve its goals.
- **Pillar 3 – At the Institutional Level:** Institutional capacity building refers to change made in the norm, policies and regulations that guide the functioning of individuals and organizations. (Note – Since institutional capacity building interventions affect all ministries/department of the government, the scope of ACBP exercise for a specific MDO is not expected to cover institutional measures)



## 2. Overview of Department of Telecommunication

Ministry of Communication, within the Government of India is responsible for telecommunications and postal services across India. Communication Sector has been considered as an essential infrastructure for socio-economic development of the country. It consists of two departments viz. Department of Telecommunications and the Department of Posts.

Department of Telecommunications (DoT) was formed to manage and regulate telecom infrastructure in India. It is responsible for regulating the telecommunications industry and ensuring compliance with laws and regulations, managing the allocation and use of radio frequency spectrum, promoting the growth and development of the telecommunications industry, providing and maintaining telecommunications infrastructure, ensuring the security of the country's telecommunications networks and systems, providing universal access to telecommunications services, particularly in rural and remote areas, and coordinating with other government agencies and international organizations on telecommunications-related matters.

The Telecom Commission (TC) was set up as apex body by the Government of India in 1989 with administrative and financial powers of the Government of India to deal with various aspects of Telecommunications. The Government has re-designated the 'Telecom Commission' as the 'Digital Communications Commission' in 2018. The Digital Communications Commission (DCC) is responsible for formulating the policy of Department of Telecommunications for approval of the Government, preparing the budget for the Department of Telecommunications for each financial year and getting it approved by the Government; and implementation of Government's policy in all matters concerning telecommunication.

### 2.1 Vision and Mission

The vision of the department is “to provide secure, reliable affordable and high-quality converged telecommunication services anytime, anywhere for an accelerated inclusive socio-economic development”. (Source-DoT website)

Furthermore, the mission is primarily focused on the following –

- 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 to 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

## 2.2 Functions

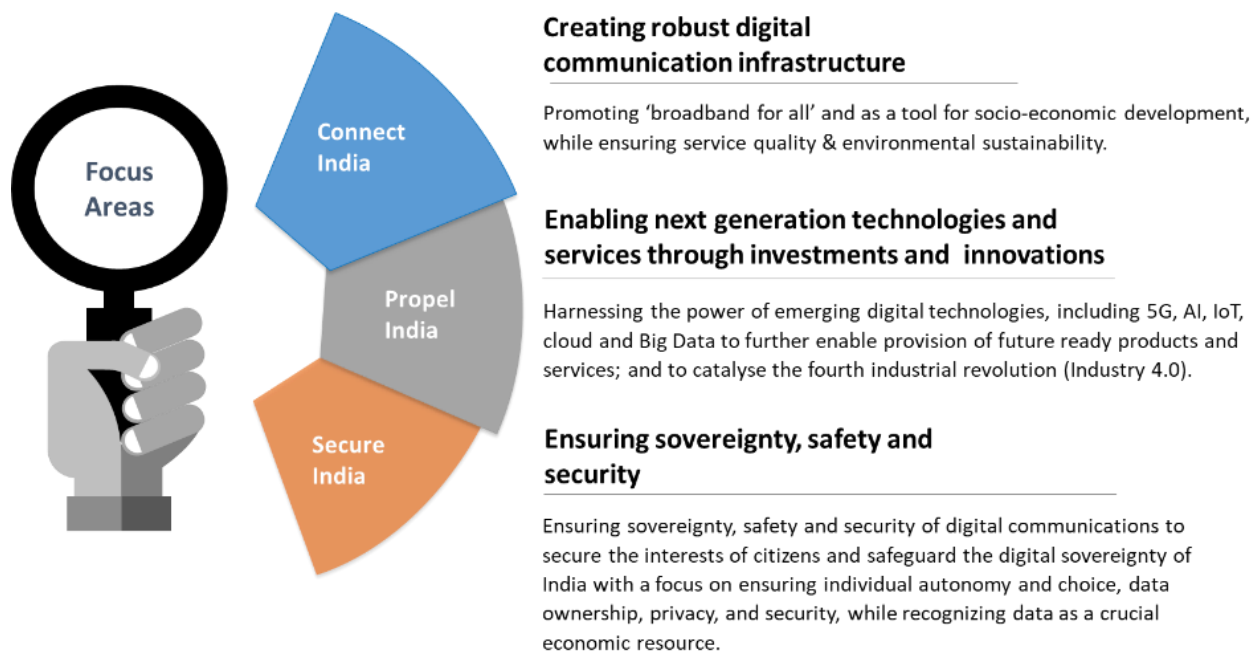
The Department of Telecommunications (DoT) in India is responsible for a wide range of functions related to the development and regulation of the telecommunications sector in the country. Some of the key functions of the DoT include:

- **Policy formulation and regulation:** It is responsible for formulating and implementing policies and regulations for the telecommunications sector in India, including issues related to spectrum management, licensing, and interconnection
- **Licensing:** It issues licenses for the provision of various types of telecommunications services, including mobile, broadband, and long-distance services.
- **Spectrum management:** It is responsible for the management of radio frequency spectrum in India, including the allocation and auction of spectrum to telecommunications service providers.
- **Infrastructure development:** It works to improve the telecommunications infrastructure in India, including the implementation of projects such as BharatNet and the National Broadband Mission etc.
- **Universal Service Obligation Fund (USOF):** It administers the USOF, which is a government fund established to provide financial support for the provision of telecommunications services in remote and rural areas.
- **Promotion of digital economy:** It works towards promoting the growth of the digital economy in India, including through initiatives such as the Digital India program.
- **Telecommunications R&D:** It also promotes and fund research and development in the field of telecommunications.
- **Consumer protection:** It ensures that the rights of consumers are protected and provides a mechanism for redressal of grievances
- **Cybersecurity:** It is responsible for the cybersecurity of the Indian telecommunications sector, including protecting against cyber threats and ensuring the security of critical information infrastructure
- **International cooperation:** It represents India in international forums and negotiates international agreements related to telecommunications
- **Information Communication Technology (ICT):** Harnessing the potential of emerging ICT technologies.
- **Revenue Management:** Department collects and assesses the statutory dues i.e., License Fees and Spectrum Usage Charges payable by the telecom licensees. This revenue management function further includes responsibilities related to securitisation of dues and recoveries.

## 2.3 Goals/ Focus Areas

To strengthen the Digital India program, the Government notified National Digital Communications Policy (NDCP) in 2018 envisaging India’s transition to a digitally empowered economy and society, through the establishment of ubiquitous, resilient, and affordable digital communication infrastructure and services. The policy aims to achieve the following mission.

Figure 4: Key focus areas to strengthen Digital India program (as per NDCP 2018)



## 2.4 Vertical and attached offices

DoT has three verticals at its headquarters: telecom, finance, and wireless. There are also 22 License Service Areas (LSAs) and 26 offices of Controller of Communications Accounts (CCAs) across the country. DoT HQ also has three (3) training institutes where their officials and staff can receive trainings.

Figure 5: Details of division, PSU, sub-ordinate units, attached offices of DoT

### Training institutes:

- **NTIPRIT:** National Telecommunication Institute for Policy Research, Innovation and Training, is an apex level telecom training institute of Department of Telecommunications
- **NICF:** National Institute of Communication Finance (NICF) is an apex level training institute
- **WMTDC:** Wireless Monitoring Training & Development Centre

### Public Sector Undertaking:

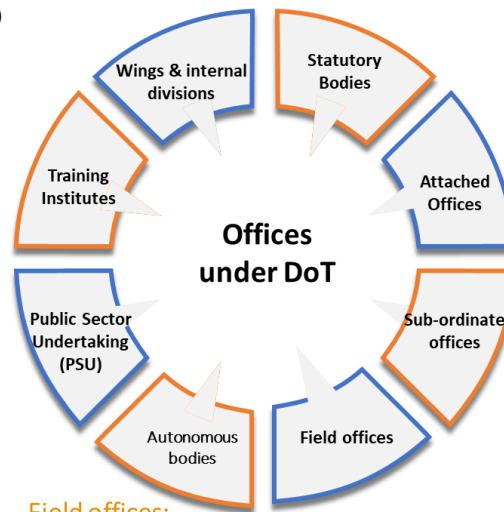
- **BSNL/MTNL:** technology oriented integrated telecom service providing company which provides multiple telecom services
- **ITI Limited:** offer diverse suite of products, telecom turnkey solutions and customized support, has dedicated Network System Unit
- **Telecommunications Consultants India Limited (TCIL):** to provide solutions in information and communication technology, power and infrastructure sectors globally by anticipating opportunities in technology
- **Bharat Broadband Network Limited (BBNL):** create OFC network in rural areas of India (BharatNet project)

### Autonomous bodies:

- **CDOT:** working as telecommunication technology development and R&D center for DoT

### Wings & internal divisions:

- **Telecom:** handles all telecom related matters
- **Finance:** handles all finance related matters
- **Wireless:** handles all wireless related matters



### Field offices:

- **LSA:** divided into 22 Licensed Service Areas (LSA) representing Telegraph Authority in the field for monitoring of service compliance, security, coverage, public grievances and other aspects of telecom services.
- **CCA:** Perform revenue functions on behalf of the Telegraph Authority, monitor the USOF Subsidy Schemes and also deal with end-to-end management of terminal benefits.

### Statutory bodies:

- **Telecom Disputes Settlement and Appellate Tribunal (TDSAT):** adjudicate disputes and dispose of appeals to protect the interests of service providers and consumers
- **TRAI:** Telecom Regulatory Authority of India (TRAI) was enacted for regulatory functions

### Attached offices:

- **Director General Telecom:** acting as head of the DoT field units of all the 22 Licensed Service Areas
- **Telecommunication Engineering Center:** develop standards
- **Universal Service Obligation Fund:** to provide universal access to telegraph services (including mobile services, broadband connectivity and ICT infrastructure creation) in rural and remote areas
- **Controller General of Communication Accounts:** Pension for DoT and BSNL retirees is sanctioned and authorized by CCA

### Sub-ordinate offices:

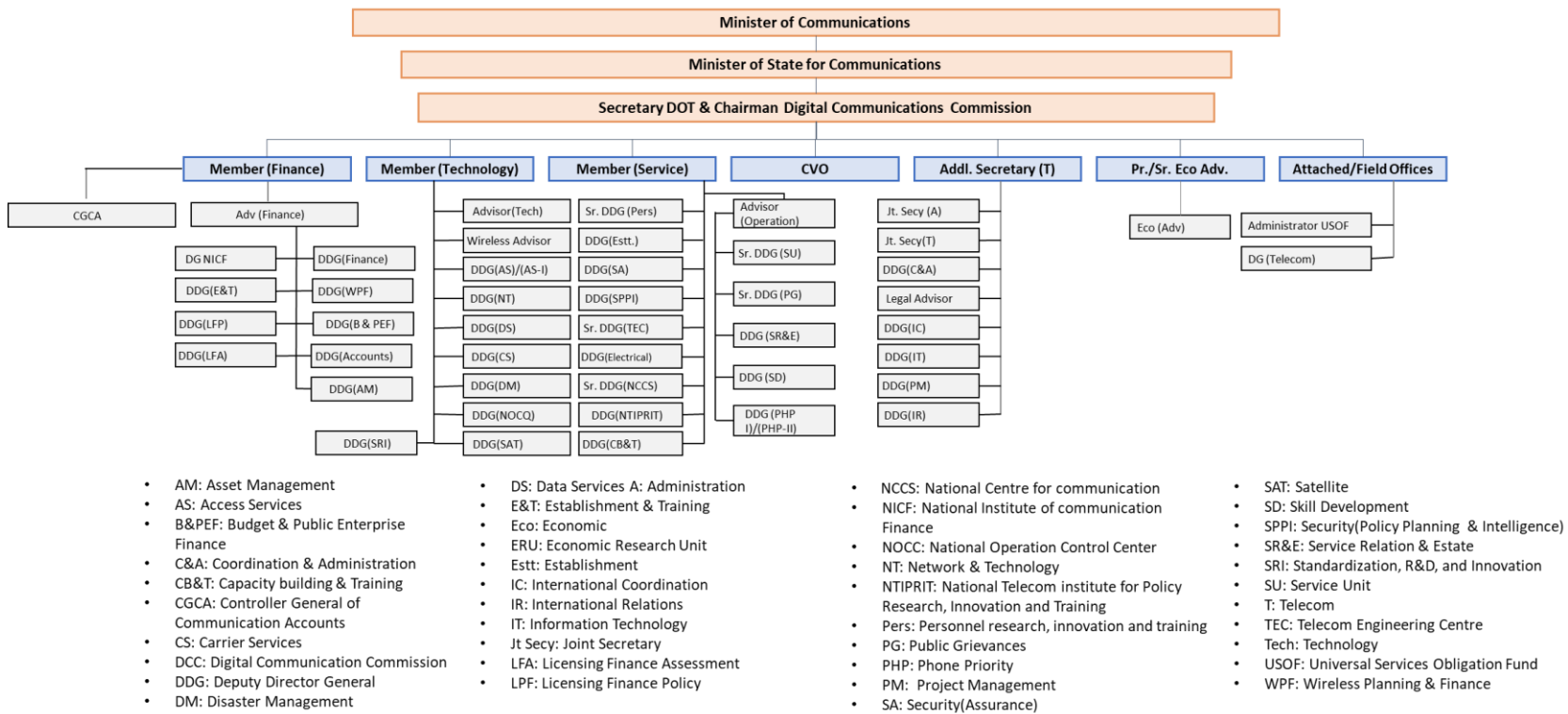
- **Wireless monitoring organization:** field unit of the WPC Wing, carries out wireless monitoring through a network of 1 ISMES, 5 IMSs, and 22 WMSs strategically located all over India
- **NCCS:** responsible for implementation of 'Communication Security Certification Scheme' (ComSeC) to implement the mandatory testing and certification in respect of Security Requirements and certification of telecom equipment against Essential Requirements(ERs)



## 2.5 Organizational structure

The following is a breakdown of the existing organizational structure of the Department of Telecommunications throughout its several levels of hierarchy:

Figure 6: Organization structure across DoT





# Capacity Building Commission, Government of India

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## 2.6 Responsibilities across Offices / Sub-vertical & Divisions

Across the DoT organization structure is organized into three main verticals: wireless, finance, and telecom. These three verticals are further divided into several offices/ sub- verticals, departments, and functions. An overview of the DoT's organizational structure is shown in figure below. Furthermore, detailed view of division-wise functions across all the sub-vertical in DoT is also provided in [Annexure 1](#)

Figure 7: DoT Verticals/ Sub-Vertical (Offices) & Divisions

Vertical	Telecom	Finance	Wireless
Sub-Verticals	<ol style="list-style-type: none"> <li>1. DOT HQ Telecom</li> <li>2. Licensed Service Area</li> <li>3. Telecommunication Engineering Centre</li> <li>4. Director General of Telecommunication</li> <li>5. National Center of Communication Security</li> <li>6. National Telecom Institute for Policy Research, Innovation and Training</li> </ol>	<ol style="list-style-type: none"> <li>1. DOT HQ, Finance</li> <li>2. Controller of Controller General (CGCA)</li> <li>3. National Institute of Communication Finance (NICF)</li> <li>4. Controllers of Communication Accounts (CCA)</li> </ol>	<ol style="list-style-type: none"> <li>1. Wireless Monitoring Organization (WMO)</li> <li>2. Wireless Planning and Coordination(WPC)</li> <li>3. Wireless Monitoring Training and Development Centre (WMTDC)</li> </ol>
Division/ Function	<ul style="list-style-type: none"> <li>Licensing Compliance (DGT)</li> <li>Licensed Service Areas_ Admin (DGT)</li> <li>New Technologies (DGT)</li> <li>Security &amp; Rural (DGT)</li> <li>Admin (DGT)</li> <li>Compliance (LSA)</li> <li>Rural (LSA)</li> <li>Security (LSA)</li> <li>Technology (LSA)</li> <li>Admin (LSA)</li> <li>Training (NTIPRIT)</li> <li>Information &amp; Communications Technologies (NTIPRIT)</li> <li>Transmission (NTIPRIT)</li> <li>Wireless Access (NTIPRIT)</li> <li>Telecommunication Standards (NTIPRIT)</li> <li>Admin P&amp;T (TEC)</li> <li>Conformity Assessment (TEC)</li> <li>Regional TEC</li> <li>Convergence &amp; Broadcasting (TEC)</li> <li>Regional Coordination (TEC)</li> <li>Mandatory Testing &amp; Certification Of Telecommunication Equipment (TEC)</li> <li>Indigenous Manufacturing Promotion &amp; TBT Enquiry Point (TEC)</li> <li>Standardization (TEC)</li> <li>Future Networks (TEC)</li> <li>Radio (TEC)</li> <li>Telecom Security (TEC)</li> <li>Next Generation Networks (TEC)</li> <li>Internet of Things (TEC)</li> <li>6G Technologies (TEC)</li> <li>Access Service</li> <li>Admin</li> <li>Capacity Building and Training</li> <li>Carrier Services</li> <li>Data Service</li> <li>Disaster Management</li> <li>Electrical</li> <li>Economic Relationship Unit</li> <li>Establishment</li> <li>International Cooperation</li> <li>International Relations</li> <li>Information Technology</li> <li>Network Operation &amp; Control Center</li> <li>Network Technologies</li> <li>Personnel Division</li> <li>Phones Priority</li> <li>Project Management</li> <li>Public Grievances</li> <li>Security Assurance</li> <li>Security Assurance -II</li> <li>Service Unit</li> <li>Skill Development</li> <li>Staff Relations &amp; Estates</li> <li>Standards-R&amp;D-Innovation</li> <li>Joint Secretary Admin</li> <li>USOF</li> <li>Vigilance</li> <li>SAS (NCCS)</li> <li>SC &amp; HQ (NCCS)</li> <li>Security Lab Recognition (NCCS)</li> <li>Coordination &amp; Administration (C&amp;A)</li> <li>Fixed Access Division (TEC)</li> <li>Investment Promotion (IP)</li> <li>National Broadband Mission (NBM)</li> <li>Policy</li> <li>Satellite</li> <li>Universal Broadband (UBB)</li> <li>Handling Legal Cases</li> <li>Vigilance</li> </ul>	<ul style="list-style-type: none"> <li>Licensing Finance Policy Assessment</li> <li>Wireless Planning &amp; Finance</li> <li>USOF Finance</li> <li>PSU Finance</li> <li>Budget &amp; Accounts</li> <li>Establishment &amp; Administration</li> <li>Training Finance</li> <li>Telecom Finance Research Unit</li> <li>Pension Sanction &amp; Disbursal</li> <li>General Provident Fund</li> <li>Asset Management</li> <li>Internal Audit</li> <li>National Institute of communication finance (NICF)</li> </ul>	<ul style="list-style-type: none"> <li>WMO HQ (Mon)</li> <li>WMO HQ (SAT)</li> <li>WMO HQ (Admin)</li> <li>WMO HQ (PI)</li> <li>Regional HQs</li> <li>Wireless Monitoring Stations</li> <li>International Monitoring Station</li> <li>International Satellite Monitoring Earth Station</li> <li>Wireless Monitoring Training and Development Centre</li> <li>Wireless Adviser</li> <li>Admin Coordination</li> <li>National Regulation</li> <li>Satellite</li> <li>Spectrum Coordination and Frequency Allocation</li> <li>International Mobile Telecommunications</li> <li>Terrestrially I group</li> <li>Certificate of Proficiency</li> <li>Regional. Licensing Office</li> <li>International Spectrum Regulation</li> <li>Private Group</li> </ul>

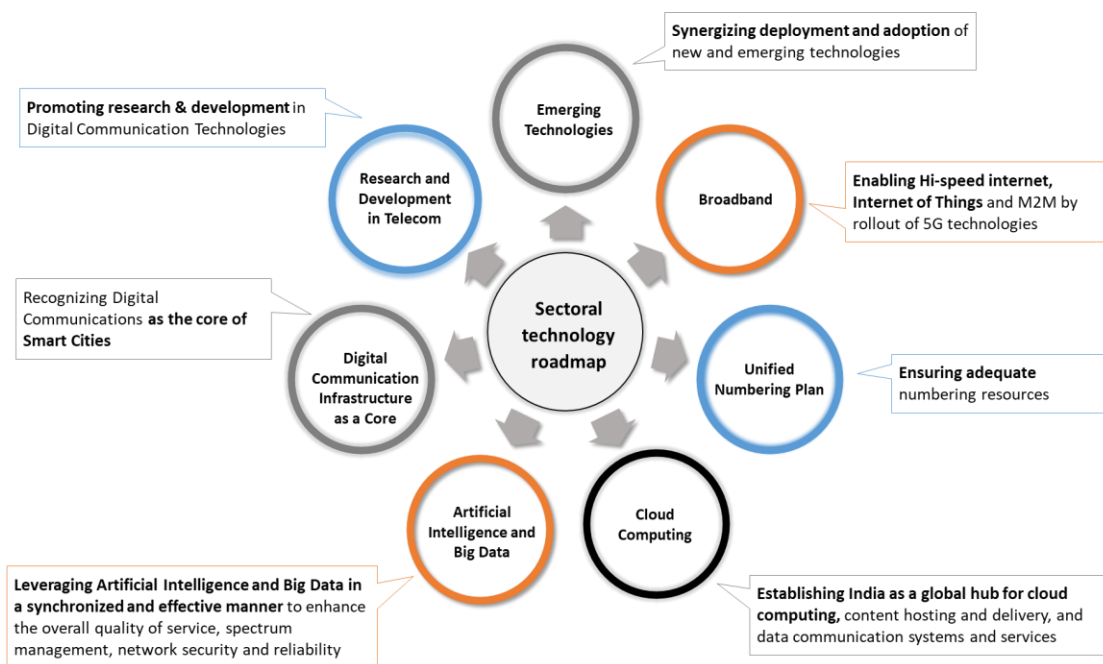
## 2.7 Sectoral technology roadmap

The black swan event of 2020 in COVID-19 has further accelerated the pace of digital transformation in India and has increased the demand for seamless and high-speed connectivity. India had already reached the highest data consumption per user in the world in 2019, and this figure has only risen since 2020's, thereby increasing the need for broadband connectivity. With an average monthly wireless data consumption per user of 19.5 GB, the country's wireless data consumption has reached approximately 14.4 exabytes (EB) per month, with a CAGR of 150.45% between 2016 and 2022 since the launch of 4G services. (Source – TRAI and Nokia Annual Mobile broadband index report)

Wireless traffic is expected to grow multi-fold with the advent of 5G and other emerging wireless technologies. While internet penetration in rural region has nearly doubled over the last five years, from 2018 to 2022, the digital divide between rural and urban areas remains approximately one-third. Thus, expanding the wireline and wireless network infrastructure both with terrestrial networks and satellite networks is crucial for the digital ecosystem to truly encircle India.

In this regard DoT is working for extending technology roadmap in the country and handling policy, licensing and coordination matters relating to various forms of communications and working towards the advancement of Digital communication infrastructure and services for the citizen of the country.

Figure 8: Details of areas covered under sectoral technology roadmap (multiple sources)



- a. Synergizing deployment and adoption of **new and emerging technologies** by:
  - Creating a roadmap for emerging technologies and its use in the communications sector, such as 5G, Artificial Intelligence, Robotics, Internet of Things, Cloud Computing and M2M
  - Simplifying licensing and regulatory frameworks whilst ensuring appropriate security frameworks for IoT/ M2M / future services and network elements incorporating international best practices
  - Earmarking adequate licensed and unlicensed spectrum for IoT/ M2M services
  - Encourage use of Open APIs for emerging technologies
- b. **Enabling Hi-speed internet**, Internet of Things and M2M by rollout of 5G technologies:
  - Implementing an action plan for rollout of 5G applications and services
  - Enhancing the backhaul capacity to support the development of next-generation networks like 5G
  - Reviewing industry practices with respect to traffic prioritization to provide 5G enabled applications and services
  - Developing framework for accelerated deployment of M2M services while safeguarding security and interception for M2M devices
  - Defining policy for EMF radiation for M2M devices, with accompanying institutional framework to coordinate government-funded and India-specific research in this regard
- c. Ensuring **adequate numbering resources**, by:
  - Allocating 13-digit numbers for all M2M mobile connections
  - Developing a unified numbering plan for fixed line and mobile services
- d. Establishing India as a global hub for **cloud computing, content hosting and delivery**, and data communication systems and services
  - Evolving enabling regulatory frameworks and incentives for promoting the establishment of International Data Centres, Content Delivery Networks (CDN) and independent interconnect exchanges in India
  - Enabling a light touch regulation for the proliferation of cloud-based systems
  - Facilitating Cloud Service Providers to establish captive fibre network
- e. Leveraging **Artificial Intelligence and Big Data** in a synchronized and effective manner to enhance the overall quality of service, spectrum management, network security and reliability
- f. Recognizing **Digital Communications** as the core of Smart Cities by:
  - Developing, in collaboration with Ministry of Urban Development, a Common Service Framework and Standards for Smart Cities



- Facilitating and supporting deployment of innovative solutions in identified Smart Cities
- g. Promoting **research & development** in digital communication technologies:
  - Simplifying approvals/ processes for R&D procurements/ imports
  - Creating a Fund for R&D in new technologies for start-ups and entrepreneurs to enable innovation in cutting edge communications, 5G, software, content, security and related technologies and applications
  - Commercialization of products and services through grants, scholarships, venture capital, etc.
  - Establishing Centres of Excellence including in spectrum management, telecom security and next generation access technologies.

## 2.8 Citizen centric goals

The Department of Telecommunications (DoT) in India has several citizen-centric initiatives aimed to improve the availability and quality of telecommunications services for citizens across the country.

### Key goals as per National Digital Communications Policy 2018:

- **Establishing effective institutional mechanisms** to protect consumers' interests through telecom ombudsman and centralised web-based complaint redressal system
- **Enforce accountability through appropriate institutional mechanisms** to assure citizens of safe and secure digital communications infrastructure and services
- **Enabling next generation technologies and services through investment, indigenous manufacturing and immovable property return (IPR) generation:**
  - **Attract investment of USD 100 billion** in the digital communication sector
  - **Increase** India's contribution to global value chains
  - **Expand IoT ecosystem** to 5 billion connect devices
  - Creation of **globally recognized IPRs in India**
- **Ensuring digital sovereignty, safety and security of digital communication**
  - Establish a comprehensive **data protection regime for digital communications** that safeguard the privacy, autonomy and choice of individual and facilitates India's effective participation in the global digital economy.
  - Develop and deploy robust digital communication network security frameworks
  - Build capacity for security testing and establish appropriate security standards
  - Address security issues relating to encryption and security clearances

- **Focusing on public health and safety standards to promote the well-being of citizens:**
  - **Framing a comprehensive policy** to encourage the adoption of environmental and safety standards and building trust by enabling self-certification
  - **Generating awareness around Electro Magnetic Fields (EMF) Emissions** based on international experience and global best practices
  - Generating awareness on **hazards of e-waste** and encouraging **proper disposal management** of equipment used

Moreover, DoT has been undertaking initiatives to enhance infrastructure and improve availability of services across the country including the remotest part of India. Some examples of these initiatives include:

- **Digital India:** Supporting government-wide initiative that aims to create a digital-first economy and society by providing citizens with access to government services and information online.
- **USOF (Universal Service Obligation Fund):** A fund established to provide financial support to telecom service providers for the provision of telecom services in rural and remote areas of the country.
- **BharatNet:** A national broadband network that aims to provide high-speed internet access to rural and remote areas of the country.
- **Public Wi-Fi Hotspots:** A program to set up public Wi-Fi hotspots in various locations such as railway stations, bus stands, and public places to provide citizens with access to high-speed internet.
- **Wi-Fi Choupals:** An initiative to set up Wi-Fi enabled community service centers in rural areas, to provide citizens with access to government services, e-commerce platforms and the internet.
- **Comprehensive Telecom Development Plan (CTDP) for the North-Eastern Region:** This scheme aims at providing mobile coverage to the States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.
- **Comprehensive Telecom Development Plan (CTDP) for Islands:** This scheme aims to provide connectivity to Andaman and Nicobar Islands and Lakshadweep via Submarine Optical Fiber Cable and Bandwidth Augmentation to the Island groups.
- **Uncovered villages coverage scheme:** This aims to provide connectivity to approx. 8,000 uncovered villages and aspirational villages, saturation of 4G mobile services across various states of India.

- **Left Wing Extremism (LWE) scheme:** This aims to connect all rural and far-flung villages in the LWE zones ensuring proper delivery of citizen services and empowered security forces.
- **Mobile Seva/Governance:** An initiative that aims to provide citizens with access to government services and information via their mobile phone.

## 2.9 Existing legacy capacity building programs

Training & capacity building division covers deputation of officers for long term & short-term trainings, coordination of training activities with DoPT and coordination of training activities of the following

- National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT)
- National Institute of Communication Finance (NICF)
- Wireless Monitoring Training & Development Centre (WMTDC)

Several training and knowledge sharing initiatives are implemented, including the identification and development of a pool of certified trainers on topics of interest from the pool of DoT officers and knowledge management and sharing through workshops.

### 1. National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT):

NTIPRIT was established in the year 2010 as National Telecom Academy, the telecom training institute of Department of Telecommunications. Subsequently, in year 2011, the mandate of institute was expanded by bringing into the activities related to Policy Research and Innovations under its ambit and the institute was rechristened as National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT). Since then NTIPRIT has grown from strength to strength and the institute is now apex Telecom. Training Institute in the country. Department of Personnel & Training has designated NTIPRIT as Central Training Institute (CTI). NTIPRIT is presently operating from the campus of Advanced Level Telecom Training Centre (ALTTC) of BSNL at Ghaziabad.

Besides induction training of Indian Telecommunication Service (ITS) Group "A" and Group "B" officers, NTIPRIT is mandated for (i) Policy research for providing inputs to DoT and other ministries in areas concerning telecom (ii) Joint collaboration with Telecom Technology management & security Authorities in India and other parts of World (iii) In house Studies and Outsourced studies for specific areas of concern such as impact of policy implementations, economic and environmental benefits of technology, technology forecasts, security aspects etc. (iv) Extending training support to intelligence agencies & Law enforcing agencies on advancements in telecom & ICT (v) Promoting fundamental research in telecom sector through funding to and collaboration with educational institutions (vii) Study of international best practices in telecom security and be a think tank for working out India specific models & technical solutions for countering misuse of telecom in terrorism (viii) To actively participate/contribute in all

spheres of telecom technology with similar other International organizations (ix) Undertaking application research for sustainable growth of Indian Telecom (x) Providing a platform for encouraging cross industry cooperation and information sharing (xi) Publishing research/white papers and reports on research/analysis undertaken (xii) Carrying out consultancy/project works from industry, academic institutions and government organizations within India and abroad (xiii) Synergizing the efforts made by various public and private bodies engaged in telecom & ICT research and innovation.

The institute is the focal point of training activities for all technical cadres in Ministry of Communications. It caters training needs of Indian Telecommunication Service (ITS) & BWS Group 'A' and Group 'B' officers recruited through UPSC. Probationary officers of these services are imparted two years rigorous training in Telecom technologies, Telecom Enforcement & Resource Monitoring, Licensing, Standards development, Universal Service Obligation (USO), Emerging Technology areas e.g. 5G, IOT, Big Data Analytics, Quantum communication, Telecom & Cyber Security, AR/ VR Technologies, Block Chain etc. to equip them with necessary knowledge and understanding of technology, management and administrative aspects of Telecom sector.

NTIPRIT is also entrusted with the responsibility of conducting Mid Carrier Training program of junior , middle, and senior management level officers to keep them abreast with the latest development in Telecom Technologies and related challenges arising in the area of Telecom. licensing, monitoring and enforcement. For improving the efficiency and effectiveness of senior officers, training on Team Building, Interpersonal Skills, Stress Management, Communication Skills, Leadership, etc. is also imparted.

NTIPRIT regularly organizes in-service trainings, workshops, conference etc. for serving Group 'A' and Group 'B' officers on contemporary needs. NTIPRIT also undertakes courses in advanced ICT & Telecom. technology areas such as 5G and its applications, AI, Block chain, IoT and Green Energy, etc. Specialized courses on ICT in Disaster Management and Cyber & Telecom Network Security are also conducted by NTIPRIT not only for DOT officers but also for the officers of Central Govt., State Governments and other stake holders in Digital Communication space.

As apex training institution of the country in Telecom. domain and a premium telecom training institution in the Asia Pacific region, NTIPRIT has shouldered it's responsibility of capacity building for developing countries by conducting several courses under India Trade and Economic Cooperation (ITEC) Programme of Ministry of External Affairs (MEA), Govt. of India. Variety of courses in ICT and advance Telecom technologies for APT and ASEAN member states have also been conducted by NTIPRIT. Participants of more than fifty (50) countries across the globe have been trained by NTIPRIT through these International training courses.



NTIPRIT has also taken Policy Research initiatives by providing valuable inputs to DOT on various issues, through several Reports / White Papers. Award winning Innovative Projects like Central Quarantine Alert System (CQAS) and Bulk Migrant Tracking System (BMTS) for effectively monitoring the Covid-19 during Pandemic, were also contributed by NTIPRIT. A “Centre For Broadband Proliferation in Rural Area” has also been established in NTIPRIT.

Recently NTIPRIT has been selected as “Academy Training Centre (ATC)” of International Telecom Union (ITU), which is one of the fourteen Training Centers of ITU globally for Capacity building of international community in ICT domain.

## **2. National Institute of Communication Finance (NICF):**

The National Institute of Communication Finance (NICF), established in 2000, is a Department of Personnel & Training (DoPT) recognized Central Training Institute (CTI) under the Department of Telecommunications. The NICF has been entrusted with the responsibility of imparting training to Indian Posts & Telecom Accounts and Finance Service (IP&TAFS) Group 'A', 'B' cadres, which includes probationary Training of IP&TAFS Group A officers recruited by the UPSC through Civil Services Examination as well as Induction Training of Group 'B' Officers. It also imparts induction training for Group 'C' recruits. Besides the induction training, it also provides in-service training to officers and staff of Group 'A', 'B' & 'C' level working in both DoT & DoP.

NICF also organizes thematic national and international seminars and workshops. The officers are trained in the areas of their core competencies such as licensing and regulatory policy in Telecom Sector including the revenue assessment and revenue collection, spectrum management, management of universal service obligation fund (USOF) including the responsibility assigned as DMA for various USOF projects, Technology Familiarization including regulatory/ policy/ financial impact of the prevalent technology, etc., Foreign Investment Promotion in Telecom Sector and FDI Policy, FEMA guidelines, Telecom Policy and other related regulations, Finance Advice Accounting, Auditing and Budgeting. They are also imparted training in soft skills such as Stress Management, Communication Skills. Leadership, Team Building, Interpersonal Skills, etc. in order to further enhance their managerial skills and leadership qualities.

Of late, NICF has also ventured into the newer areas in the Telecom Sector and a plethora of training activities have been organized on subjects ranging from Digital Payments to Digital Financial Services and Digital Inclusion. Moreover, the NICF has also emerged as a key training centre for Telecom Policies, Spectrum Management, Planning & Licensing, USO Regulation, and so on. Furthermore, to provide greater fillip to the goal of human capacity development in the field of Information & Communications Technology (ICT), the NICF regularly undertakes training of trainers, which creates a ripple effect in terms of human capacity building in the field units of the Department of Telecom and Department of Post located across different regions/places of the country. NICF partners with other National Academies and Centre of excellence including, Reserve Bank of India Staff College, National Academy of Direct Taxes, Lal Bahadur Shastri National Academy of Administration, Dr. MCRHRD Institute Hyderabad, National Academy of Audit and Accounts, RAKNPA Ghaziabad, Indian Institute of Public Administration,

IIT Bombay, ASCI Administrative Staff College of India, Indian Institute of Corporate Affairs, National Institute of Financial Management, Management Development Institute Gurgaon etc. along with other state organizations including Telecom Regulatory Authority of India. NICF also collaborates with International Telecommunication Union (ITU), the UN Specialized Agency for the ICT sector and has recently conducted several capacity buildings workshops in collaboration with Global Institutes like WHO, ITU etc.

### **3. Wireless Monitoring Training & Development Centre (WMTDC):**

WMTDC is the only nodal training Centre, catering all the needs of training programs for Gr-‘A’ and Gr-‘B’ officers of IRRS cadre of Wireless Planning & Coordination Wing (WPC)/WMO, who are entrusted with specialized responsibility of spectrum management and spectrum monitoring in India, located in IMS Campus Ghitorni, New Delhi. WMTDC is entrusted with following main broad functions:

- Conduct of induction training programme for the newly recruited probationary officers of Group-‘A’ and ‘B’ IRRS cadres recruited through UPSC and SSC.
- Conduct of technical training for the officers and staff of different functional units of the WPC/WMO to keep them abreast of changing spectrum management/ monitoring techniques and technologies; for this purpose, various short term and long-term orientation programmes are organized.
- Conduct of technical trainings especially geared to prepare examiners for the Global Maritime Distress and Safety System (GMDSS) examination which is mandatory for Shipping Industry and is part of Radio Regulation of ITU which is an International Treaty.
- Conduct of trainings for Radio Telephony (Restricted) Examiners, in coordination with the industry expert of this field. RTR (Aero) examination is conducted for Certification of Proficiency for commercial pilots for their radio communication with ATC of Airport Authority.
- Conducting training on topics of Administration and Finance/Account for officers and staff of the WMO.
- Arranging on-site visits to different radio installations for trainees; workshops/seminar for officers, enabling them to exchange their expertise and experiences.
- Arranging specialized training for personnel outside WPC Wing/ WMO, officers of other cadre; vocational training for Engineering students.
- Arranging international courses on Spectrum Management at ITU Academy Platform for Officers in IRRS cadre.
- Faculty and content development programme

Moreover, WMDTC also thrusts to implement National Training Policy 2012 and more recent the “Mission Karmayogi” as envisioned and drafted by Department of Personnel and Training (DoPT) where WMTDC is in process of creating and uploading digital courses on i-GOT platform.

In last two years (2021-2023), training institutes NTIRIPT, NICF and WMTDC have conducted various trainings programs for DoT. The details are given in [Annexure -2](#)

### 3. Capacity Needs of the Department of Telecommunication

As part of the process for preparing the Annual Capacity Building Plan, the Department established a Capacity Building Unit (CBU) to effectively manage its capacity building initiatives. On the same, the Department undertook an initial level assessment using an exercise termed "Framework of Roles, Activities and Competencies" (FRAC). The requirements and data received as a part of this exercise was further analyzed and the following activities were performed to identify multiple competency requirements across vertical divisions, highlighting behavioral, functional, and domain-level competencies.

- **Data gathering and compilation:** The data across FRACing exercise was collated through various divisions. The data included competencies requirements across 117 divisions within 12 offices/ sub-verticals under three (3) verticals namely Telecom, Finance & Revenue and Wireless. The table 1 showcases the count of divisions across corresponding sub-verticals and vertical for which the FRAC exercises was conducted.

Table 1: Count of divisions across offices/ sub-verticals and verticals

Vertical	Offices / Sub - Vertical	No. of Divisions
Telecom	Director General of Telecommunication (DGT)	4
	Department of Telecommunication Headquarter (DoT- HQ) (T) (including USOF, vigilance, DDG C&A, JS Admin)	35
	Licensing Service Area (LSA)	5
	National Center of Communication Security (NCCS)	4
	National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT)	6
	Telecom Engineering Center (TEC)	17
Finance & Revenue	Controller General of Communication Accounts (CGCA)	5
	Controllers of Communication Accounts (CCA)	11
	Department of Telecommunication Headquarter (DoT- HQ) (F)	7
	National Institute of Communication Finance (NICF)	3
Wireless	Wireless Planning and Coordination (WPC)	11
	Wireless Monitoring Organization (WMO)	9
<b>Total</b>		<b>117</b>

- **Identification and validation of competencies:** The consolidated FRAC data across sub-verticals/ divisions was observed to have around 392 behavioural competencies, 862 functional competencies, and 1,696 domain competencies. These competencies were defined across various division along with respective roles and responsibilities. Based on the existing competencies identified, several workshops and group discussions were held throughout the DOT's 117 divisions

to validate the FRAC data. This led to the consolidation of recognised competencies along with those which were left unnoticed as well.

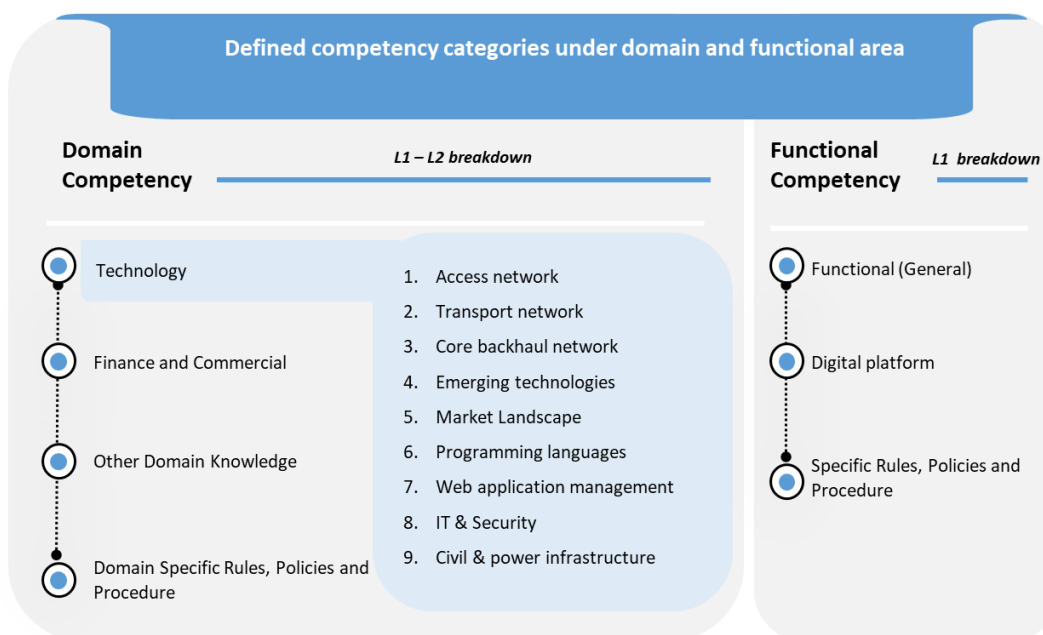
- Data structuring and bucketing:** Upon the completion of validation and consolidation process, the data was reviewed, analysed, and were organised into logical buckets across the afore-mentioned competency categories. Since the FRAC data consisted of duplicates, redundant competencies, and several repetitions, some of the competencies in the afore-mentioned data were eliminated. As a result, the data was cleansed and condensed to arrive at specific competencies. The table 2 shows the revised competencies against each category. The details of the revised category-based competencies – behavioral, functional and domain, across the Department are attached as part of [Annexure 3](#) of this report.

Table 2: Revised count of competencies against each category

Competency	FRAC Data	Unique Competencies
Behavioral	392	32
Functional	862	135
Domain	1,696	326

Moreover, based on the competencies observed across functional and domain category, the data was further bucketed into logical group as follows.

Figure 9: Revised competency categories under domain and functional area

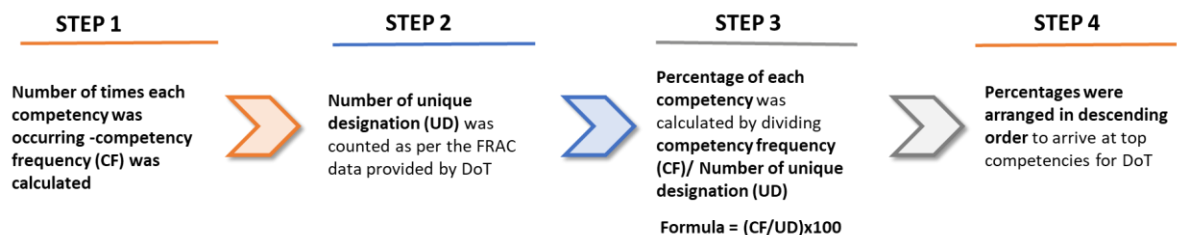




The figure 9 showcases a structured and bucketed data into logical groups in alignment with the competencies received as a part of FRACing exercise conducted by the Department. The requirement of such competencies in functional areas are further sub-categorized into functional (general), digital platform and specific rules, policies, and procedure. Moreover, the domain capabilities are sub-categorized across four (4) sub-domains, wherein the technology domain is further organized into seven (7) focus areas – access network, transport network, core backhaul network, emerging technologies, programming languages, web application management, IT & security, and civil & power infrastructure. The categorization as such is done to effectively determine the competencies requirements across the Department. The details of the revised category-based competencies – behavioral, functional and domain, across the Department are attached as part of [Annexure 3](#) of this report.

- **Assessment of competencies:** As per the defined buckets, top competences for DoT have been determined through a step-by-step approach.

*Figure 10: Top Competency requirement across DoT*



Key competencies required for each position across the offices/ sub-verticals are expected to ascertain and gather information regarding the type of capacity need that an individual may want to acquire within their respective offices/ sub-vertical. Moreover, these inputs might help in determining the type of training that need to be implemented by the Department.

The key competencies across Department of Telecommunications have been identified and addressed below across behavioral, functional and domain category. Figure 10 shows the overall top competencies for DoT

Figure 11: Top Competency requirement across DoT

Behavioral	Functional		
General	General	Rules Policies and Procedures	Digital Platforms
<ul style="list-style-type: none"> <li>Result Orientation</li> <li>Communication Skills</li> <li>Collaboration and Coordination</li> <li>Adaptability and Flexibility</li> <li>Strategic and Analytical thinking</li> <li>Decision Making</li> <li>Interpersonal Effectiveness</li> <li>Leadership</li> <li>Self-motivation and Initiative</li> <li>Ownership and Accountability</li> </ul>	<ul style="list-style-type: none"> <li>Project/ Program Management</li> <li>Administration and Establishment</li> <li>Digital Literacy and Fluency</li> <li>Report Writing and Documentation</li> <li>Policy Formulation and Implementation</li> <li>Data Management and Analysis</li> <li>Budgeting, Accounting &amp; Financial Management</li> <li>Business Intelligence and Analytics</li> <li>Grievance Redressal Mechanism</li> <li>Stakeholder Management</li> </ul>	<ul style="list-style-type: none"> <li>Right to Information (RTI) Act</li> <li>Parliamentary Procedures</li> <li>Conduct Rules</li> <li>Manual of Office Procedure (MoP)</li> <li>Pension Rules</li> <li>Company's Act, Law, Insolvency process and</li> <li>SEBI guidelines</li> <li>GFR</li> <li>DPE/SEBI/ DIPAM/ DEA guidelines</li> <li>Leave Rules</li> <li>Legal Procedures &amp; Processes</li> </ul>	<ul style="list-style-type: none"> <li>Jeevan Praman App</li> <li>e-Office</li> <li>CPMS/SAMPANN</li> <li>GeM Portal</li> <li>LIMBS Portal</li> <li>ARMS</li> <li>Bharatkosh/NTRP</li> <li>GPF Compact</li> <li>Mobile sewa</li> <li>State of Work Report (SWR) Software</li> </ul>
Domain			
Technology	Domain Specific Rules, Policies and Procedures	Finance and Commercials	Other Domain Knowledge Areas
<ul style="list-style-type: none"> <li>Spectrum Management</li> <li>Access Network - 5G</li> <li>Access Network - 2G/ 3G</li> <li>Quality Assessment and Drive test</li> <li>Transport Network - Multiplexing, Switching and Routing</li> <li>Emerging Technologies - Internet of Things (IoT)</li> <li>Satellite Technologies - Satellite Communication</li> <li>Information Technology (IT) &amp; Security - Ethical Hacking, Vulnerability Analysis and Penetration Testing</li> <li>Emerging Technologies - Cloud Computing</li> <li>Access Network - Wi-Fi 4/ 5/ 6/ 6E/ 7, WiGig</li> </ul>	<ul style="list-style-type: none"> <li>Various Acts, Policies and Regulations (DoT, TRAI, ITU, etc.)</li> <li>Audit Rules and Procedures (Technology, Security)</li> <li>ITU/ 3GPP/ TSDS standards</li> <li>Organizational Structure (DoT, PSU, other entities)</li> <li>RoW Rules, policies and procedures of state and central government</li> <li>Telecom / Product Standards, Certification &amp; Testing methods</li> <li>Rules, Procedure and Standards of Security / Cybersecurity</li> <li>Spectrum Regulations and Guidelines</li> <li>USOF Scheme and guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Application of Accounting Standards</li> <li>Outreach to Stake Holders</li> <li>SUC orders and regulations</li> <li>Central Treasury Rules</li> <li>Appellate Function for Revenue Assessment done by Field Units</li> <li>Assessment of Telecom Revenue (LF &amp; SUC)</li> <li>Understanding and Analysis of Financial Statement for Assessment Purpose</li> <li>Expenditure Budgeting &amp; Budgetary Control</li> <li>Appropriation and Reappropriation of Funds</li> <li>Assets Monetization</li> </ul>	<ul style="list-style-type: none"> <li>Training Content Design, Development &amp; Delivery</li> <li>Capacity Building Assessment (Trainings)</li> <li>Constitutional Provisions and Principles of Natural Justice</li> <li>Diplomatic &amp; International Relations</li> <li>Civil &amp; Power Infrastructure - Green Telecom</li> <li>Vigilance Planning</li> <li>Networking with National and International Standardization bodies</li> <li>Appendix 27 of International Telecommunications Union</li> <li>Handholding indigenous manufacturers</li> <li>Start-Up Ecosystem and Government Initiative</li> </ul>

Moreover, the key competencies across 12 verticals of Department of Telecommunications have been identified and addressed below across behavioral, functional and domain category.

## 3.1 Telecom

### 3.1.1 Department of Telecommunication (DoT) HQ Telecom

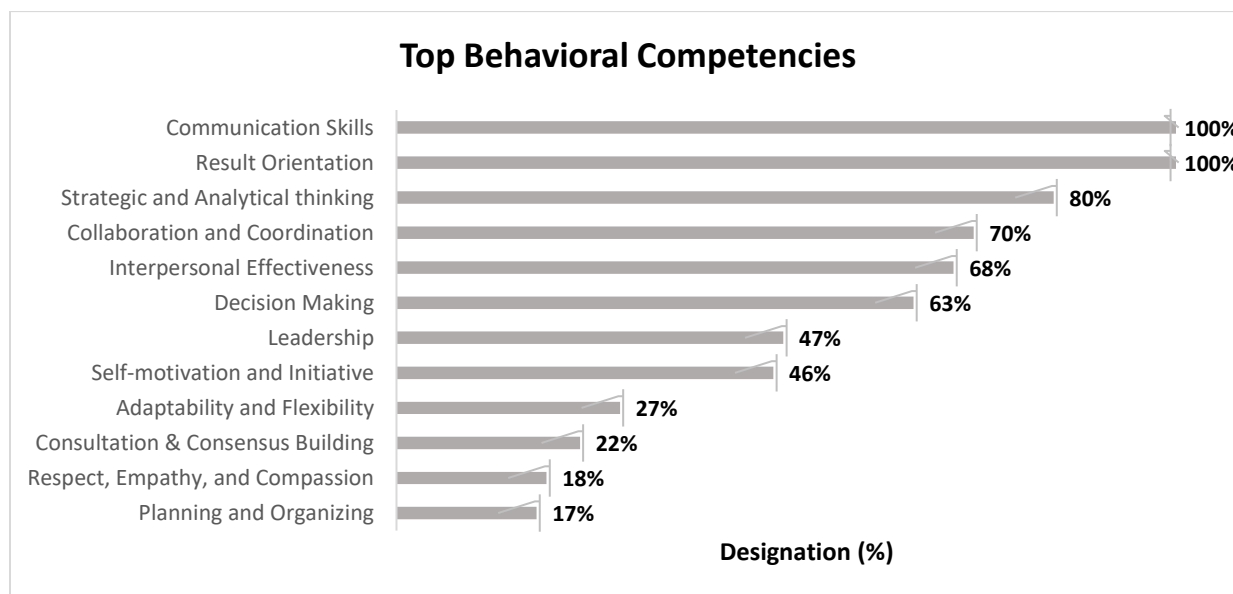
Department of Telecommunication (DoT) Head Quarter is responsible for creating policy, licensing and coordination matters relating to telegraphs, telephones, wireless, data, facsimile and telematic services and other like forms of communications. Also responsible for promotion of standardization, research, and development in telecommunications. DoT HQ Telecom has 33 divisions managed by 330 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
35	330	330

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of DoT HQ Telecom employees.

Figure 12: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of DoT HQ Telecom employees.

Figure 13: Top Functional Competencies

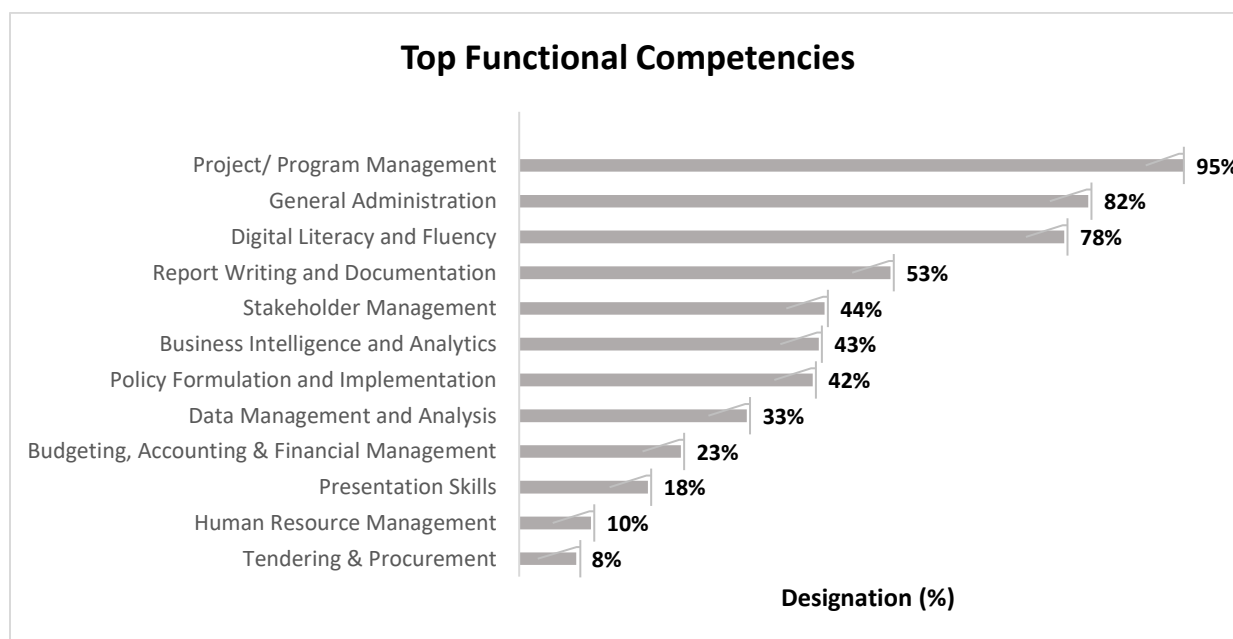


Figure 14: Top Functional Rules, Policies and Procedures Competencies

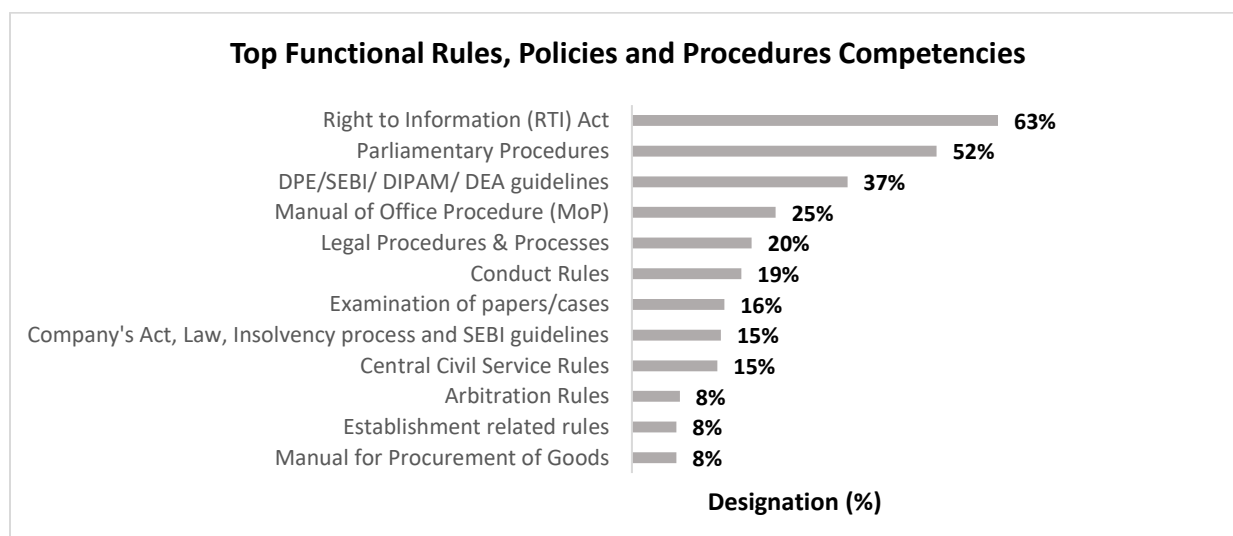
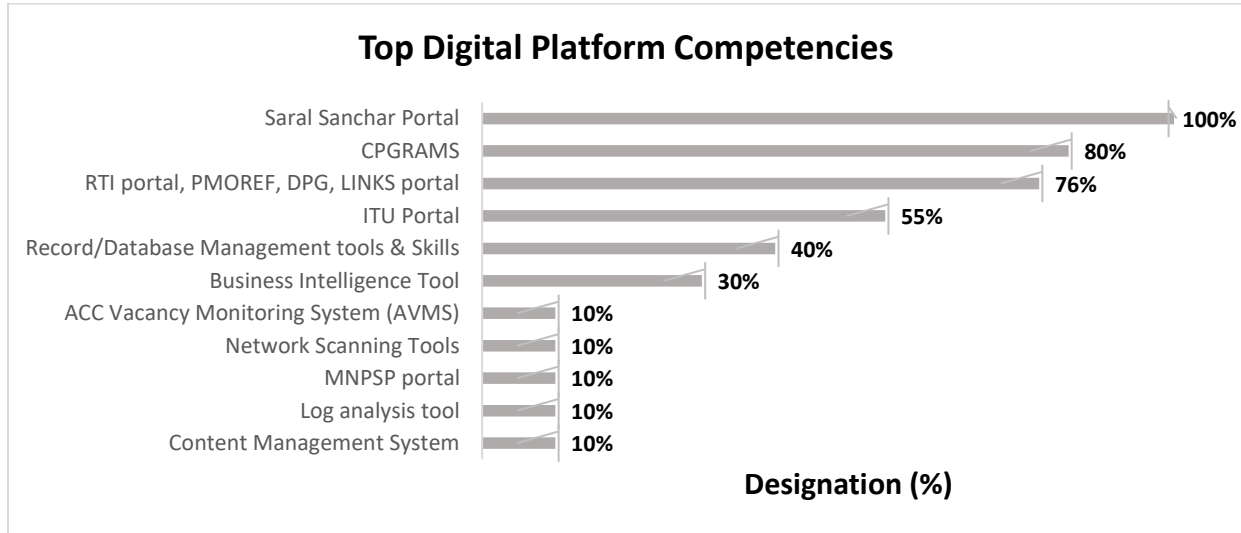


Figure 15: Top Digital Platform Competencies



**Note:** Digital Platforms for functional and domain competencies are included in one graph for all sub-verticals

### Domain Competency needs

The figure below depicts top domain competency requirements of DoT HQ Telecom employees.

Figure 16: Top Domain Technology Competencies

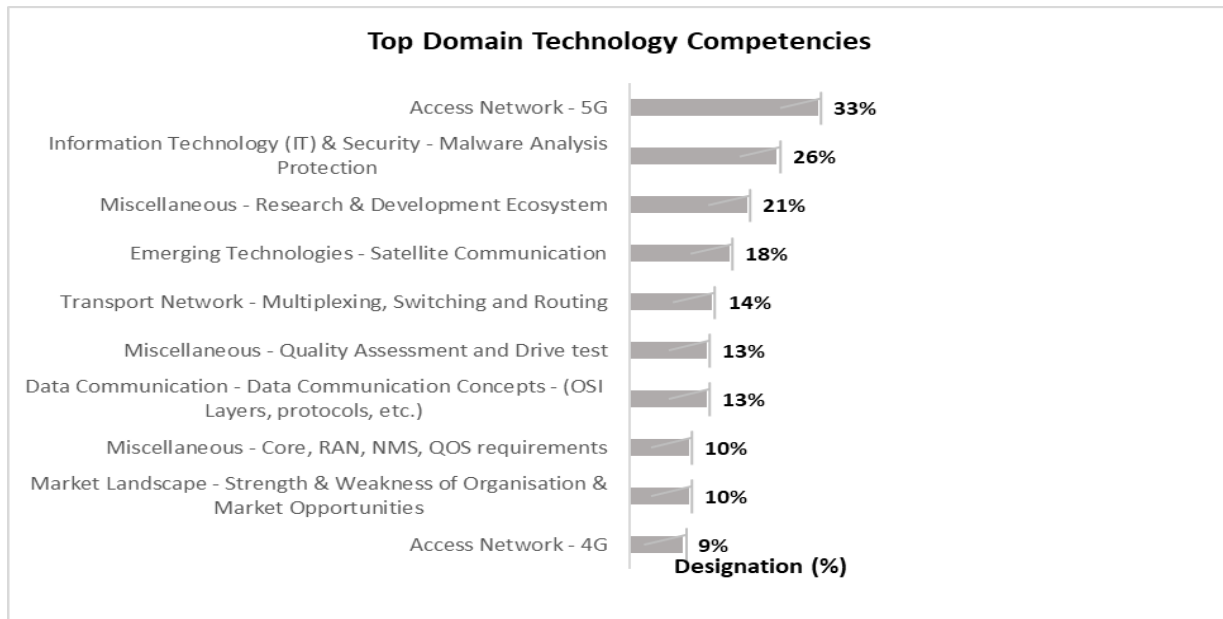




Figure 17: Top Domain Specific Rules, Policies and Procedures Competencies

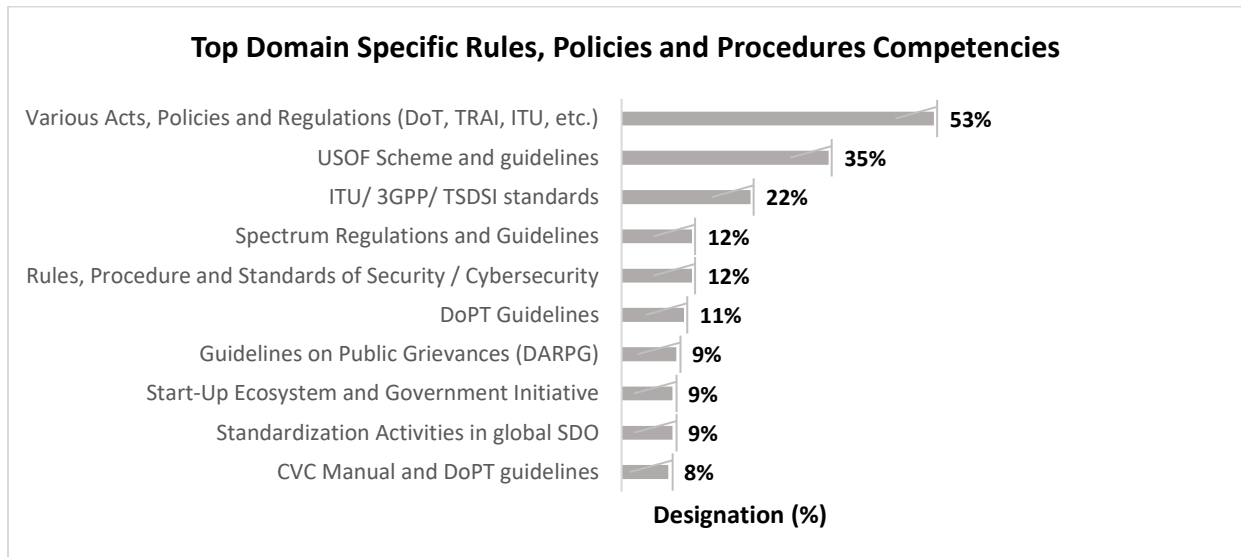


Figure 18: Top Other Domain Knowledge Areas Competencies

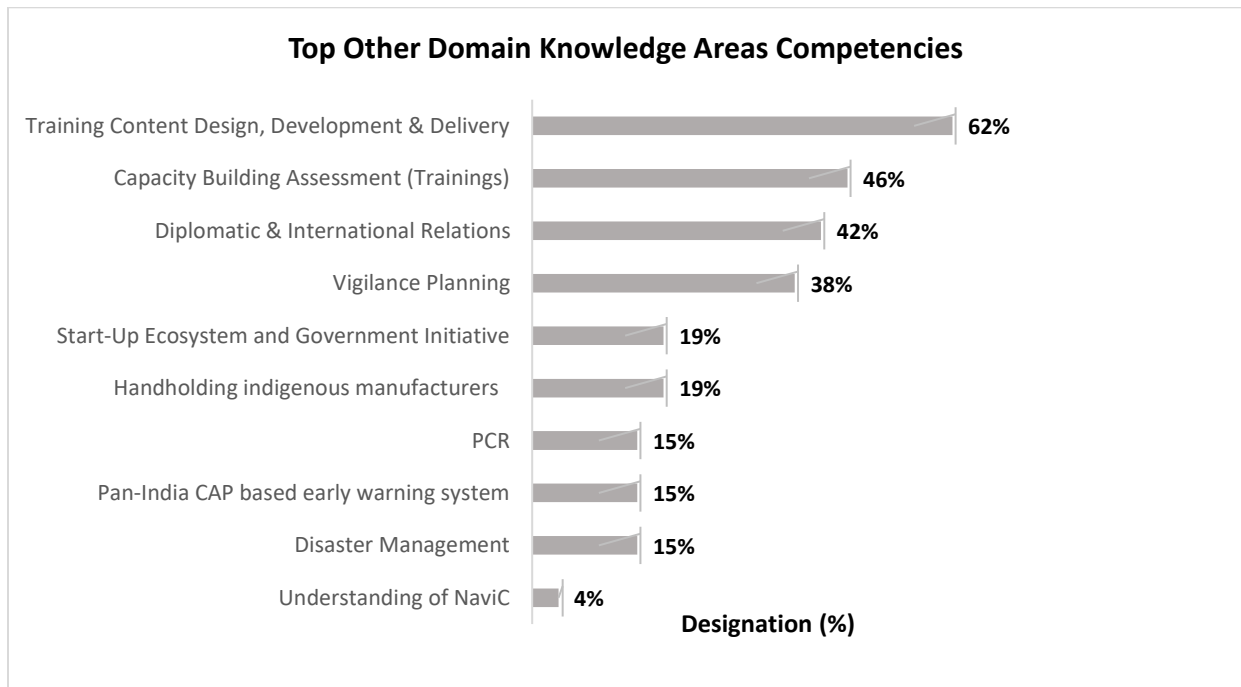
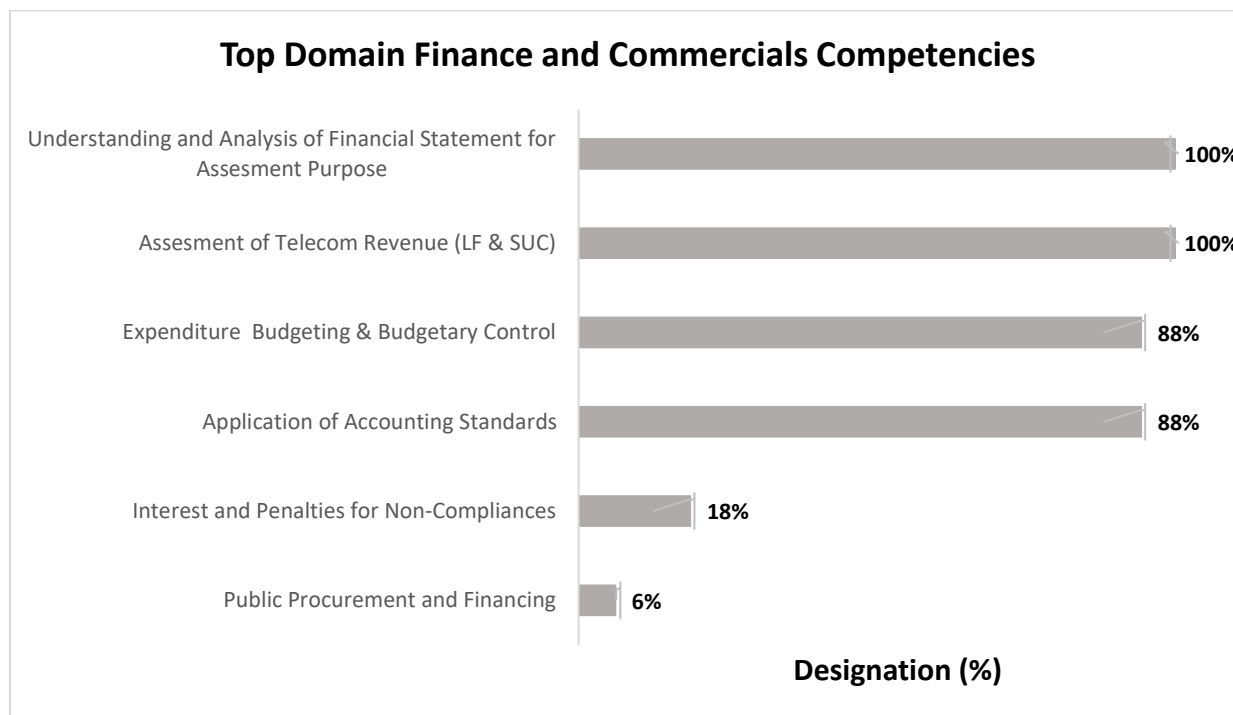


Figure 19: Top Domain Finance and Commercials Competencies



### 3.1.2 Licensed Service Area (LSA)

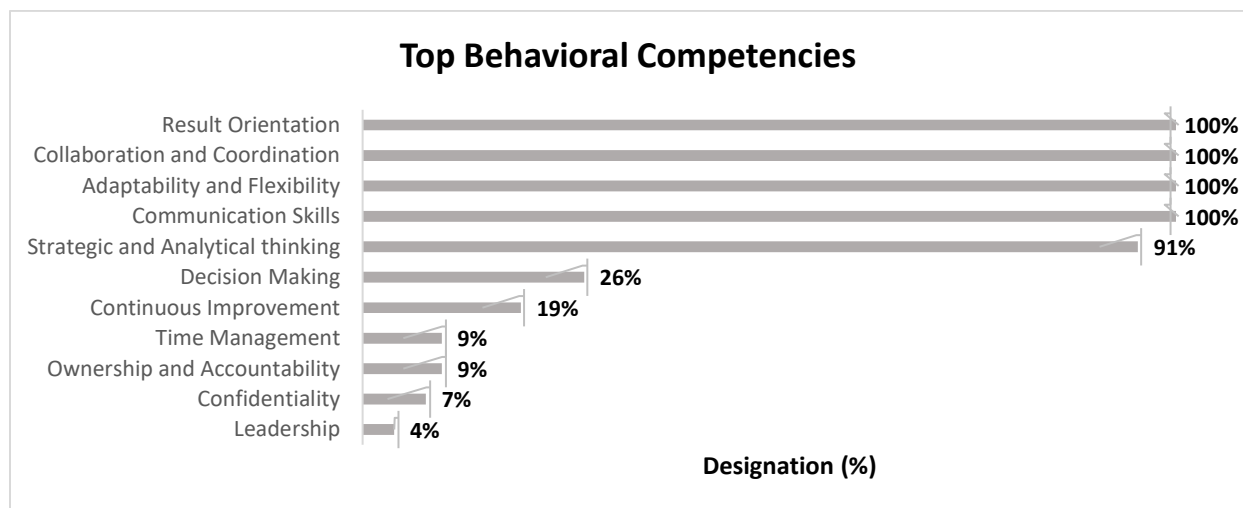
The Country is divided into 22 Licensed Service Areas (LSA) for providing telecommunication services in their area. LSAs are responsible for security and technology inspection of TSPs and other service providers having license of Access Service, NLD, ILD, ISP, OSP, IP, VSAT, etc. Moreover, they are also responsible for service compliance, administration, and rural telecommunication services including RoW, inspection of sites undertaken by DoT for development of communication network in rural areas. Licensed Service Area (LSA) has 5 divisions managed by 55 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
5	55	874

## Behavioral Competency needs

The figure below depicts top behavioral competency requirements of LSA employees.

Figure 20: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of LSA employees.

Figure 21: Top Functional Competencies

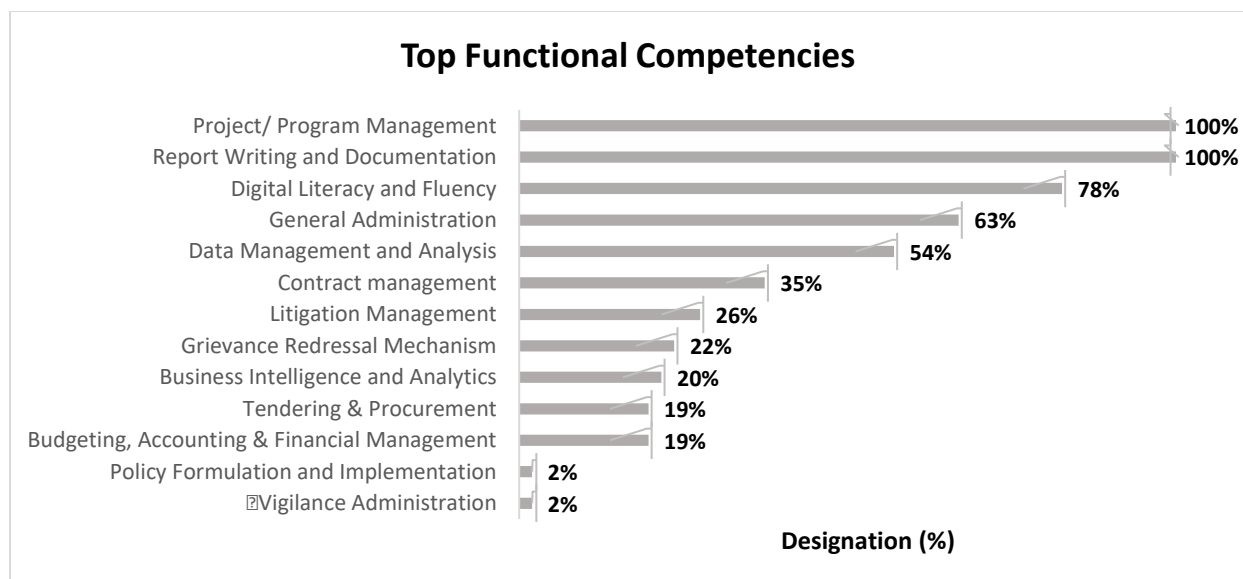


Figure 22: Top Functional Rules, Policies and Procedures Competencies

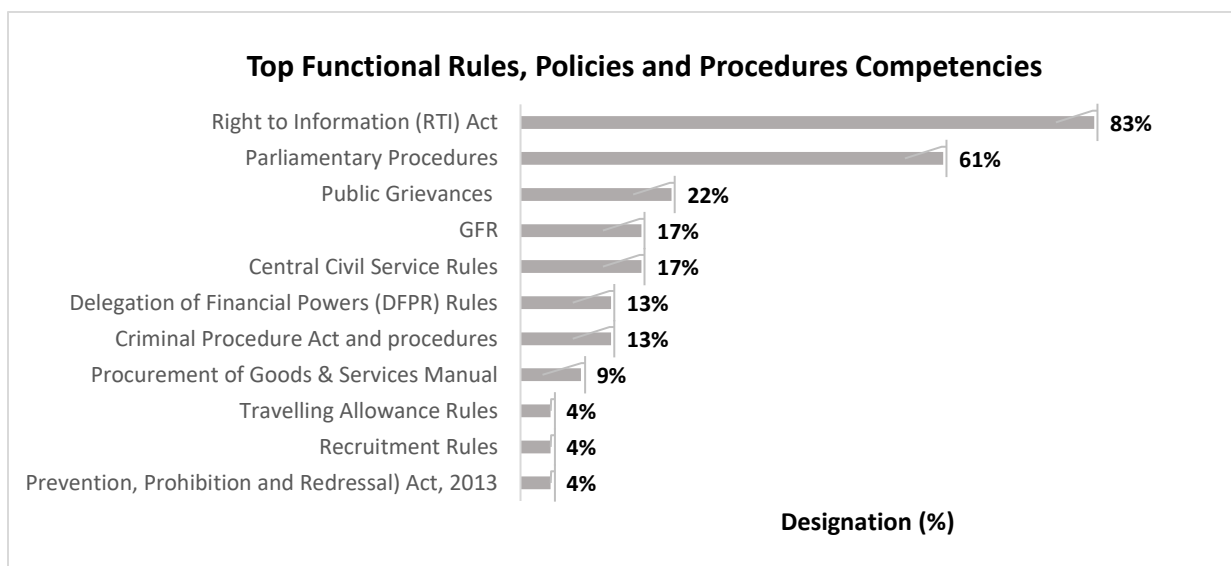
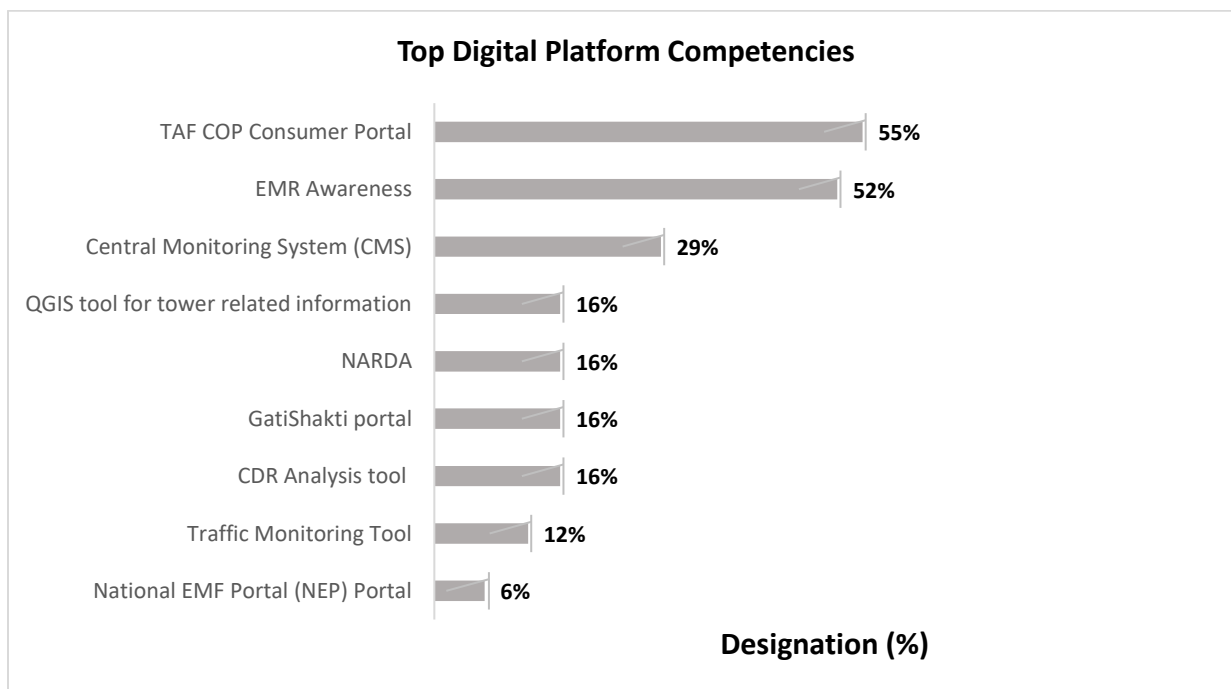


Figure 23: Top Digital Platform Competencies



## Domain Competency needs

The figure below depicts top domain competency requirements of LSA employees.

Figure 24: Top Domain Technology Competencies

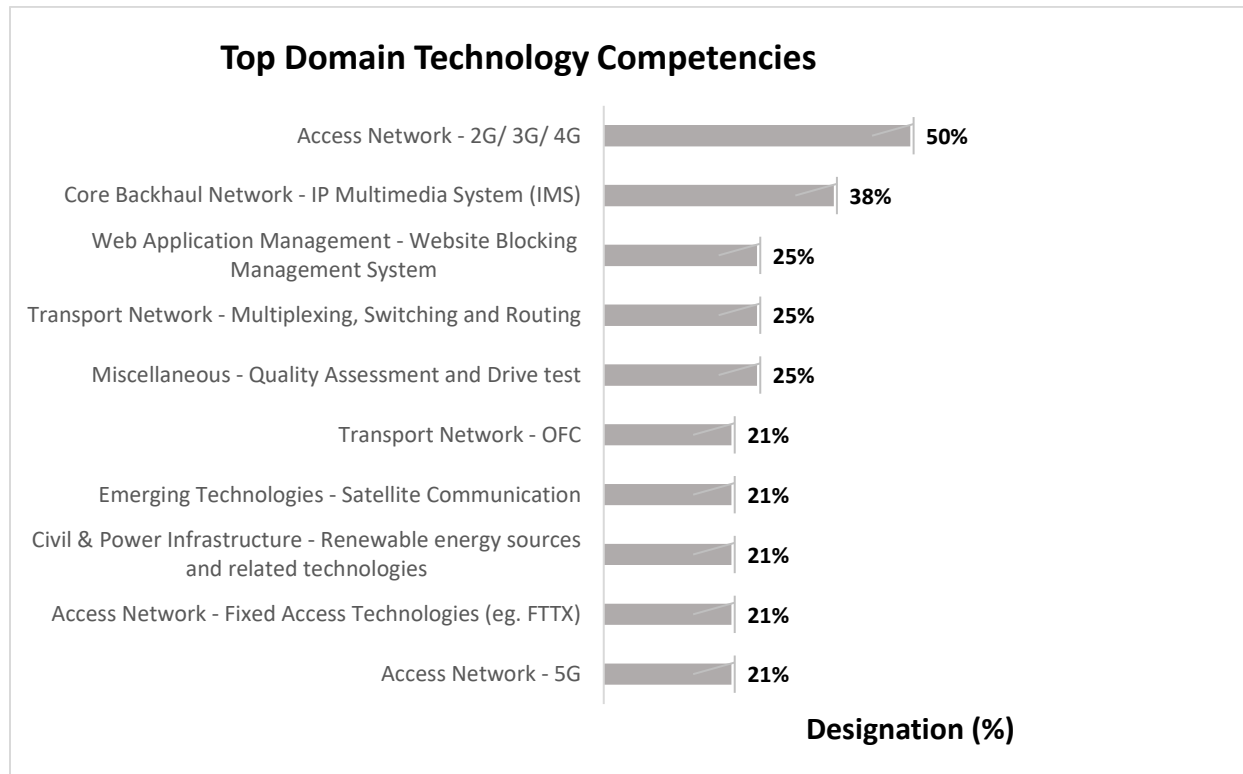




Figure 25: Top Domain Specific Rules, Policies and Procedures Competencies

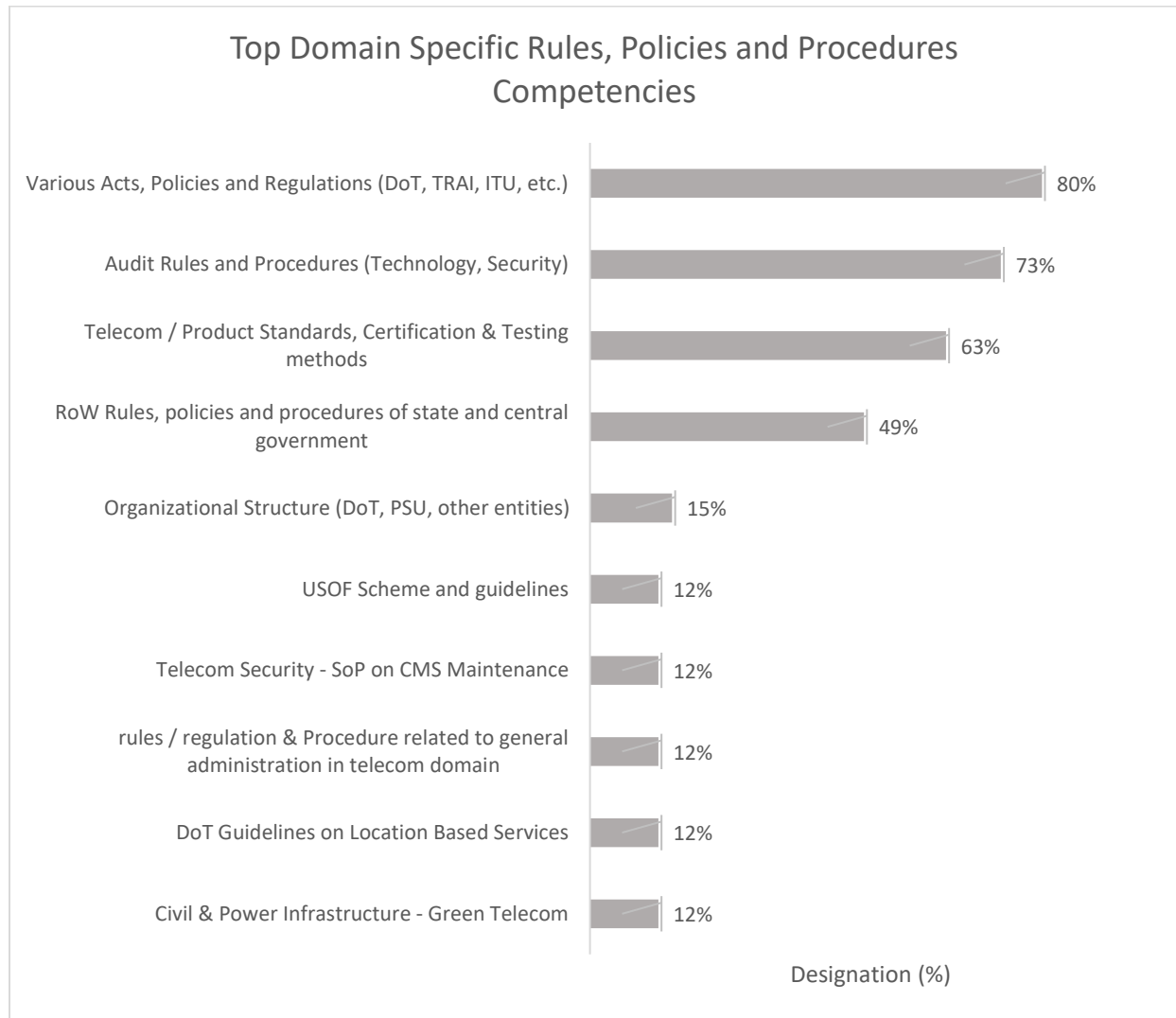
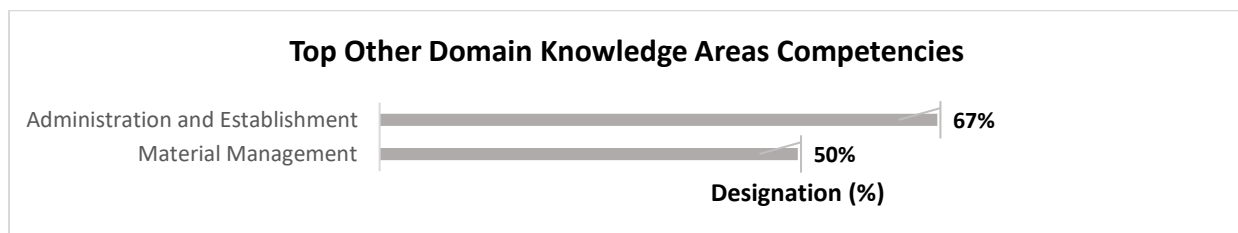


Figure 26: Top Other Domain Knowledge Areas Competencies



### 3.1.3 Telecom Engineering Center (TEC)

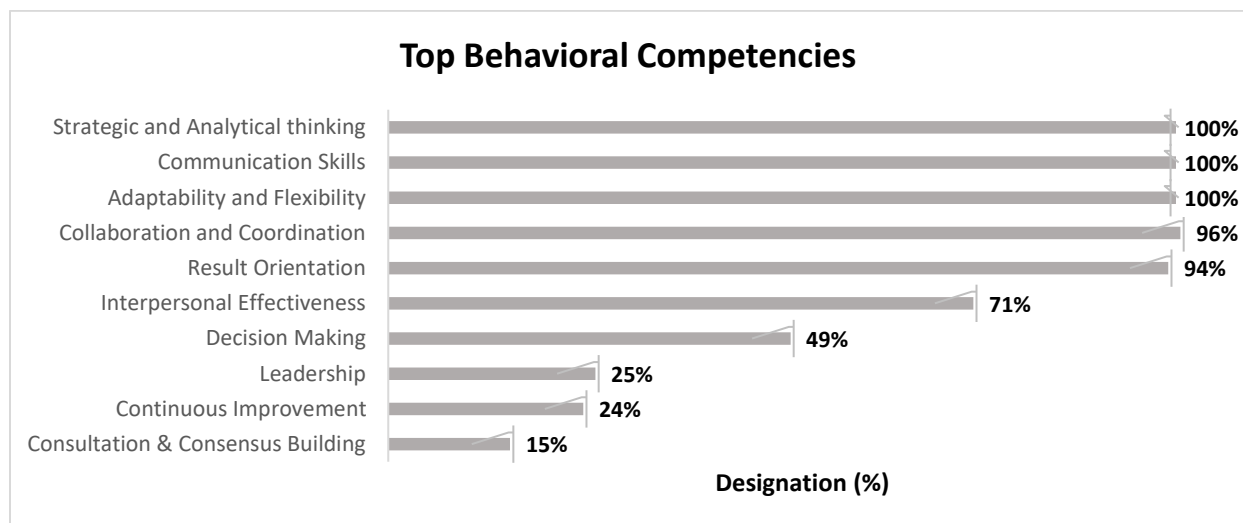
TEC is responsible for granting specific licenses, such as Interface Approvals, Approval Certificates, Service Approvals & Type Approvals. These specifications may be further categorized as GRs, Interface Requirements (IRs), and Service Requirements (SR). Moreover, they are also responsible for regulations of final comprehensive protocol for Mandatory Testing and Certification of Telecom Equipment (MTCTE) along with issuance of requirements with regards to telecom equipment quality controls. Telecom Engineering Center (TEC) has 17 divisions managed by 80 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
17	80	80

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of TEC employees.

Figure 27: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of TEC employees.

Figure 28: Top Functional Competencies

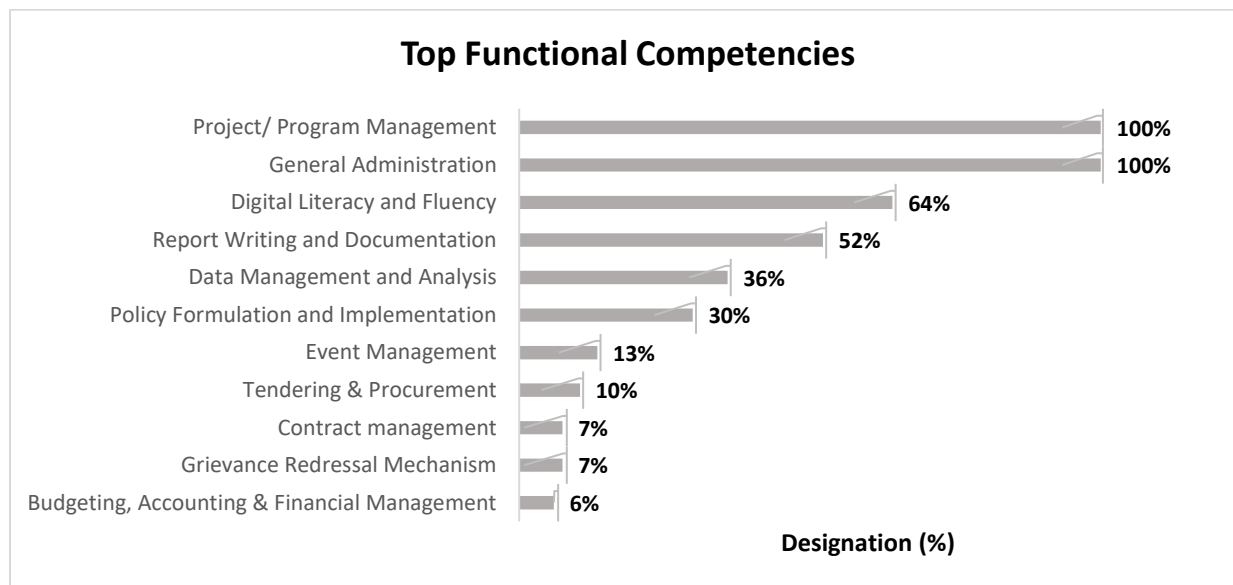


Figure 29: Top Functional Rules, Policies, and Procedure Competencies

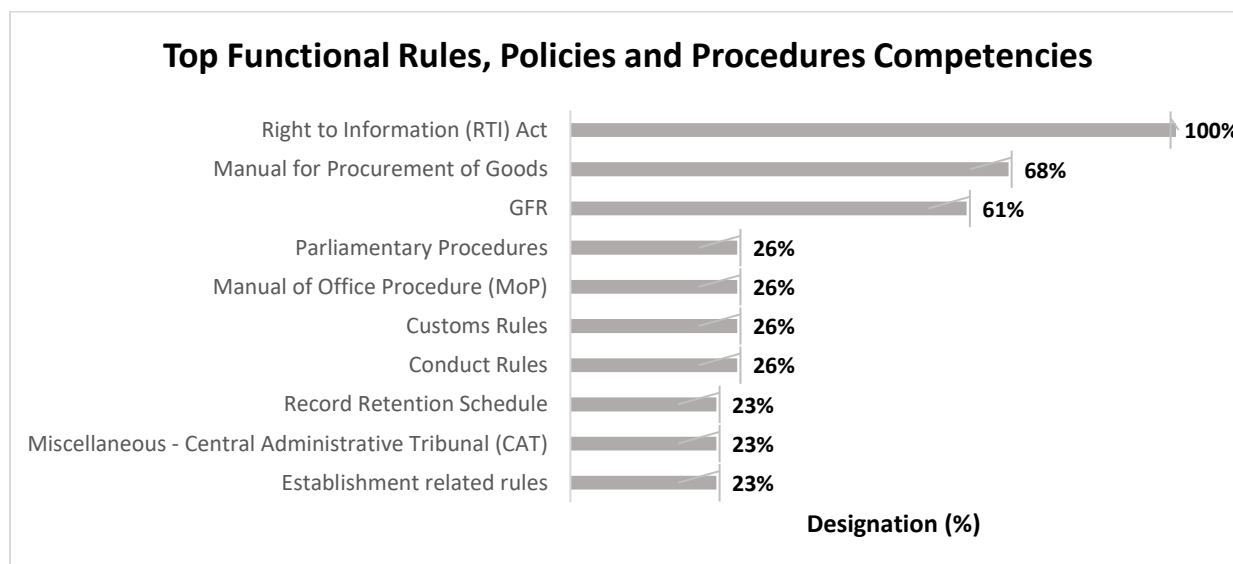
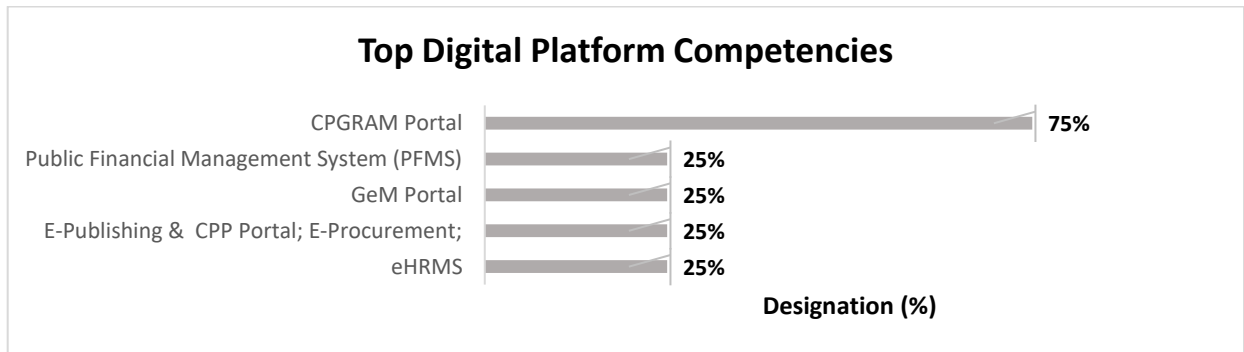


Figure 30: Top Digital Platform Competencies



### Domain Competency needs

The figure below depicts top domain competency requirements of TEC employees.

Figure 31: Top Digital Technology Competencies

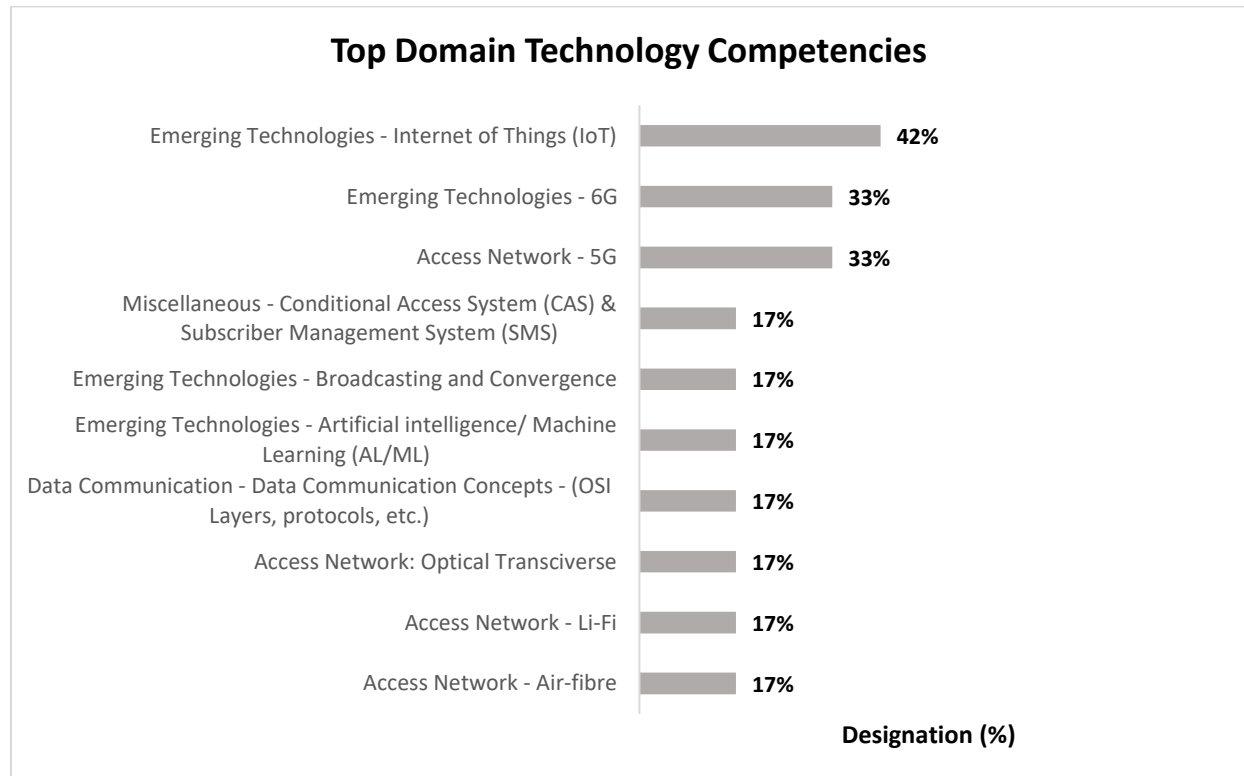


Figure 32: Top Domain Specific Rules, Policies and Procedures Competencies

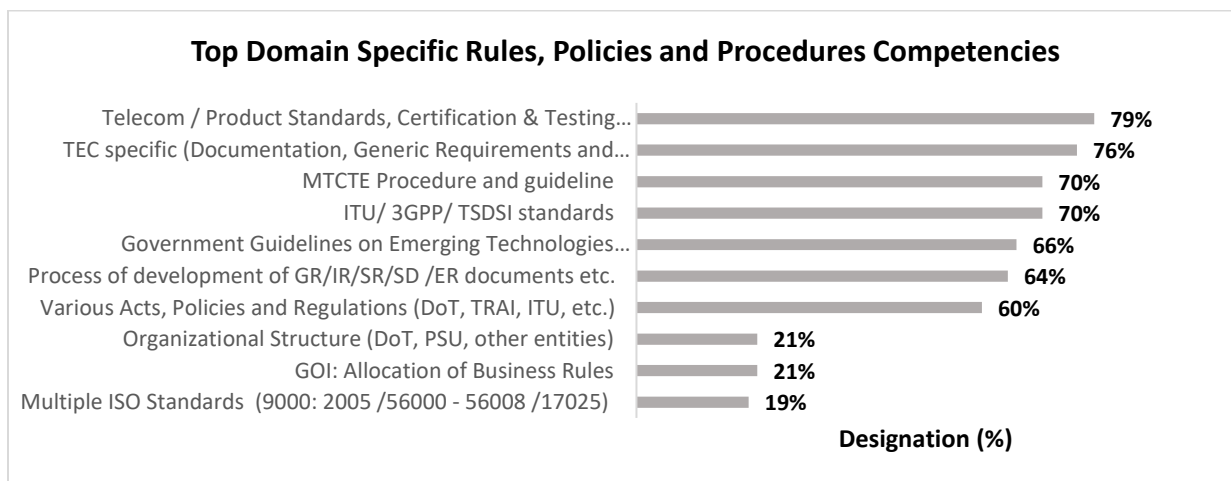


Figure 33: Top Other Domain Knowledge Areas Competencies

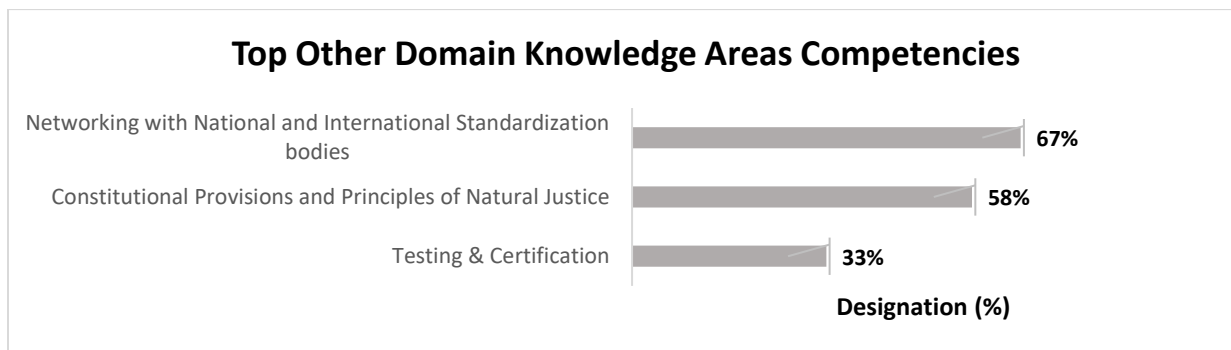
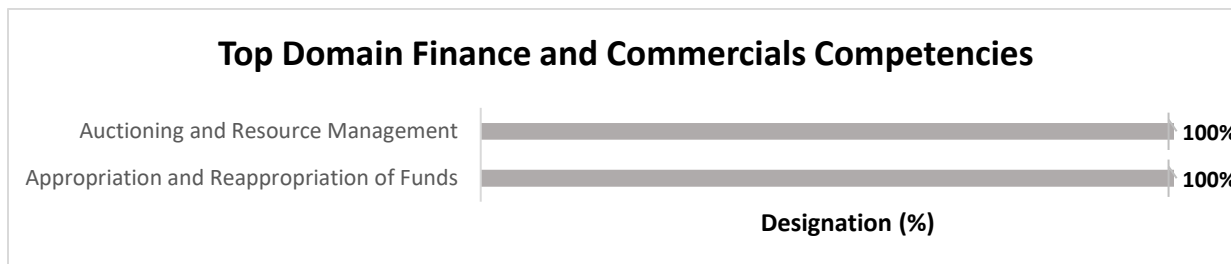


Figure 34: Top Domain Finance and Commercials Competencies





### 3.1.4 Director General Telecom (DGT)

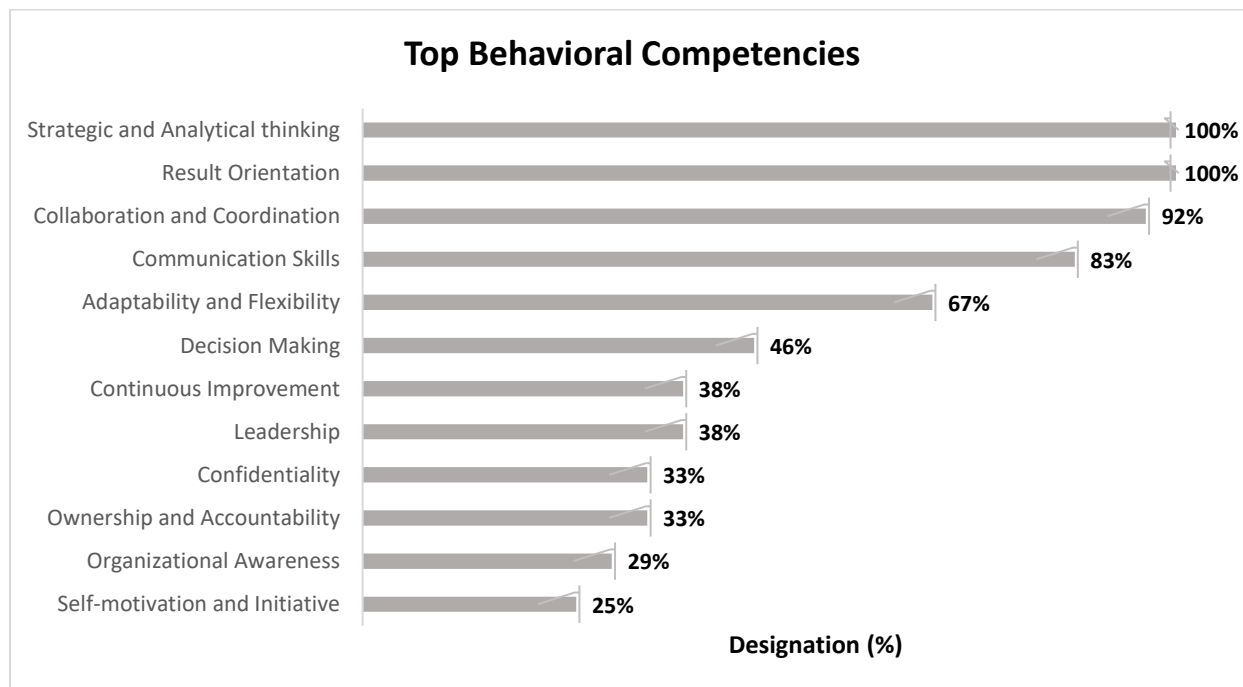
Director General Telecom (DGT) is an apex level officer and acting as head of the DoT field units in all the 22 Licensed Service Areas located across the country. The office of Director General Telecom (DGT-HQ) is located in Delhi. Director General Telecom (DGT) has 4 divisions managed by 20 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
4	20	36

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of DGT employees.

Figure 35: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of DGT employees.

Figure 36: Top Functional Competencies

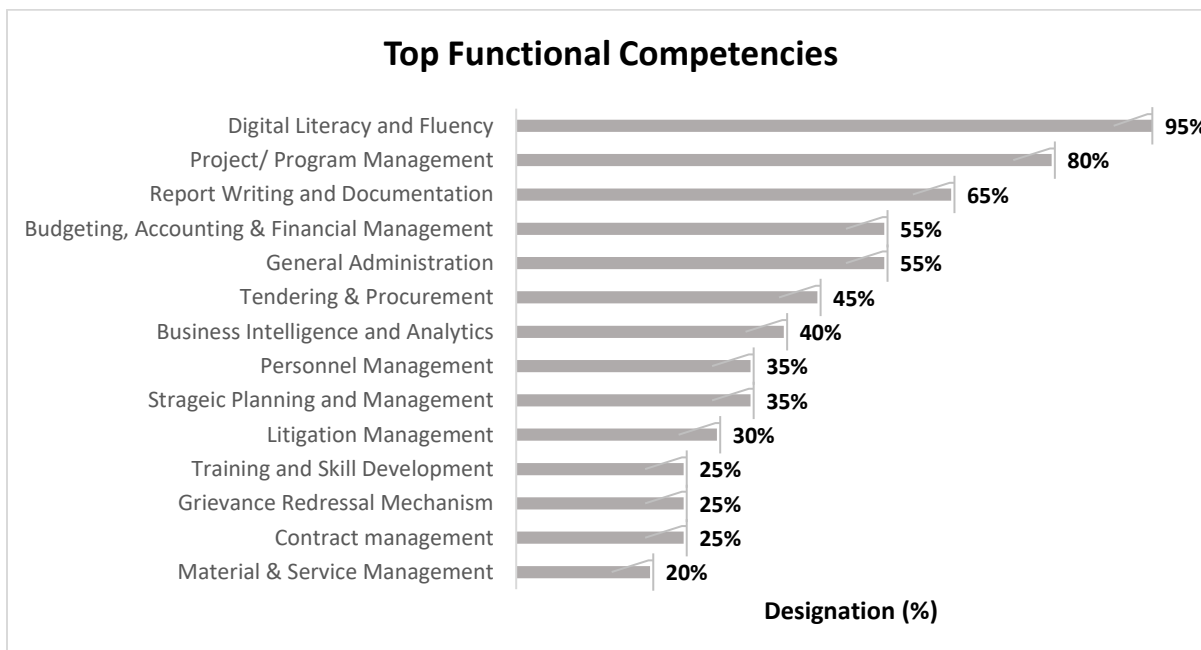


Figure 37: Top Functional Rules, Policies and Procedures Competencies

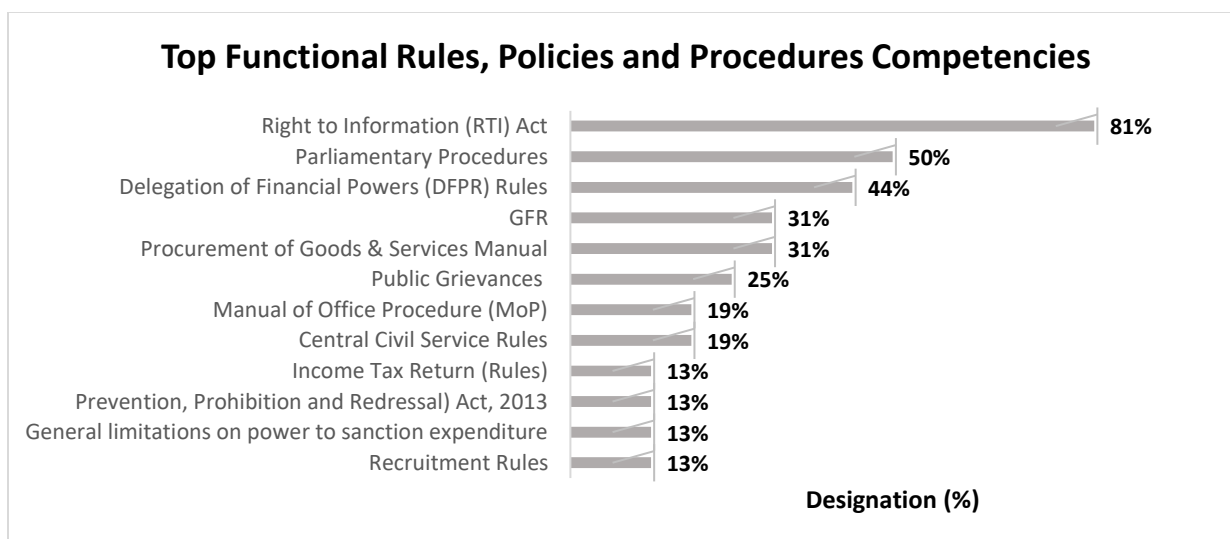
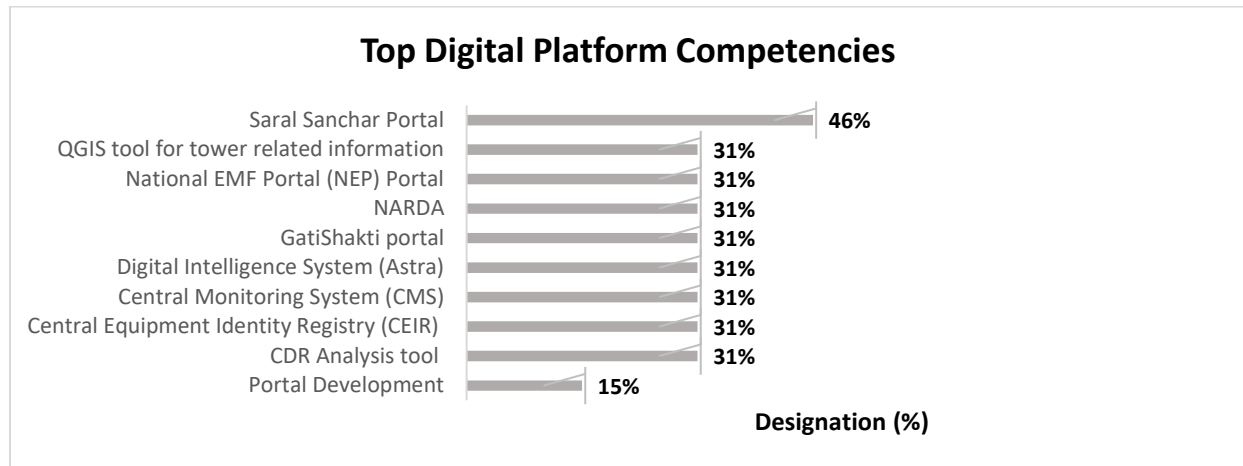


Figure 38: Top Digital Platform Competencies



### Domain Competency needs

The figure below depicts top domain competency requirements of DGT employees.

Figure 39: Top Domain Technology Competencies

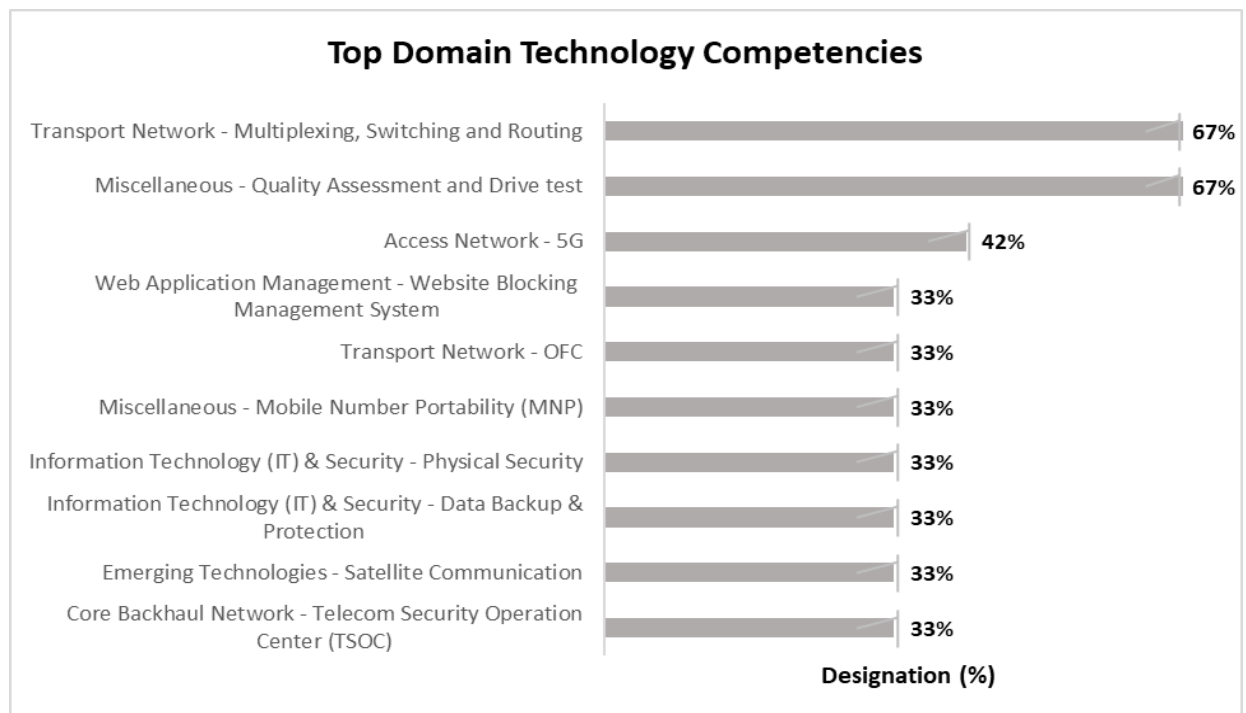


Figure 40: Top Domain Specific Rules, Policies and Procedures Competencies

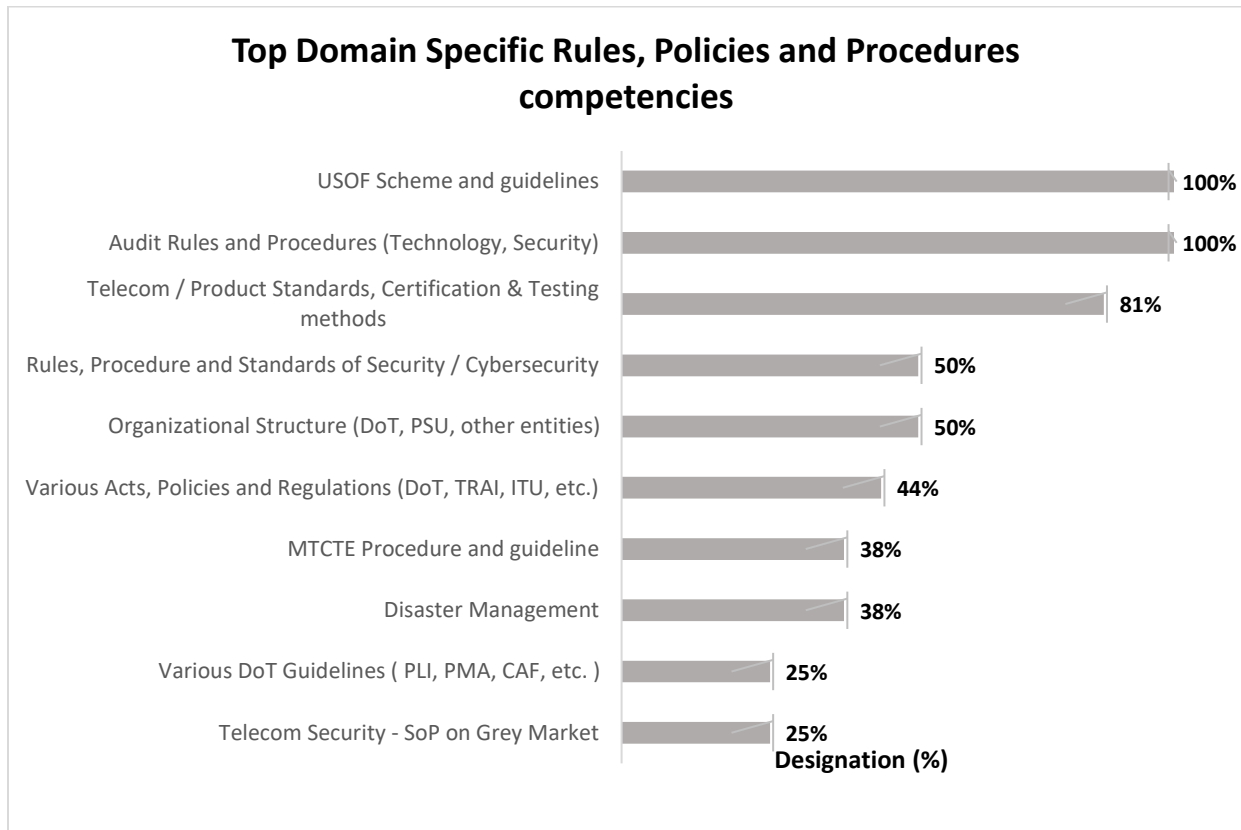
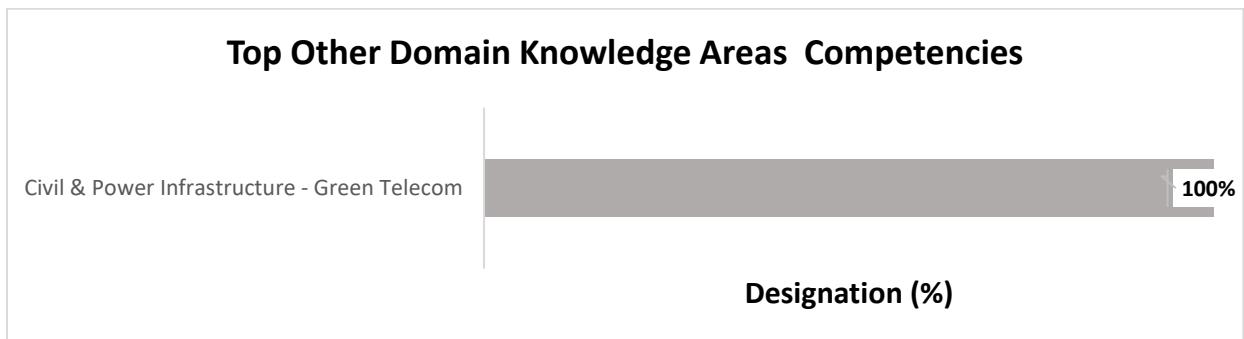


Figure 41: Top Other Domain Knowledge Areas



### 3.1.5 National Centre for Communication Security (NCCS)

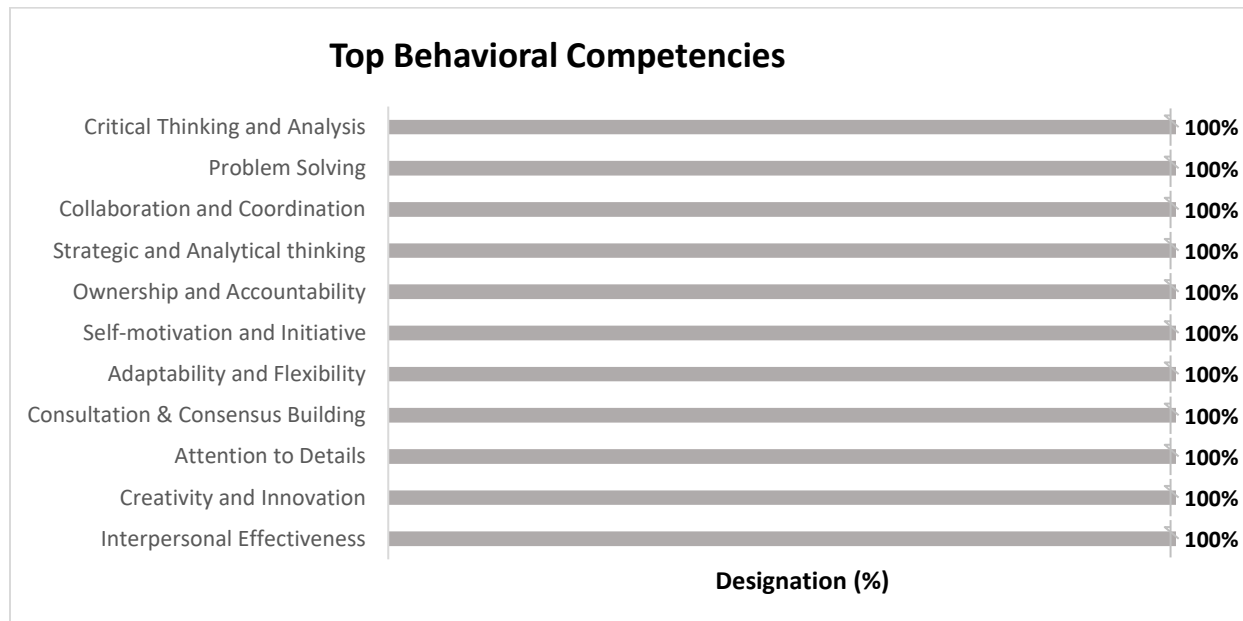
NCCS was set up in 2018 with the objective of establishing and operationalizing a framework of security testing and certification within the country. NCCS is mandated to prepare Telecom security requirements/standards called the Indian Telecommunication Security Assurance Requirements (TSAR). ITSAR seeks to address the country specific security needs in telecommunication landscape and notify the same. It seeks to present a comprehensive country specific security requirement for the Network Function Virtualization (NFV) as applicable to the mobile generation technologies. National Centre for Communication Security (NCCS) has 4 divisions managed by 22 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
4	22	22

#### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of NCCS employees.

Figure 42: Top Behavioral Competencies





## Functional Competency needs

The figure below depicts top functional competency requirements of NCCS employees.

Figure 43: Top Functional Competencies

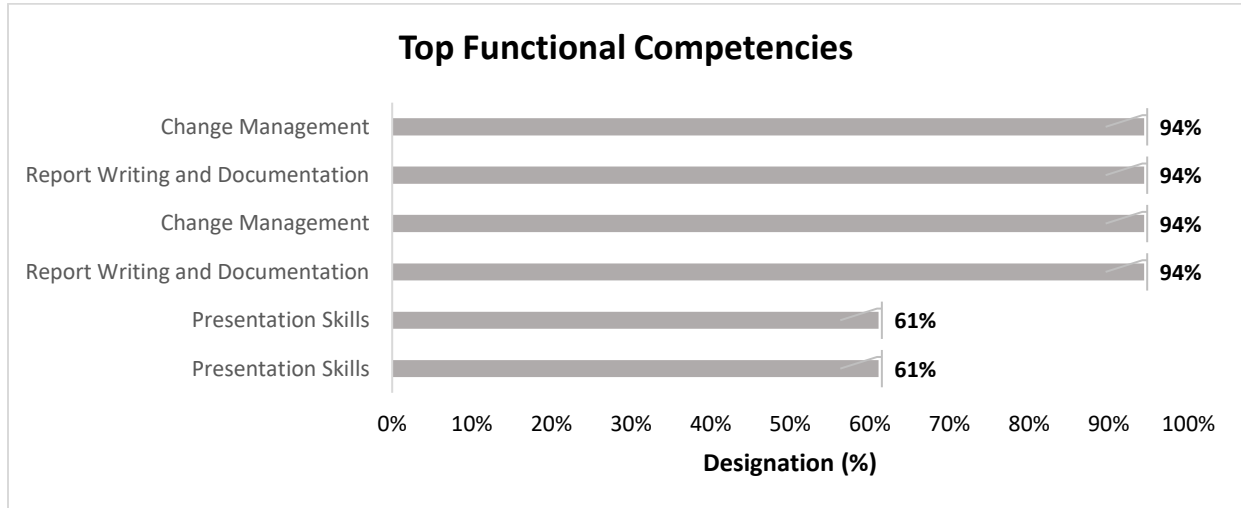


Figure 44: Top Functional Rules, Policies and Procedures Competencies

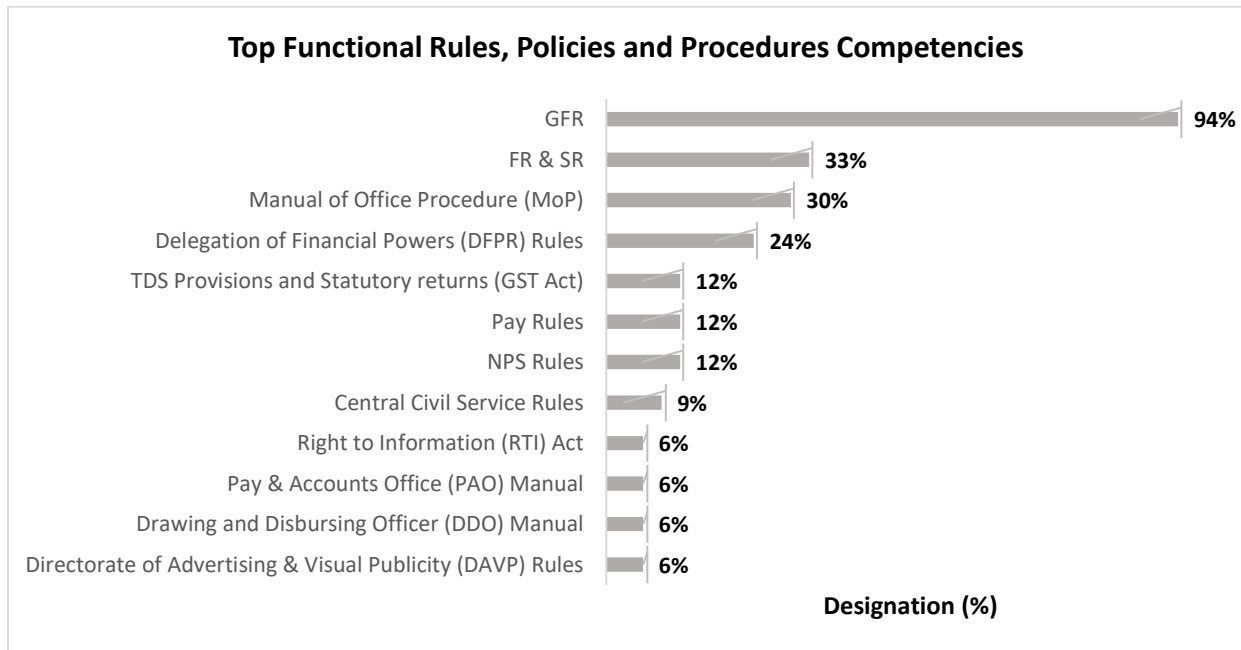
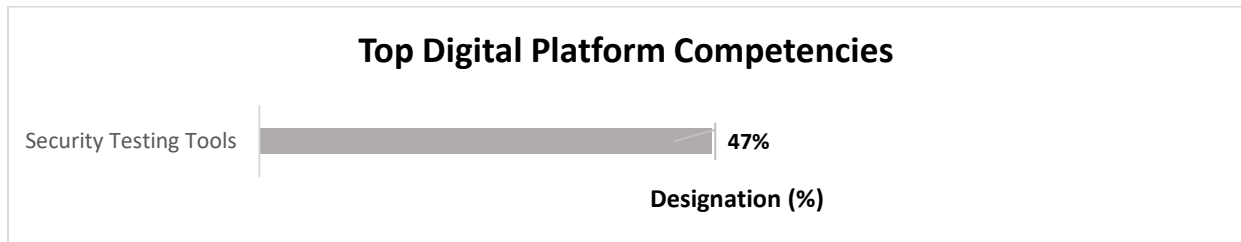


Figure 45: Top Digital Platform Competencies



### Domain Competency needs

The figure below depicts top domain competency requirements of NCCS employees.

Figure 46: Top Digital Technology Competencies

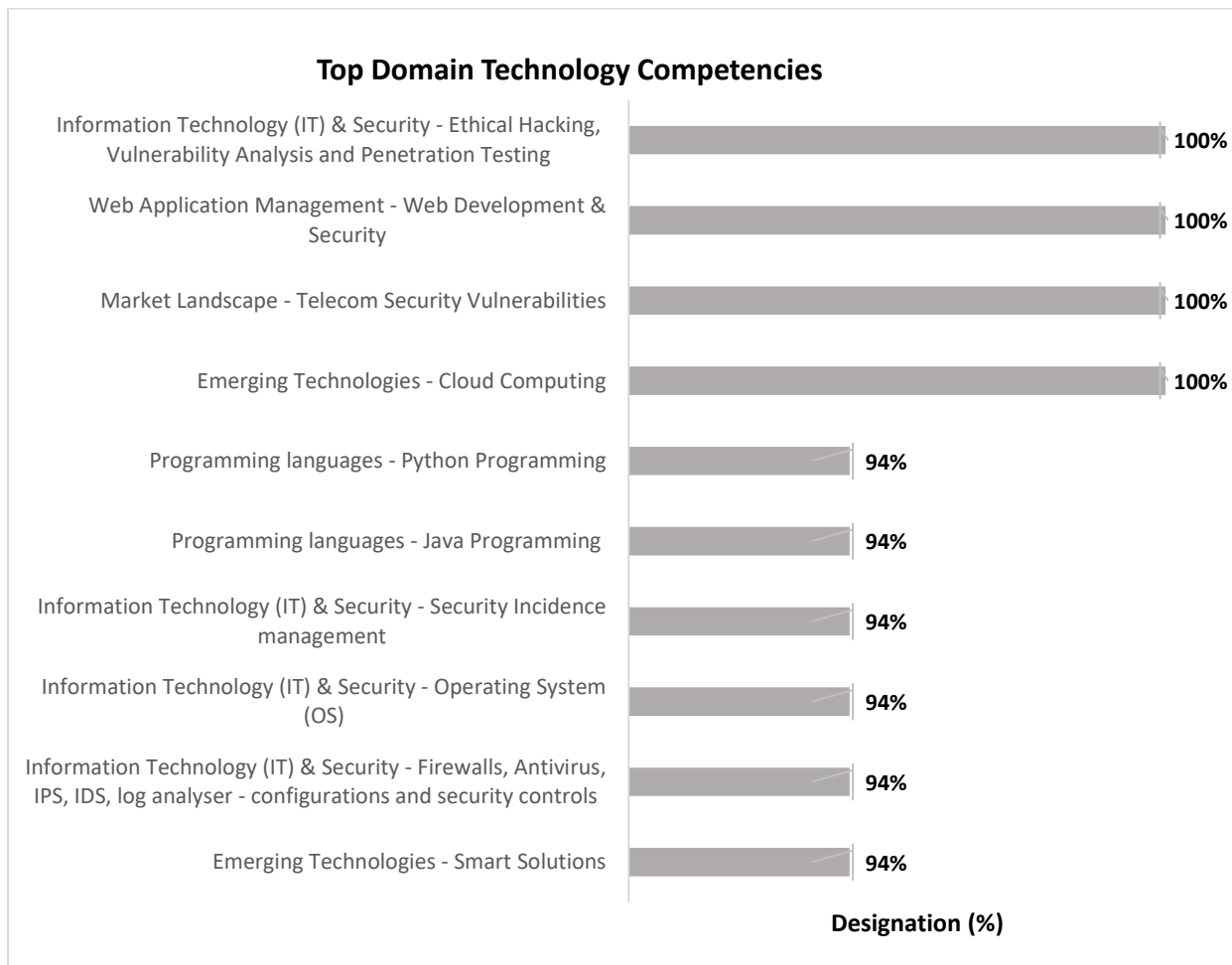


Figure 47: Top Domain Specific Rules, Policies, and Procedure Competencies

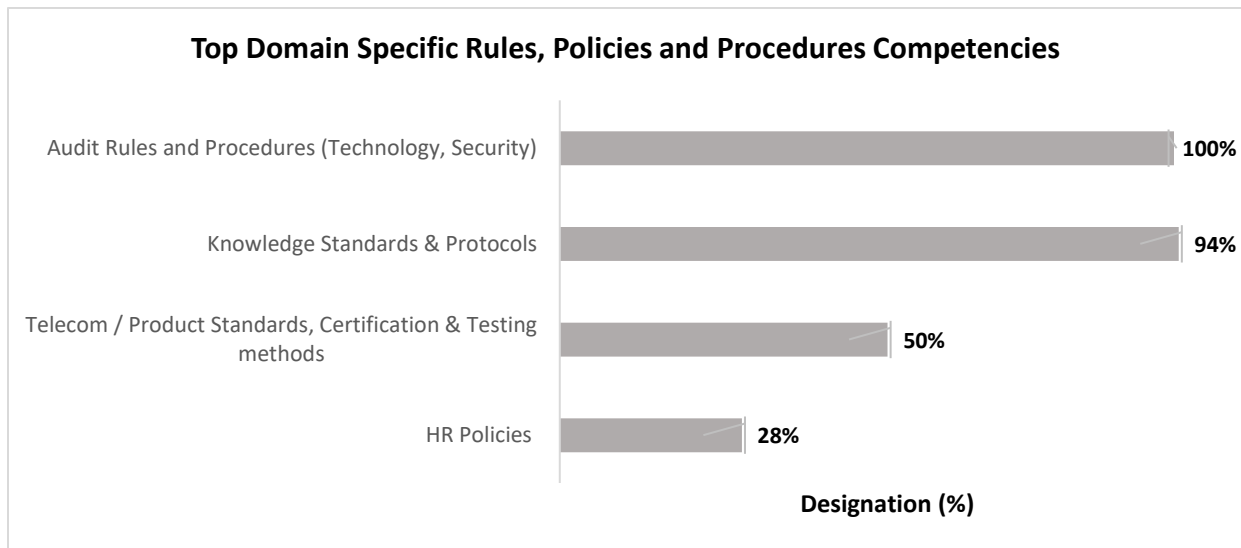


Figure 48: Top Other Domain Knowledge Areas Competencies

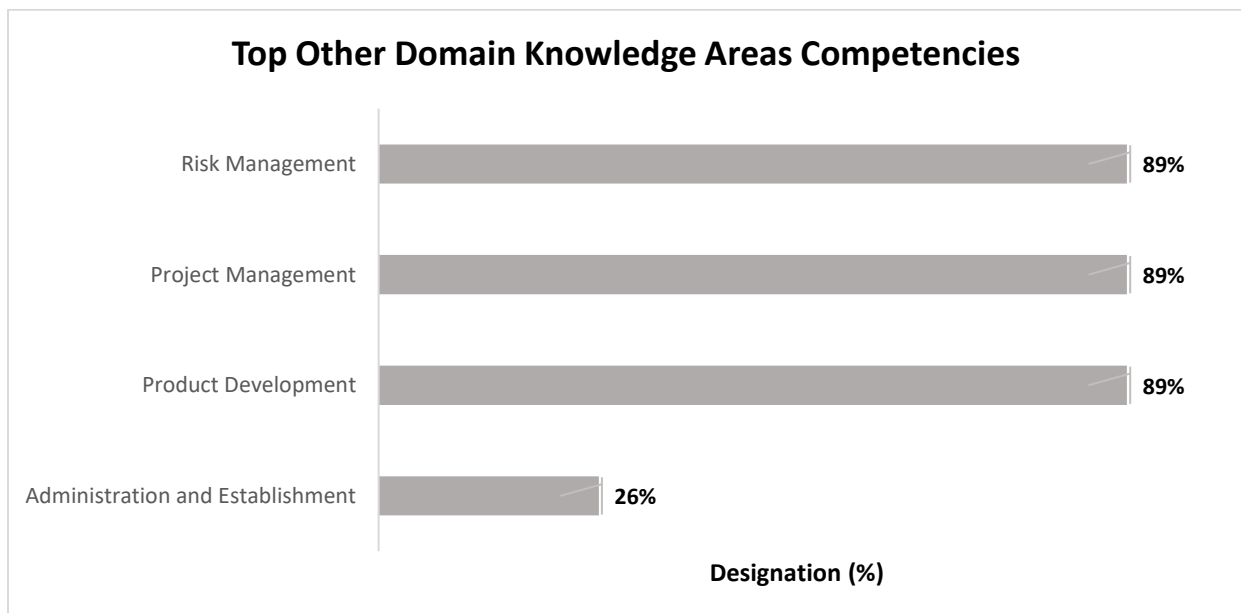
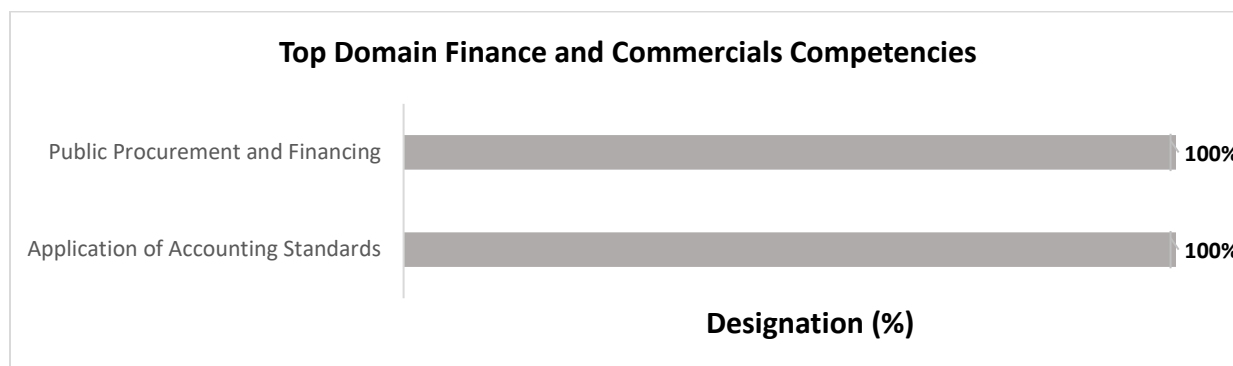


Figure 49: Top Domain Finance and Commercials Competencies



### 3.1.6 National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT)

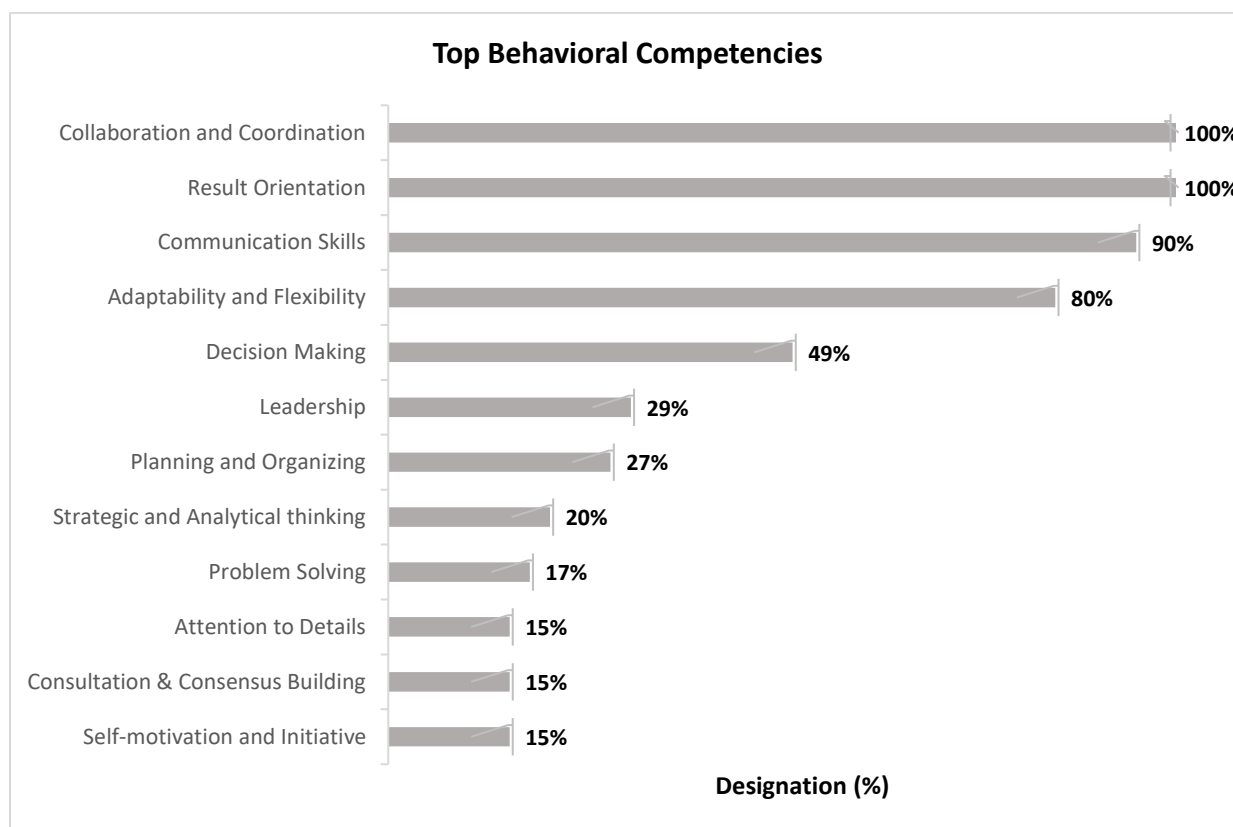
NTIPRIT is the apex level Capacity Building Institute of the Ministry of Communications, Government of India. NTIPRIT one of the Central Training Institutes (CTI) recognized by Department of Personnel & Training (DoPT). NTIPRIT plays a crucial role in the telecom ecosystem of India in capacity building of the technical officers of the Department of Telecommunications (DoT). National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT) has 6 divisions managed by 70 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
6	49	49

## Behavioral Competency needs

The figure below depicts top behavioral competency requirements of NTIPRIT employees.

Figure 50: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of NTIPRIT employees.

Figure 51: Top Functional Competencies

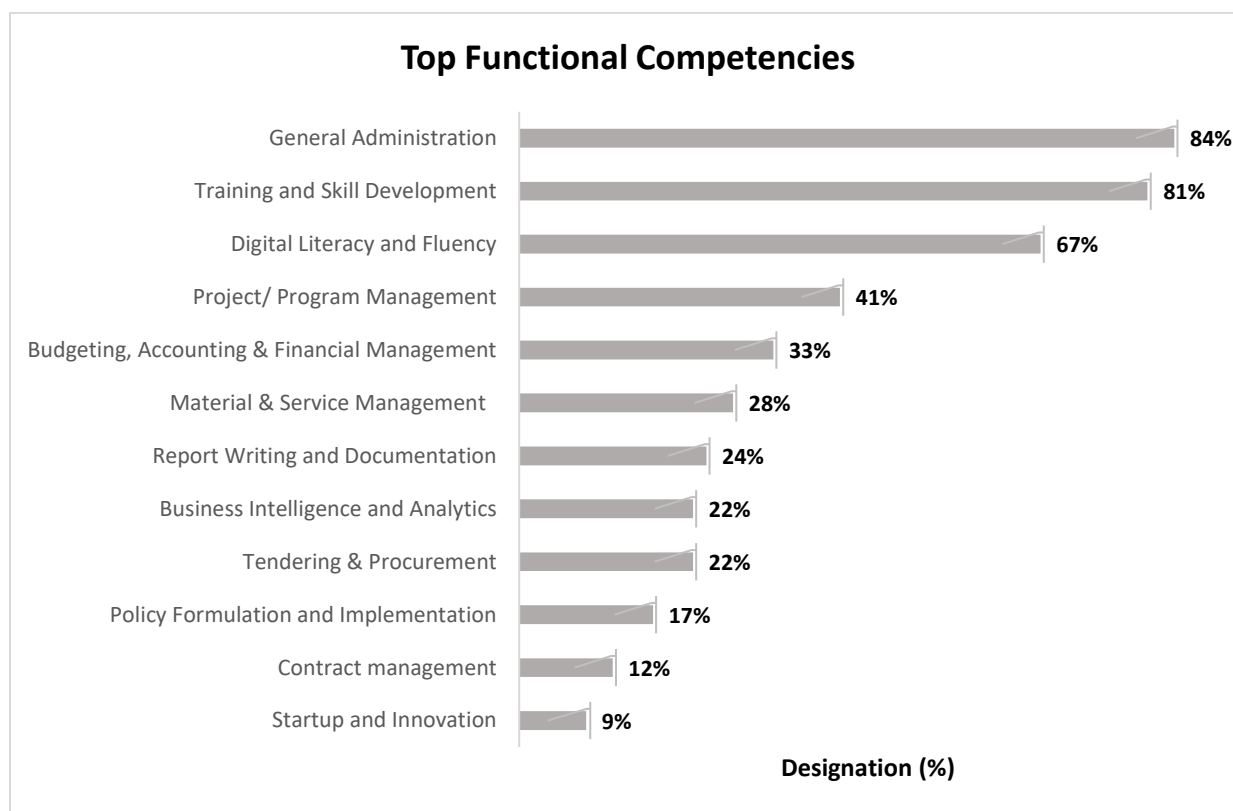




Figure 52: Top Functional Rules, Policies and Procedures Competencies

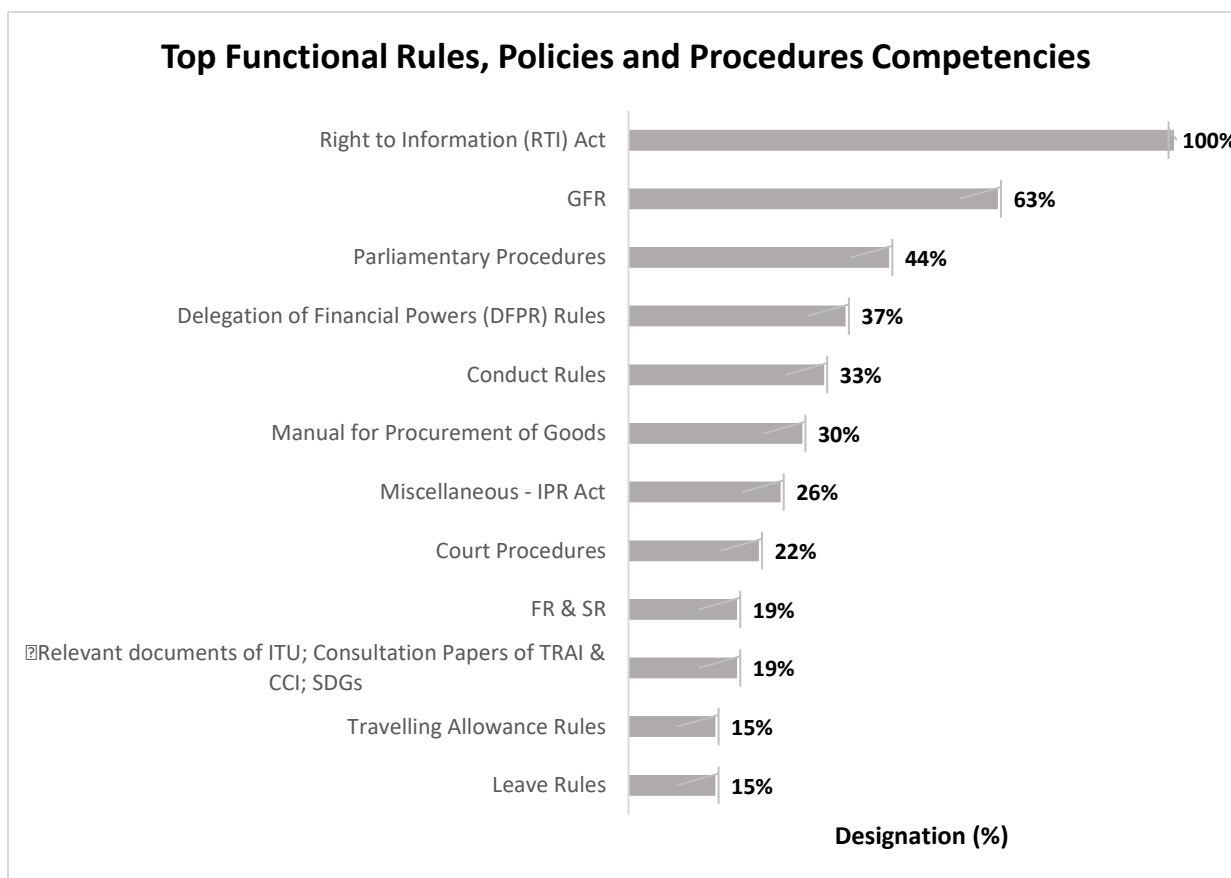
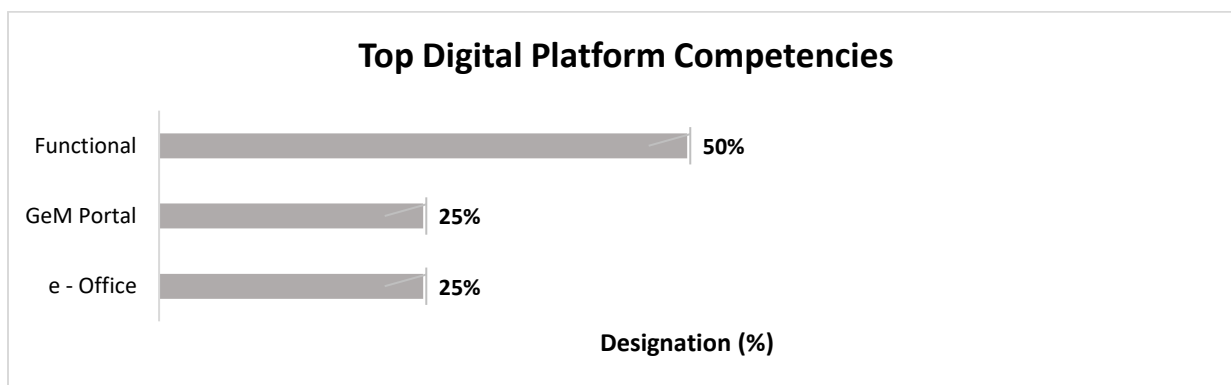


Figure 53: Top Digital Platform Competencies



## Domain Competency needs

The figure below depicts top domain competency requirements of NTIPRIT employees.

Figure 54: Top Domain Technology Competencies

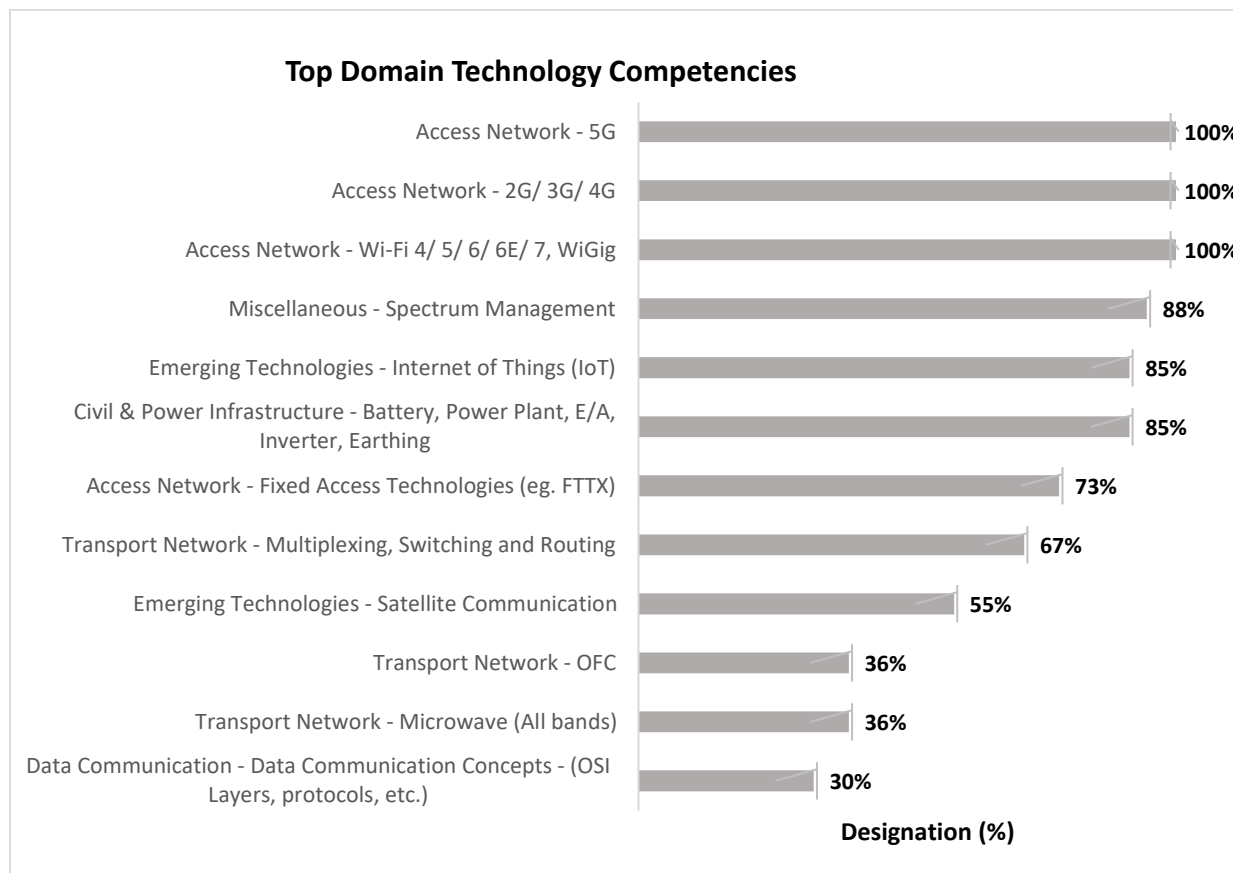


Figure 55: Top Domain Specific Rules, Policies and Procedures Competencies

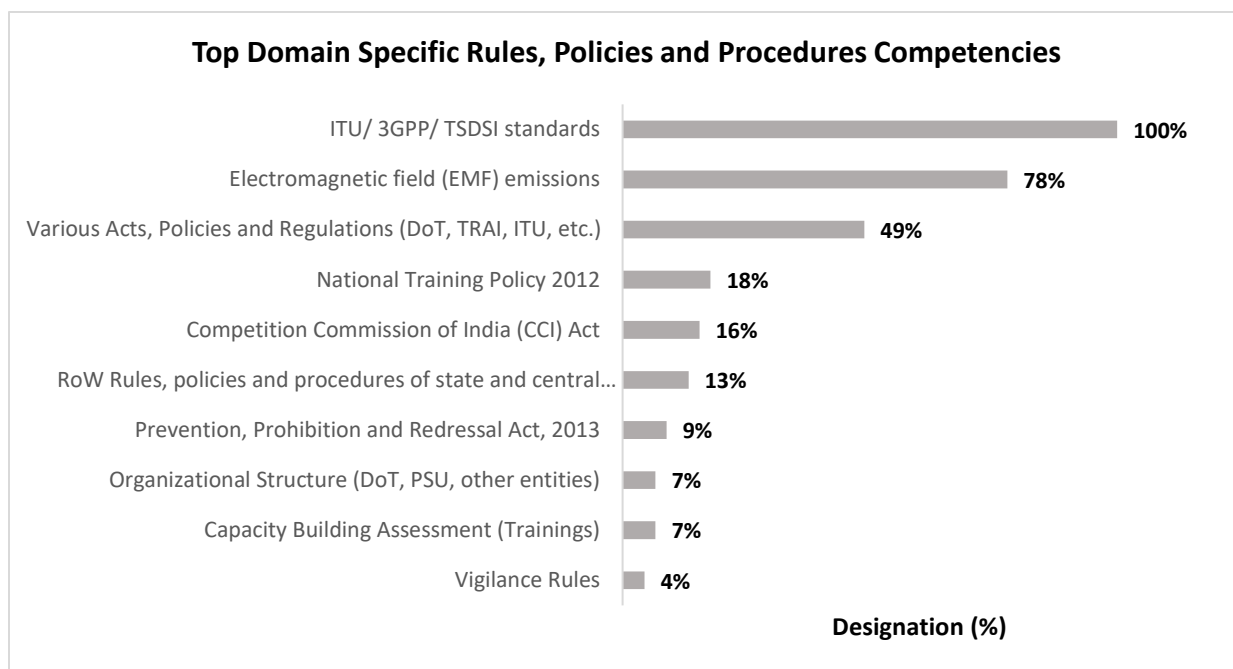


Figure 56: Top Other Domain Knowledge Areas Competencies

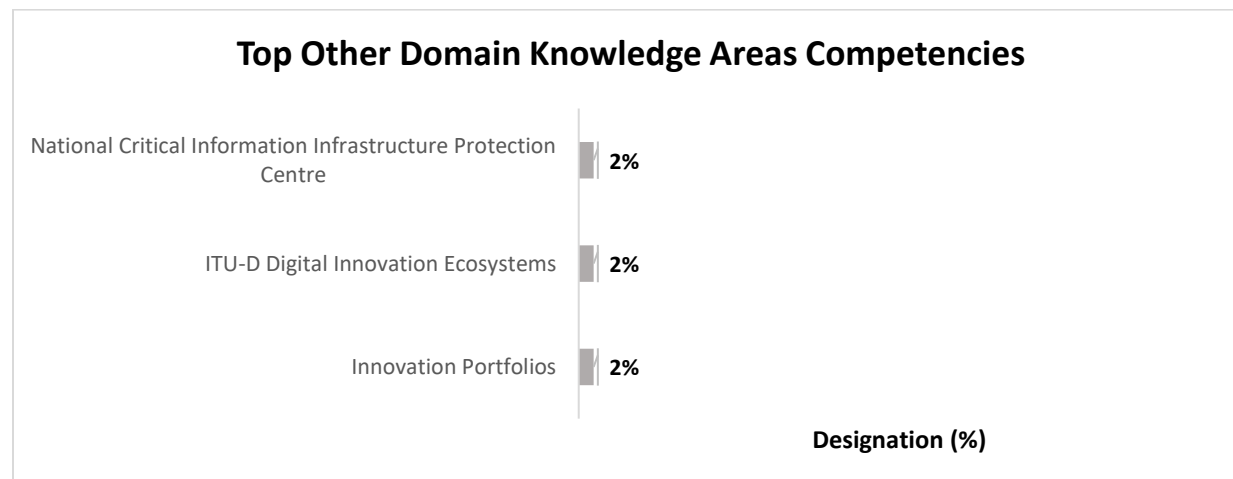
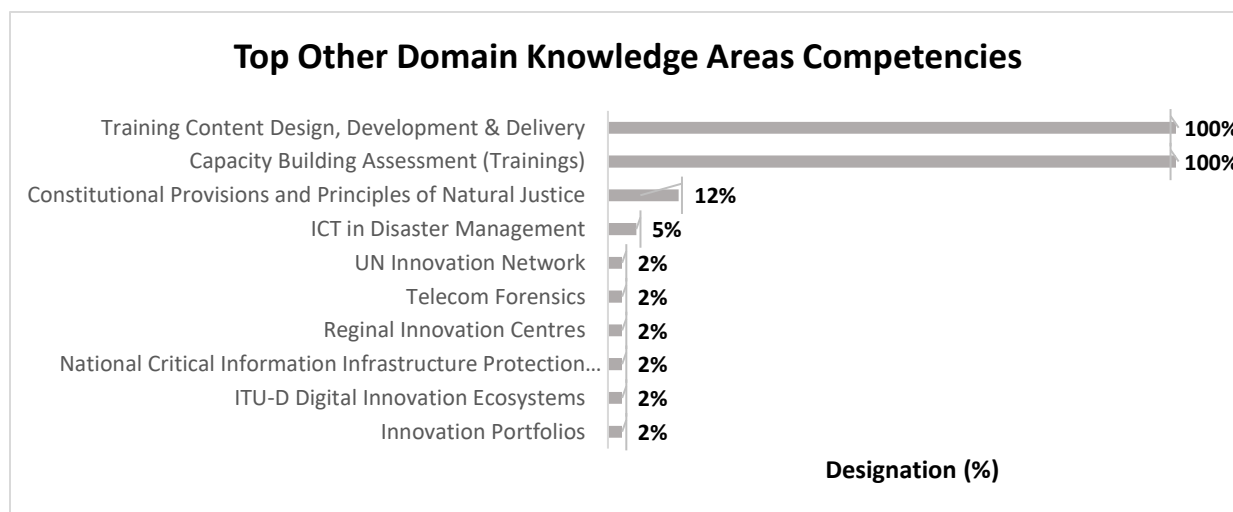


Figure 57: Top Domain Finance and Commercials Competencies



## 3.2 Finance

### 3.2.1 Department of Telecommunication (DoT) HQ Finance

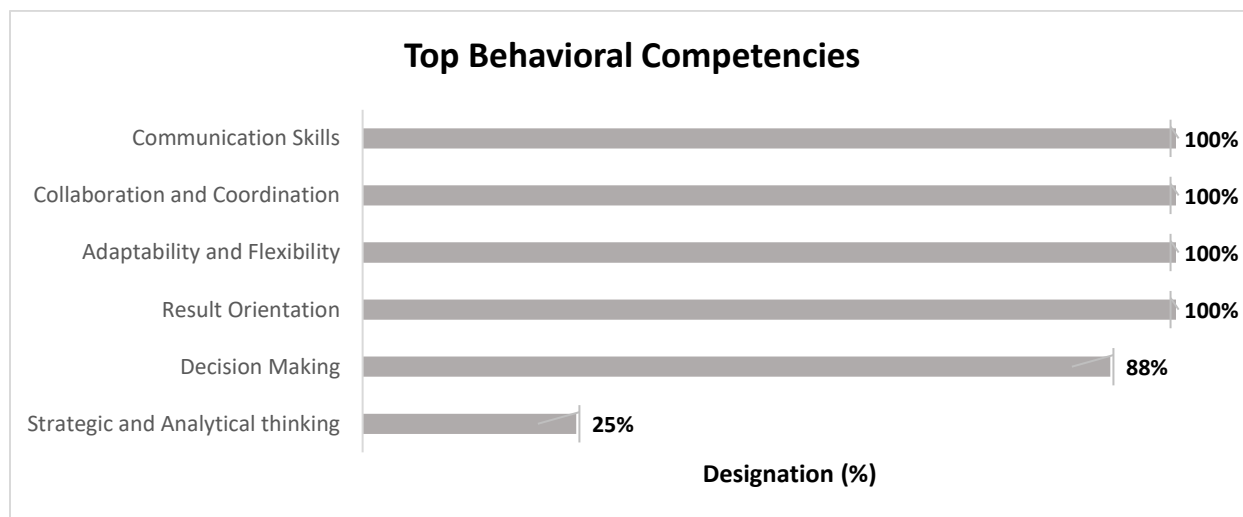
DoT HQ finance is responsible for collecting licensing fees from telecommunications service providers and operators, analyzing the financial aspects of telecommunications licensing, including identifying potential revenue sources and assessing the financial viability of new license applications. Also preparing the budget and financial forecasts for the department and ensuring that the department's financial goals are met. DOT HQ finance is also responsible for examination of Policy matters related to Merger & Acquisition, Insolvency, licenses etc. DoT HQ Finance has 7 divisions managed by 129 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
7	129	129

## Behavioral Competency needs

The figure below depicts top behavioral competency requirements of DoT HQ Finance employees.

Figure 58: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of DoT HQ Finance employees.

Figure 59: Top Functional Competencies

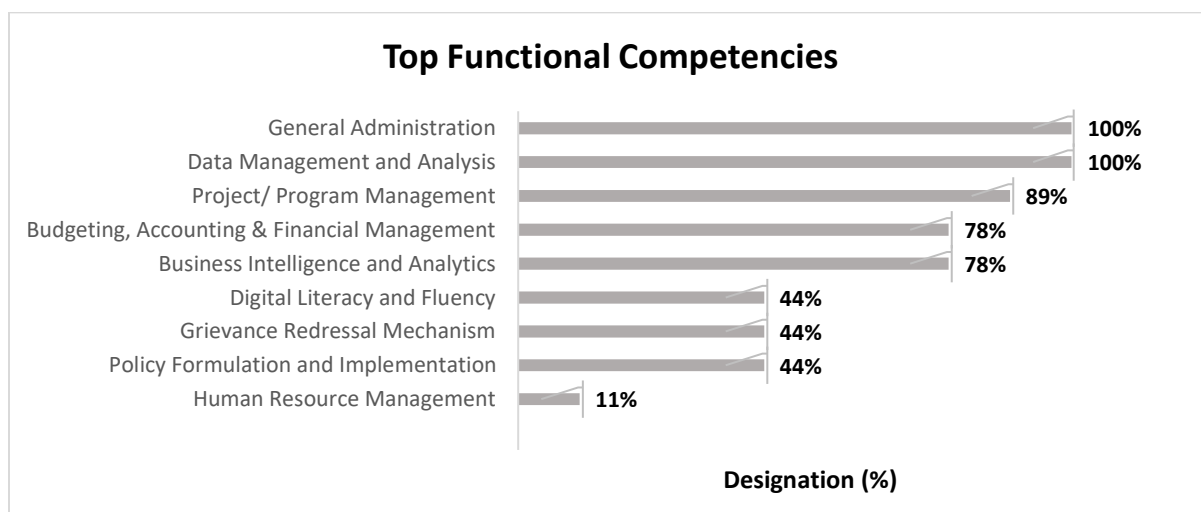


Figure 60: Top Functional Rules, Policies and Procedures Competencies

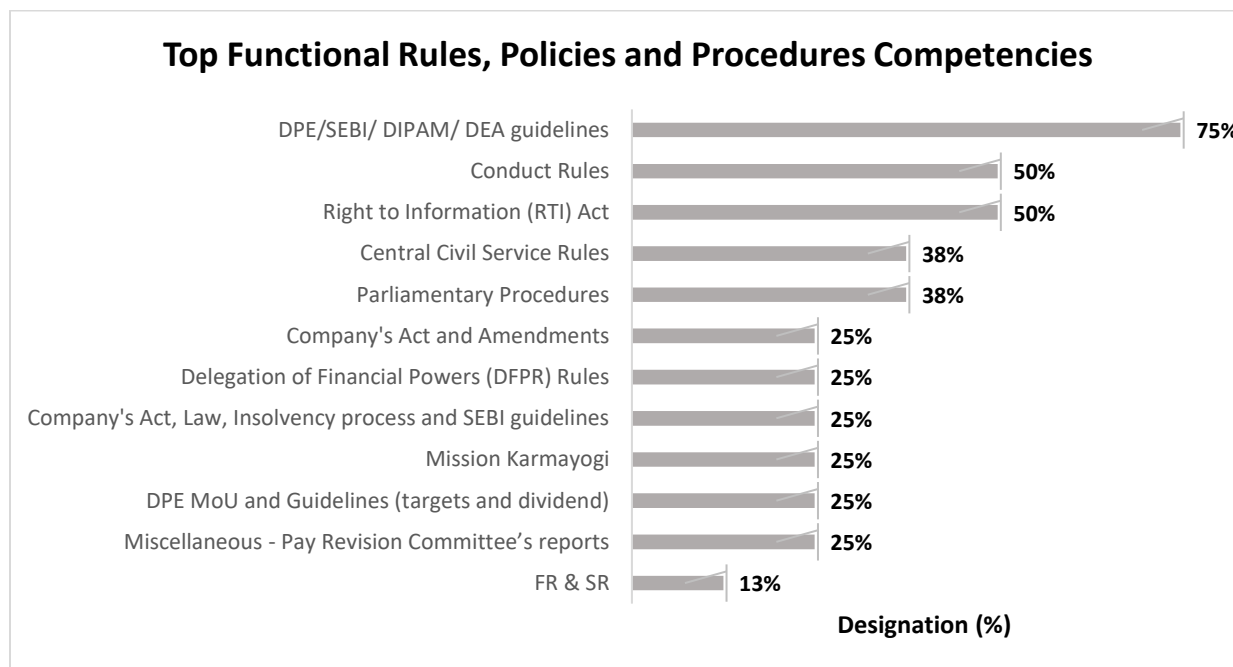
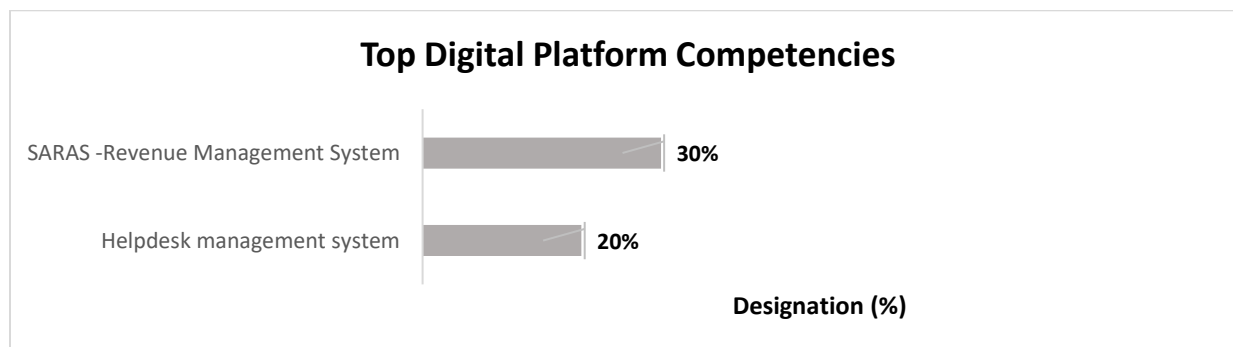


Figure 61: Top Digital Platform Competencies





## Domain Competency needs

The figure below depicts top domain competency requirements of DoT HQ Finance employees.

Figure 62: Top Domain Technology Competencies

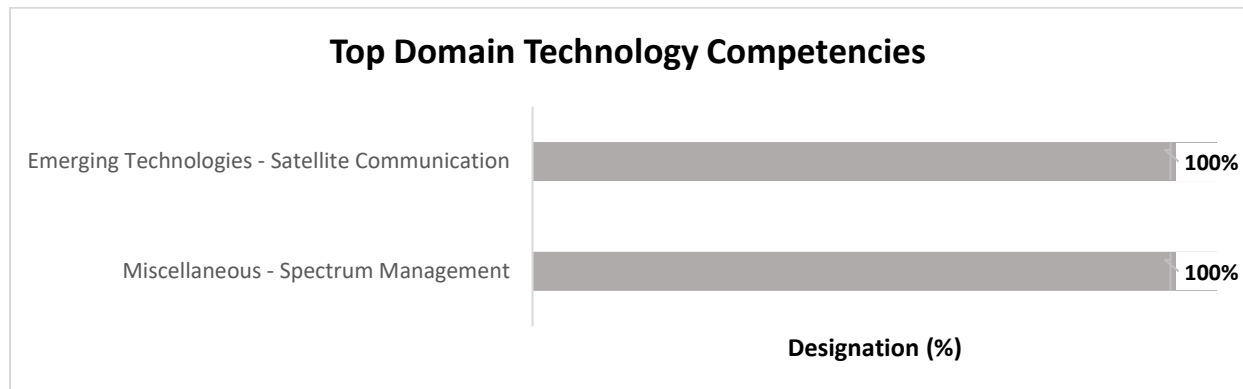


Figure 63: Top Domain Specific Rules, Policies and Procedures

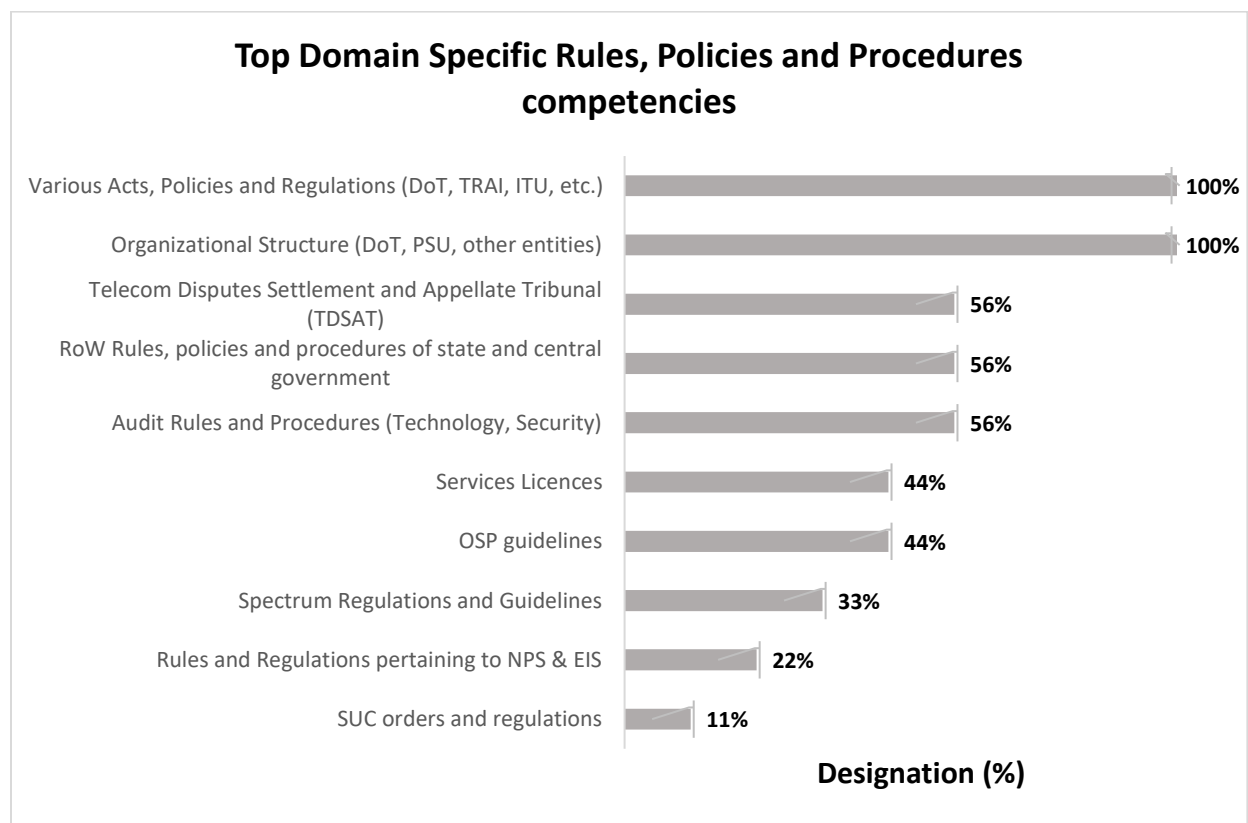


Figure 64: Top Domain Finance and Commercials Competencies

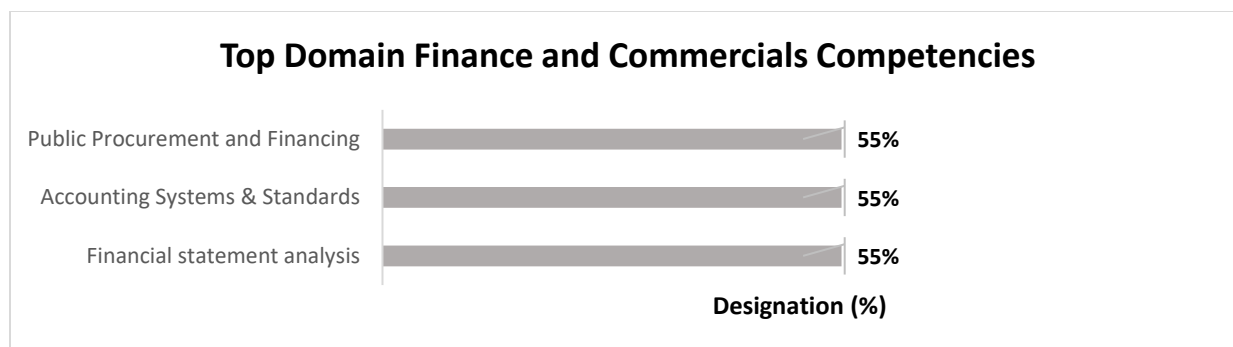
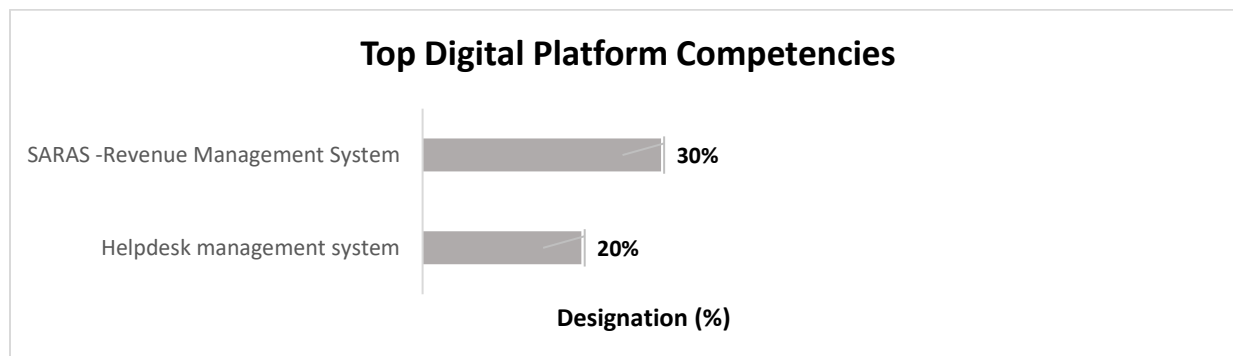


Figure 65: Top Other Domain Knowledge Areas Competencies



### 3.2.2 Controller General of Communication Accounts (CGCA)

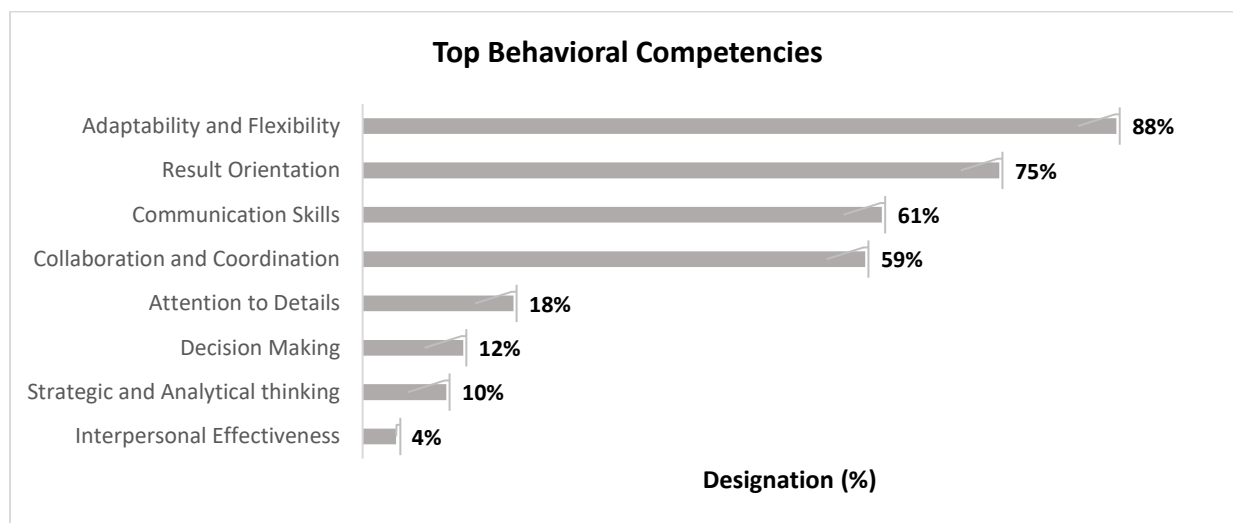
CGCA monitor the functions delegated by DoT HQ to the field offices. CGCA entrusted with the function of cadre management of Group 'C' officials posted in the aforesaid field units. CGCA also responsible for co-ordination, recruitment, recruitment rules etc. for the Group 'C' cadre. CGCA also carry out internal audit of Pr. CCA/CCA offices and other DoT units such as TERM Cells etc. Controller General of Communication Accounts (CGCA) has 5 divisions managed by 56 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
5	56	70

## Behavioral Competency needs

The figure below depicts top behavioral competency requirements of CGCA employees.

Figure 66: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of CGCA employees.

Figure 67: Top Functional Competencies

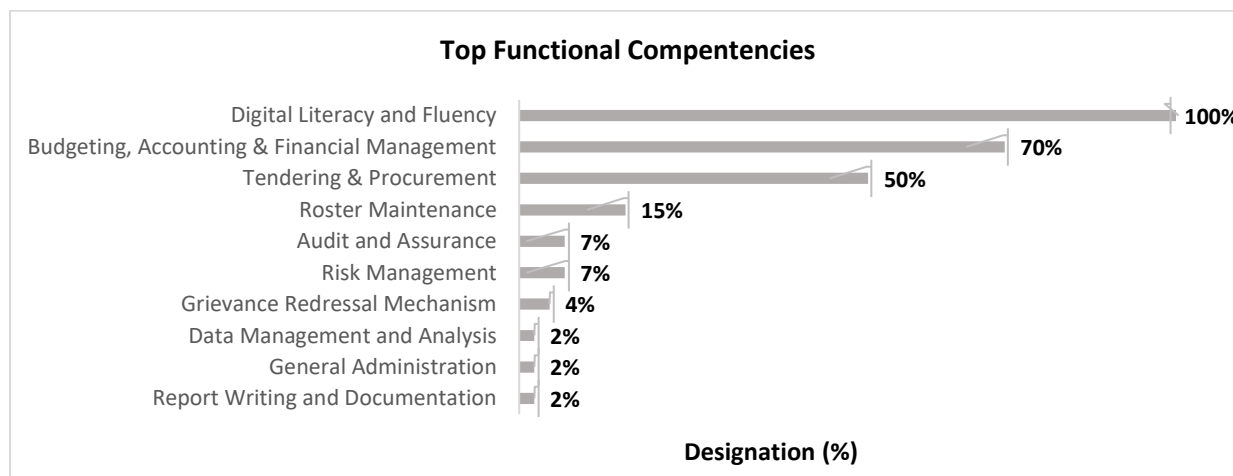


Figure 68: Top Functional Rules, Policies, and Procedures Competencies

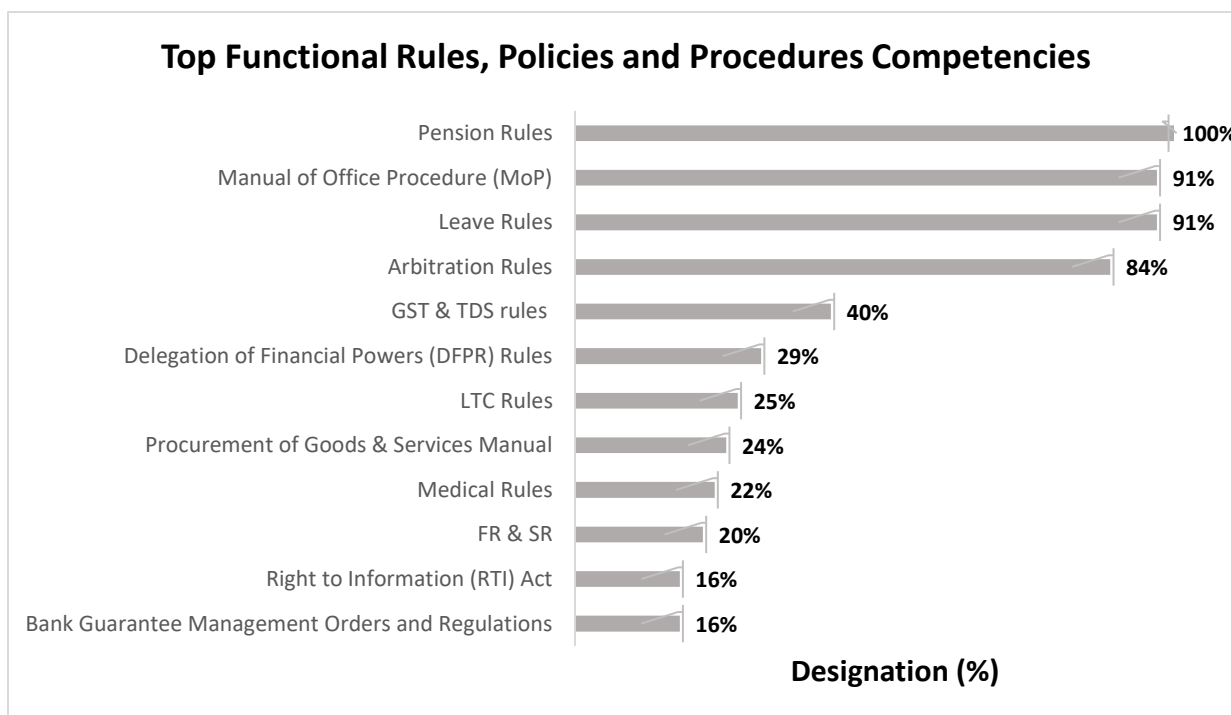
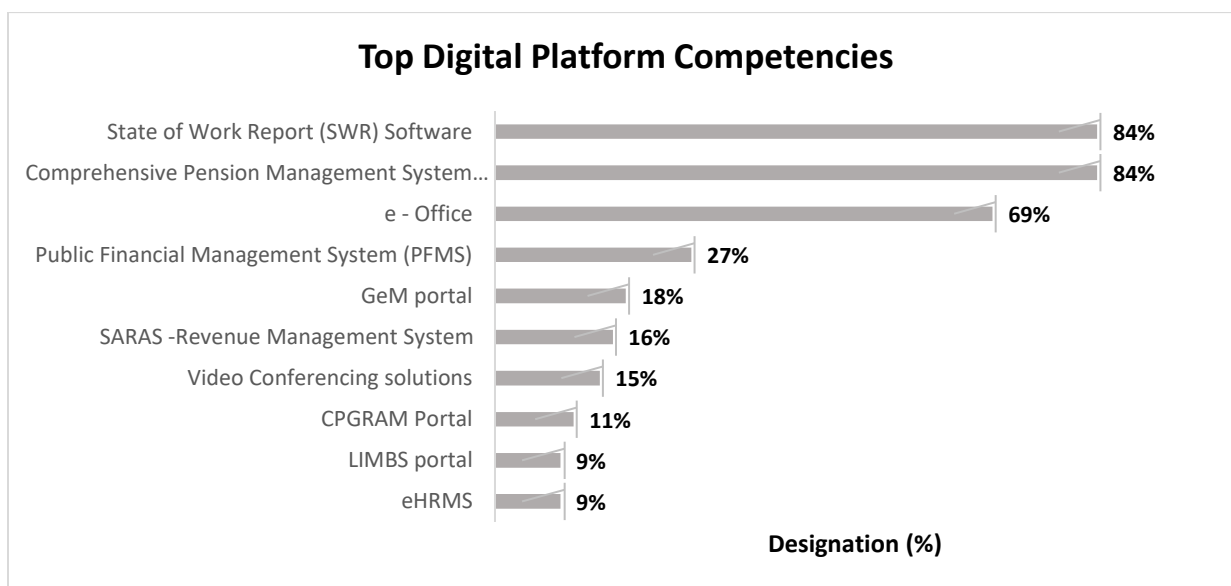


Figure 69: Top Digital Platform Competencies



## Domain Competency needs

The figure below depicts top domain competency requirements of CGCA employees.

Figure 70: Top Domain Specific Rules, Policies and Procedures

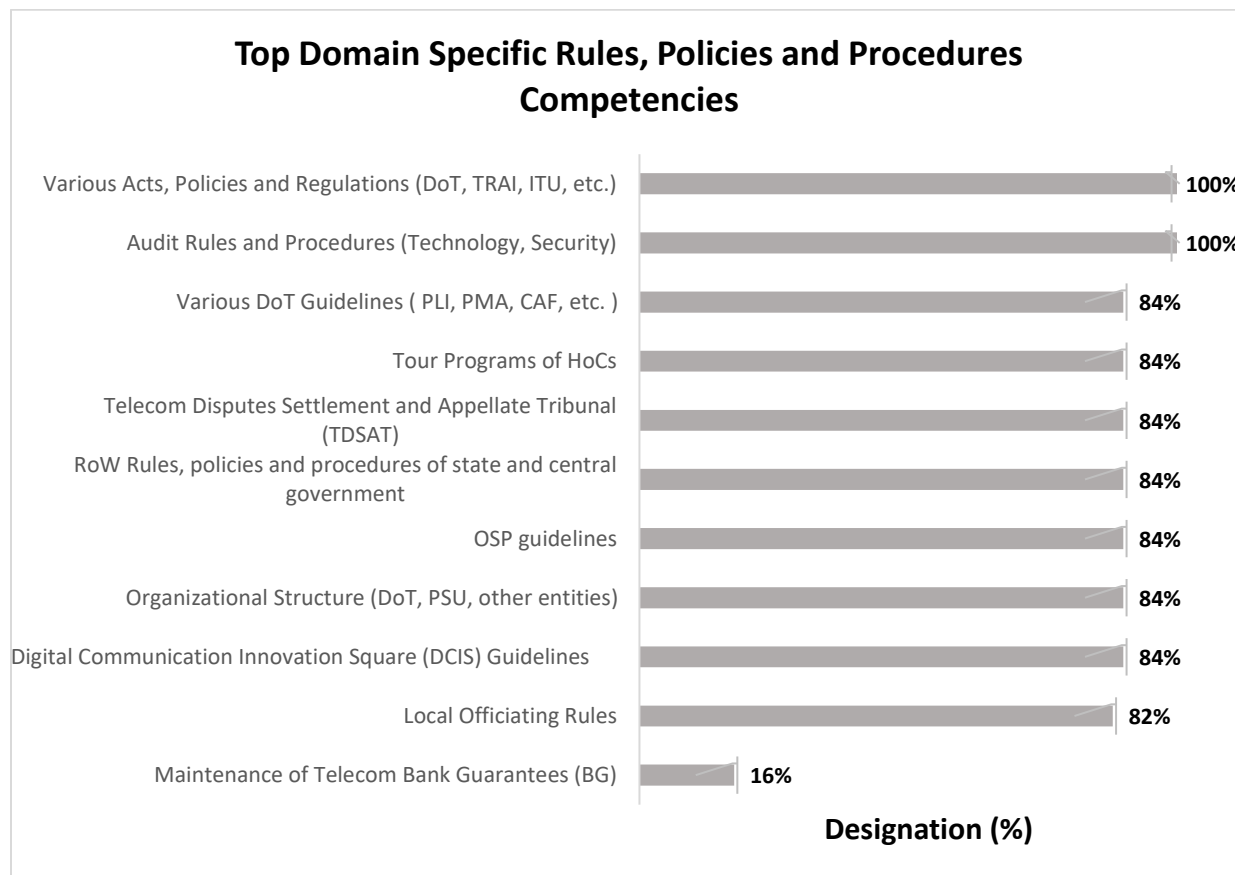
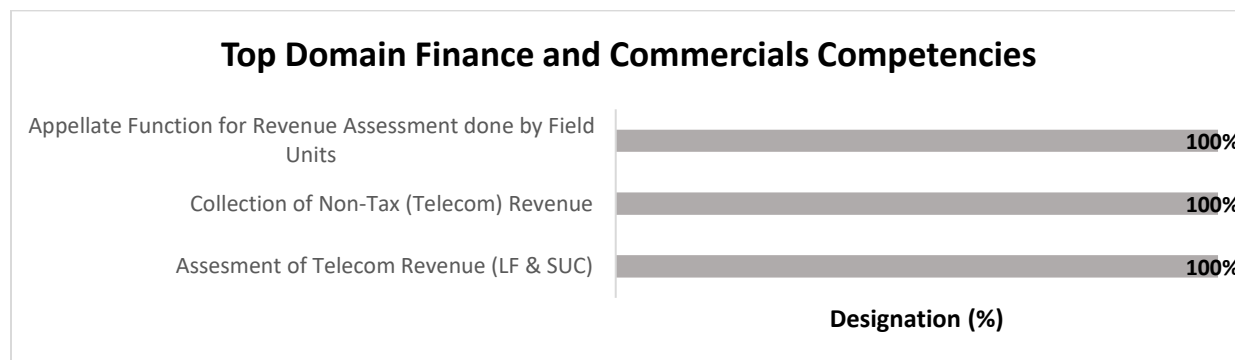


Figure 71: Top Domain Finance and Commercials Competencies



### 3.2.3 National Institute of Communication Finance (NICF)

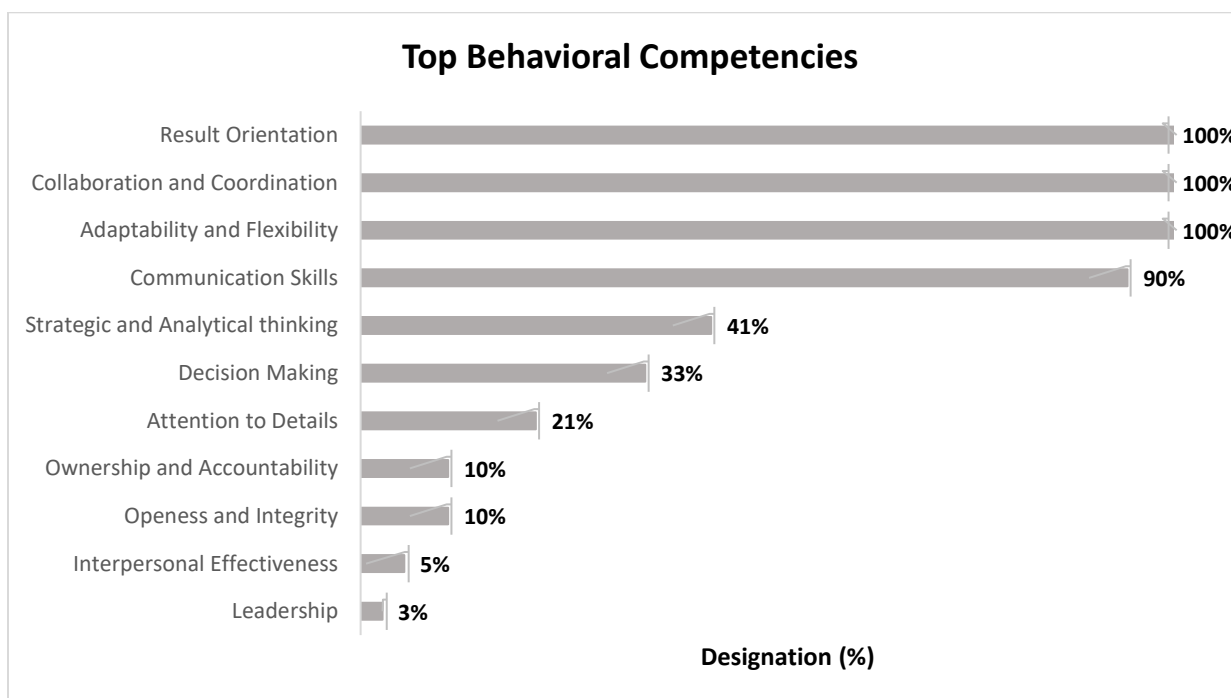
The National Institute of Communication Finance (NICF) is an apex level training institute, operating under the aegis of the Department of Telecommunications, Ministry of Communications, which caters to the training needs of Indian Posts and Telecom Accounts and Finance Service (IP&TAFS) officers. National Institute of Communication Finance (NICF) has 2 divisions managed by 79 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
2	79	79

#### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of NICF employees.

Figure 72: Top Behavioral Competencies





## Functional Competency needs

The figure below depicts top functional competency requirements of NICF employees.

Figure 73: Top Functional Competencies

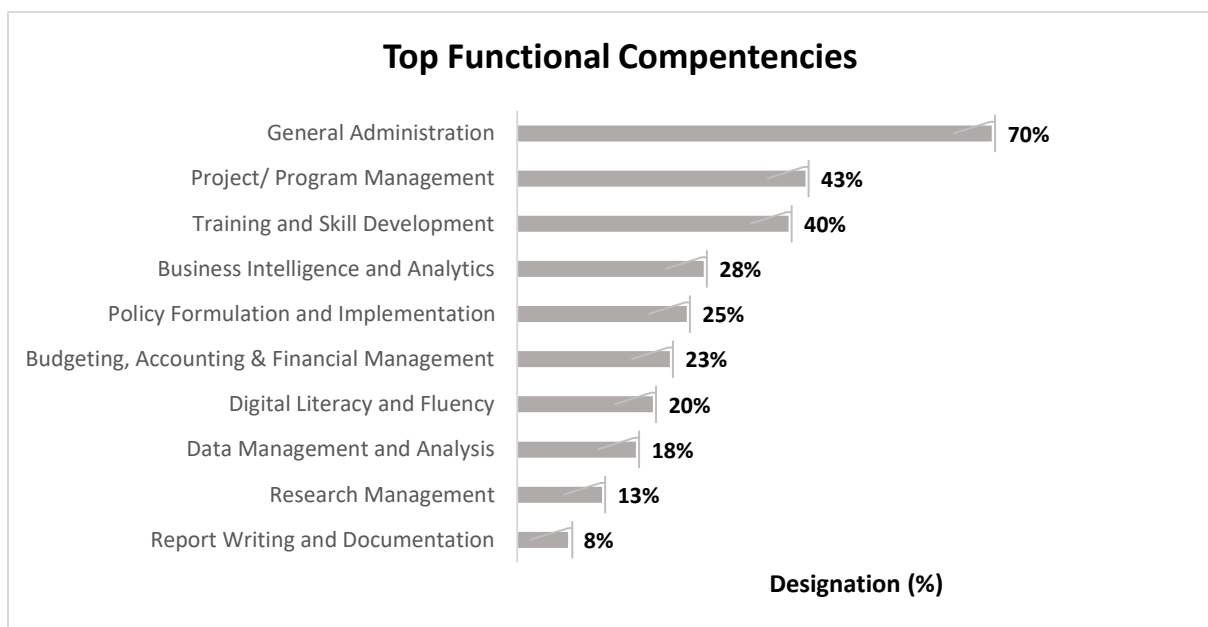
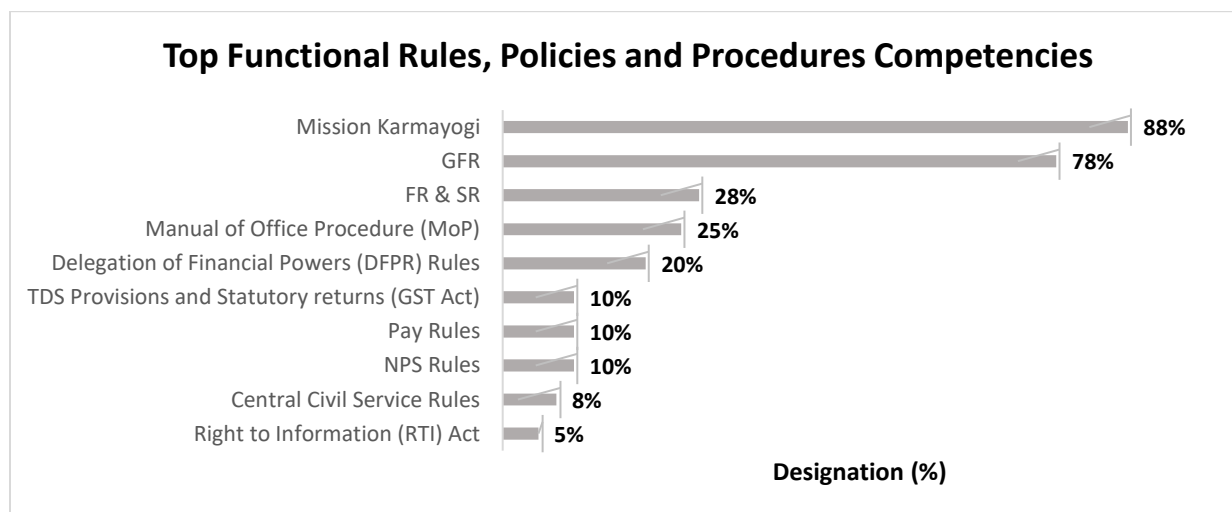


Figure 74: Top Functional Rules, Policies and Procedures Competencies



## Domain Competency needs

The figure below depicts top domain competency requirements of NICF employees.

Figure 75: Top Domain Specific Rules, Policies and Procedures Competencies

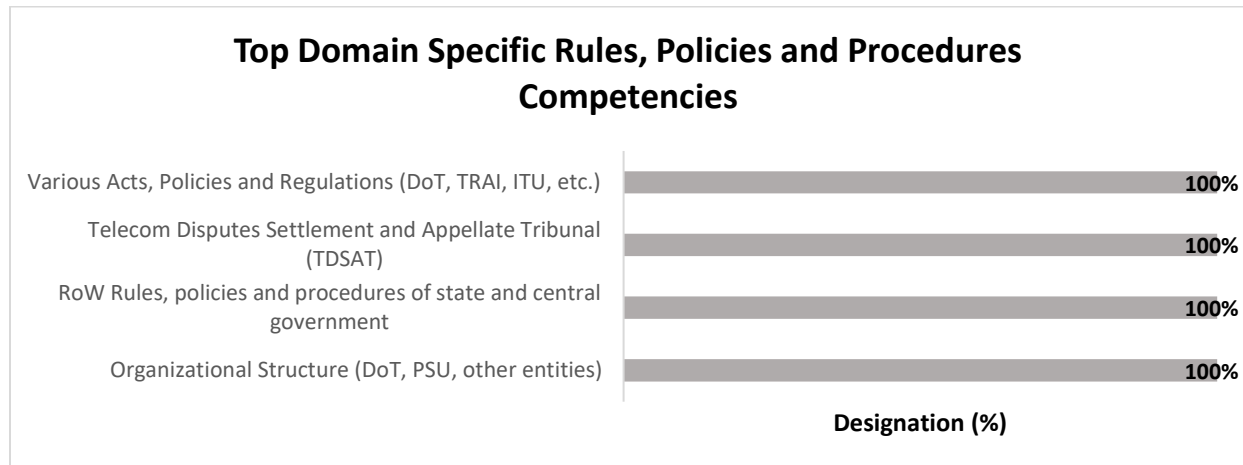


Figure 76: Top Domain Finance and Commercial Competencies

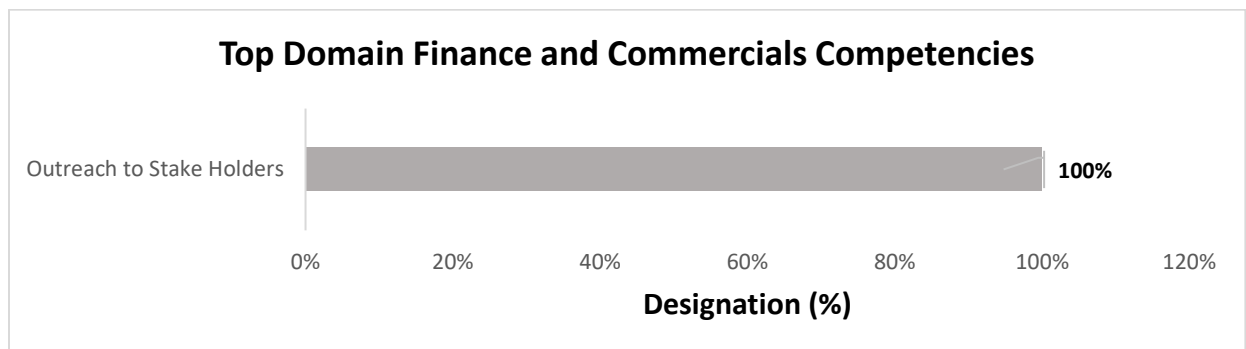
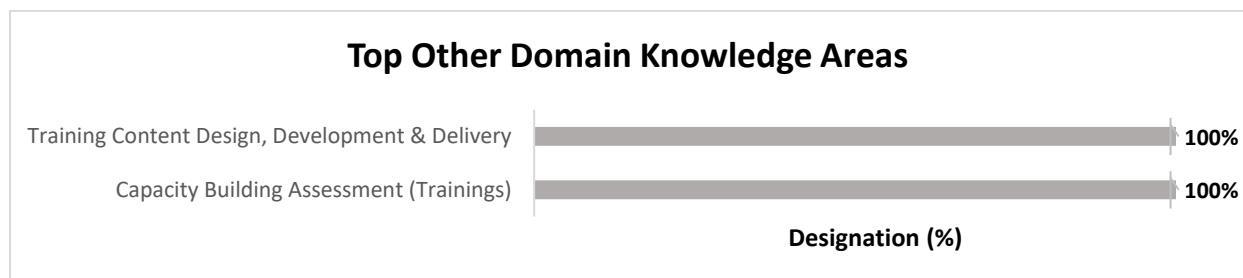


Figure 77: Top Other Domain Knowledge Areas Competencies



### 3.2.4 Controller of Communication Accounts (CCA)

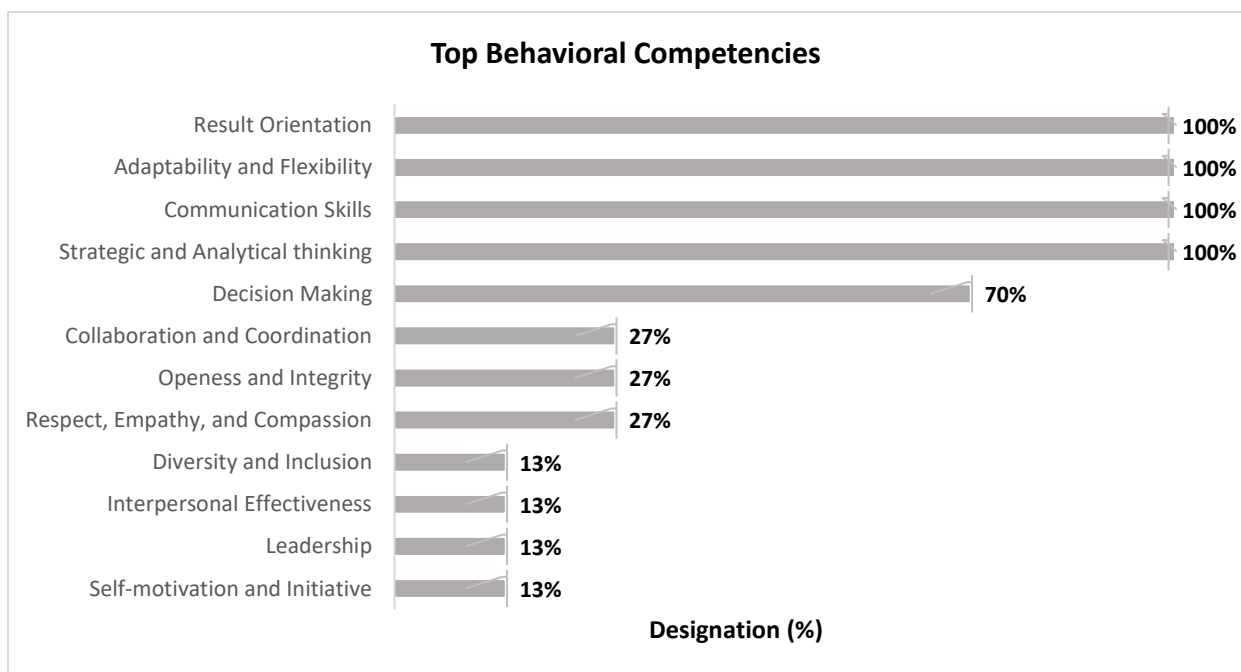
The Office of Controller of Communication Accounts (CCA) is responsible for collection of license fee from all commercial licensees of Cellular, Basic, Unified Access Service, NLD, ILD, Commercial VSAT, PMRTS services, Internet Service Providers (without Telephony), Internet Service Providers (with telephony), New Licensees of Internet service and licenses of Captive VSAT, CMRTS, Radio links, Microwave links and OFC links. Controllers of Communication Accounts (CCA) has 11 divisions managed by 77 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
11	77	2080

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of CCA employees.

Figure 78: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of CCA employees.

Figure 79: Top Functional Competencies

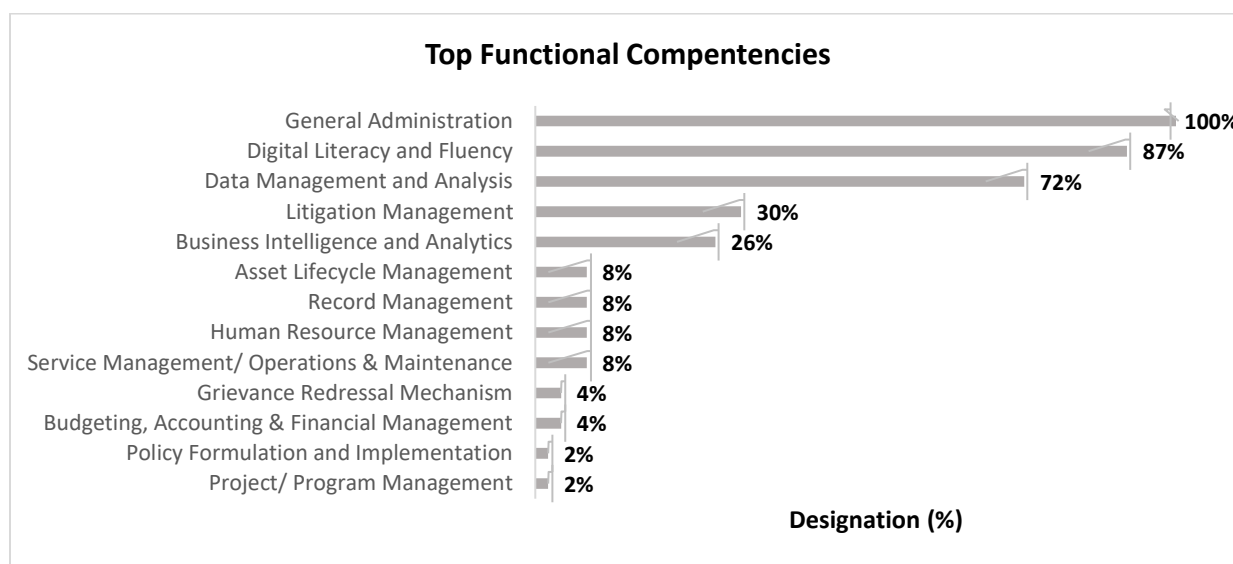


Figure 80: Top Functional Rules, Policies and Procedures Competencies

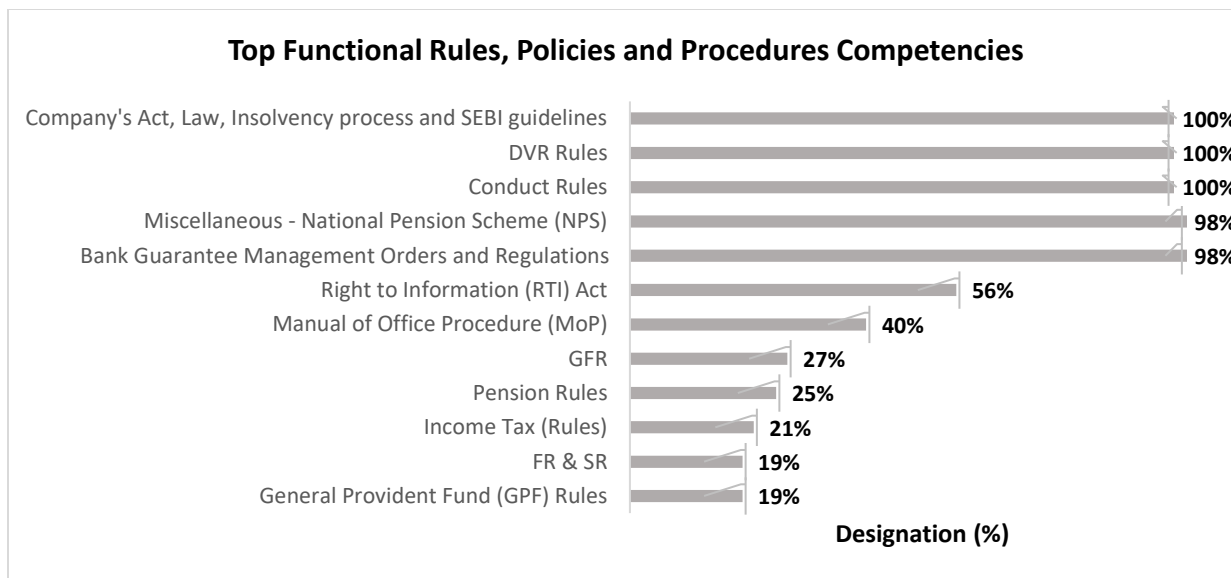
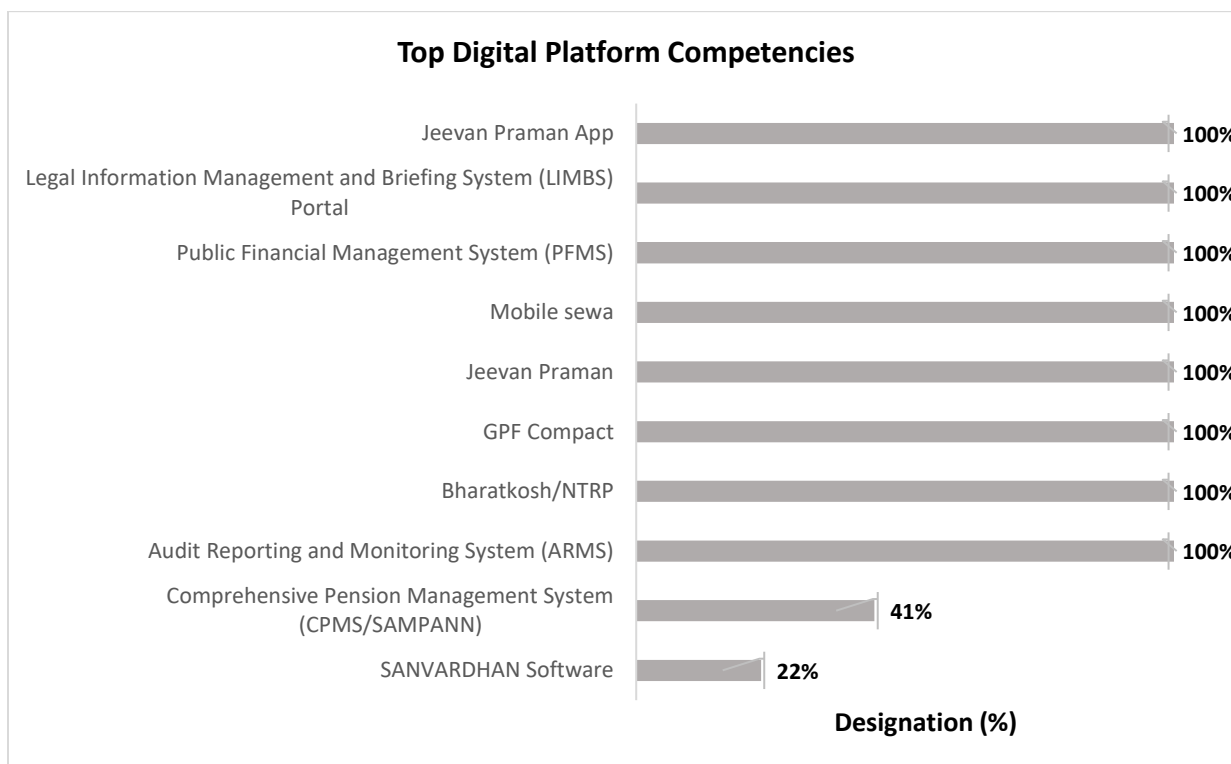


Figure 81: Top Digital Platform Competencies



## Domain Competency needs

The figure below depicts top domain competency requirements of CCA employees.

Figure 82: Top Domain Technology Competencies

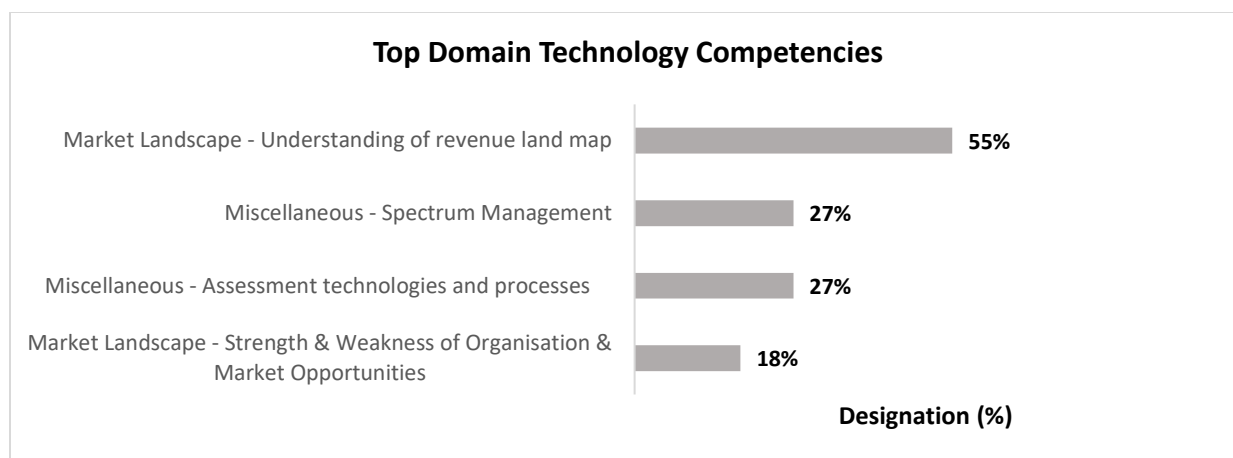


Figure 83: Top Domain Specific Rules, Policies and Procedures

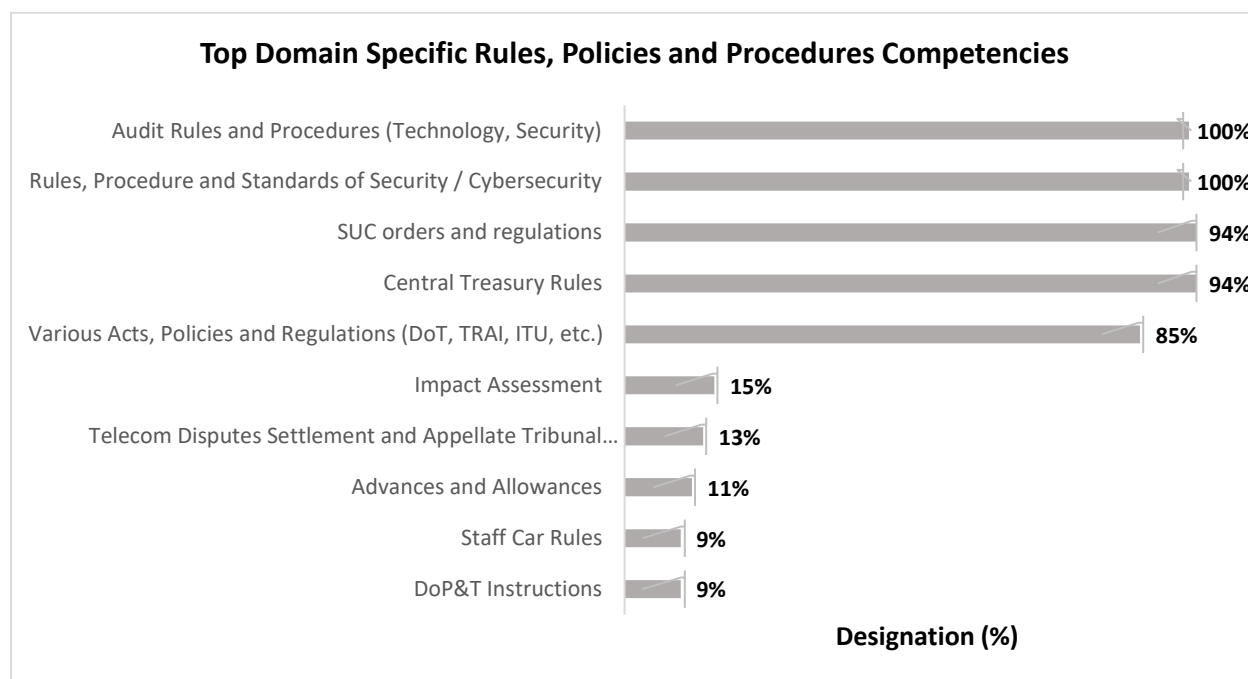


Figure 84: Top Domain Finance and Commercials Competencies



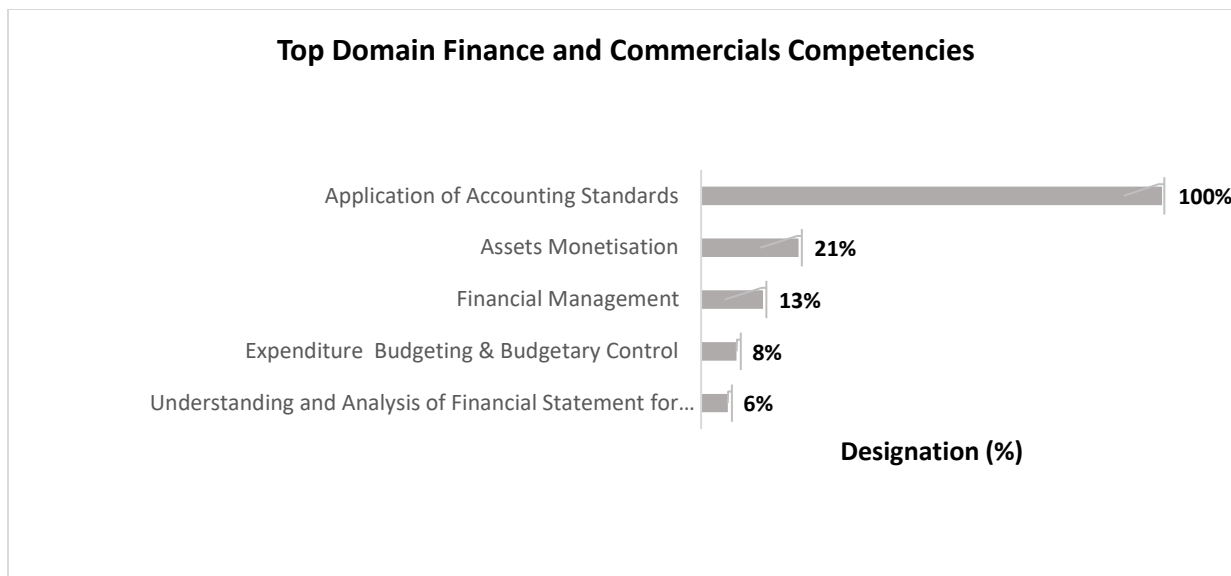
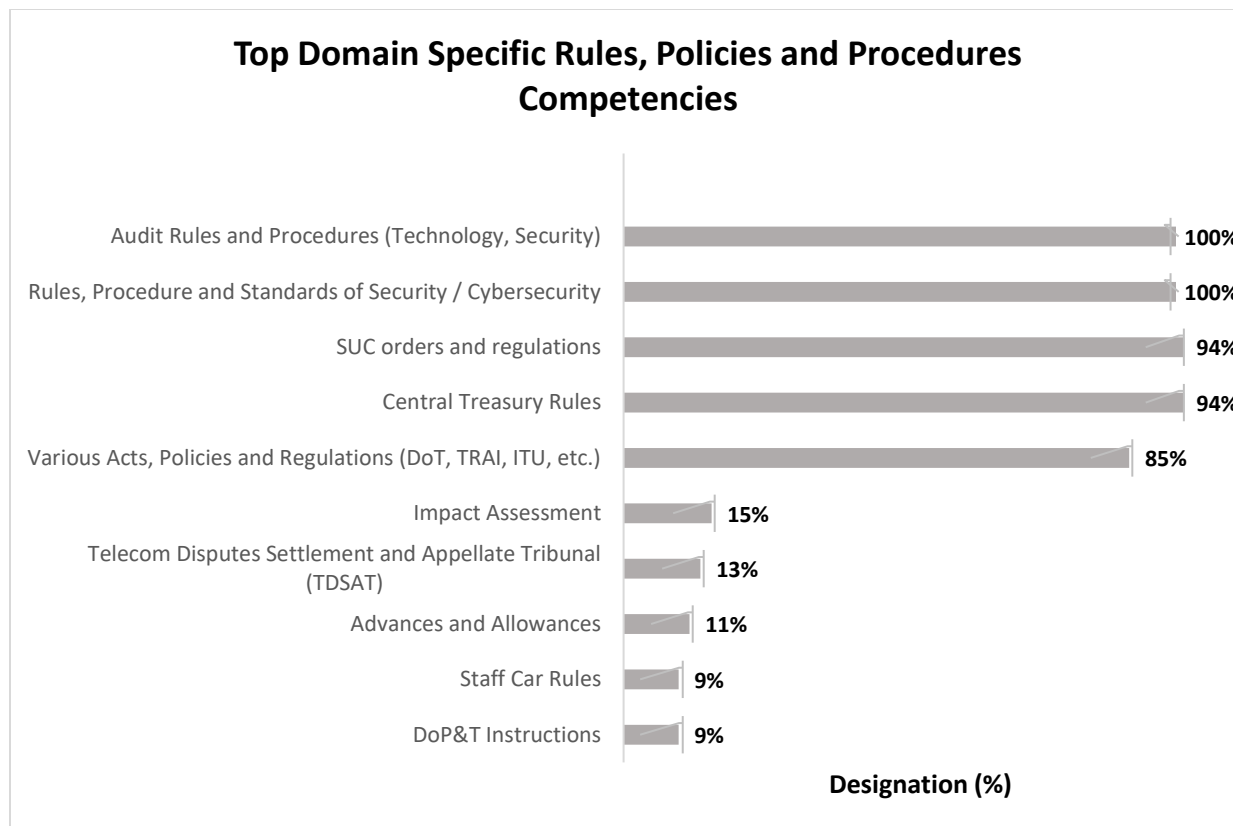


Figure 85: Top Domain Specific Rules, Policies and Procedures Competencies



## 3.3 Wireless

### 3.3.1 Wireless Monitoring Organization (WMO)

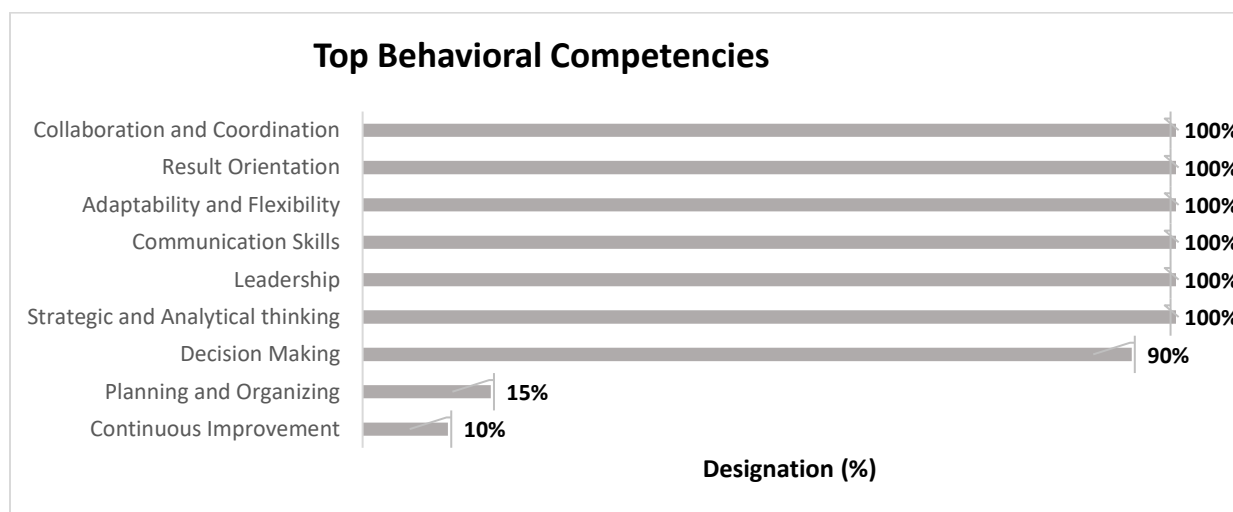
Wireless Monitoring Organization (WMO), a field unit of the WPC Wing, carries out wireless monitoring through a network of 1(one) International Satellite Monitoring Earth Station (ISMES), 5 International Monitoring Stations (IMs), and 22 Wireless Monitoring Stations (WMSs), strategically located all over India. Wireless Monitoring Organization (WMO) has 9 divisions managed by 46 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
9	46	216

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of WMO employees.

Figure 86: Top Behavioral Competencies



### Functional Competency needs

The figure below depicts top functional competency requirements of WMO employees.

Figure 87: Top Functional Competencies

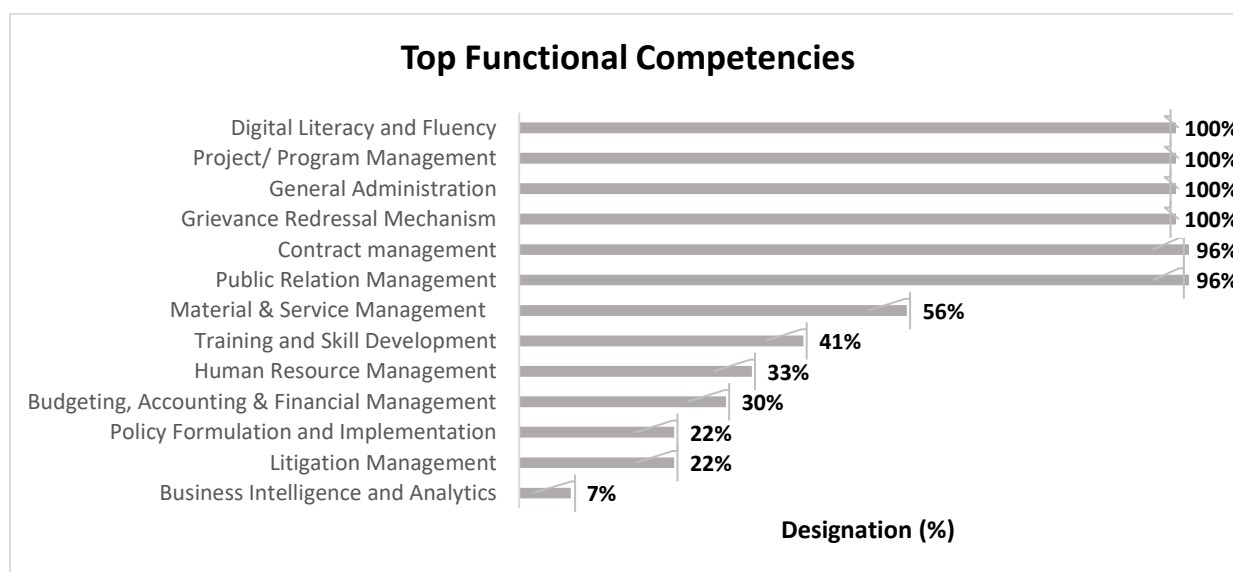
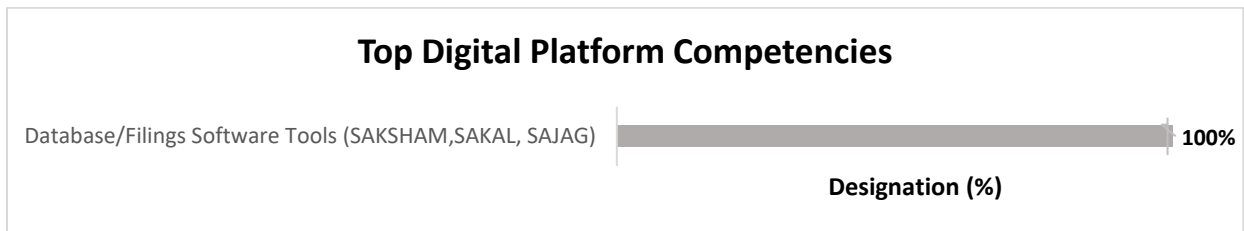


Figure 88: Top Functional Rules, Policies and Procedures Competencies



Figure 89: Top Digital Platform Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of WMO employees.

Figure 90: Top Domain Technology Competencies

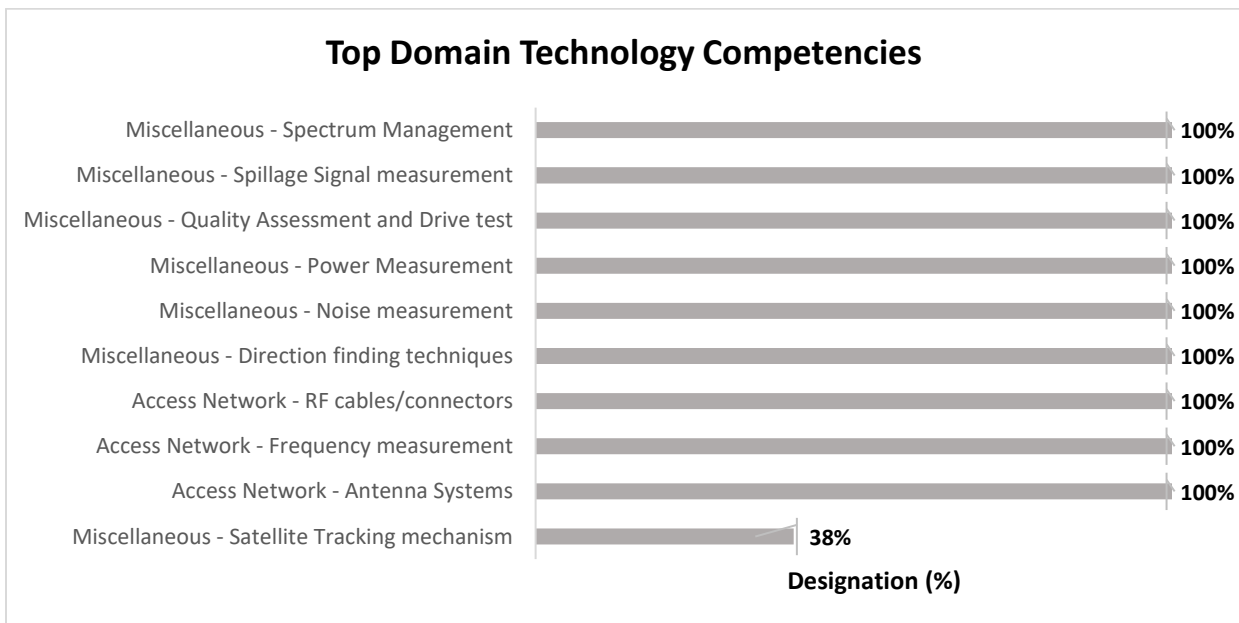


Figure 91: Top Domain Specific Rules, Policies and Procedure Competencies

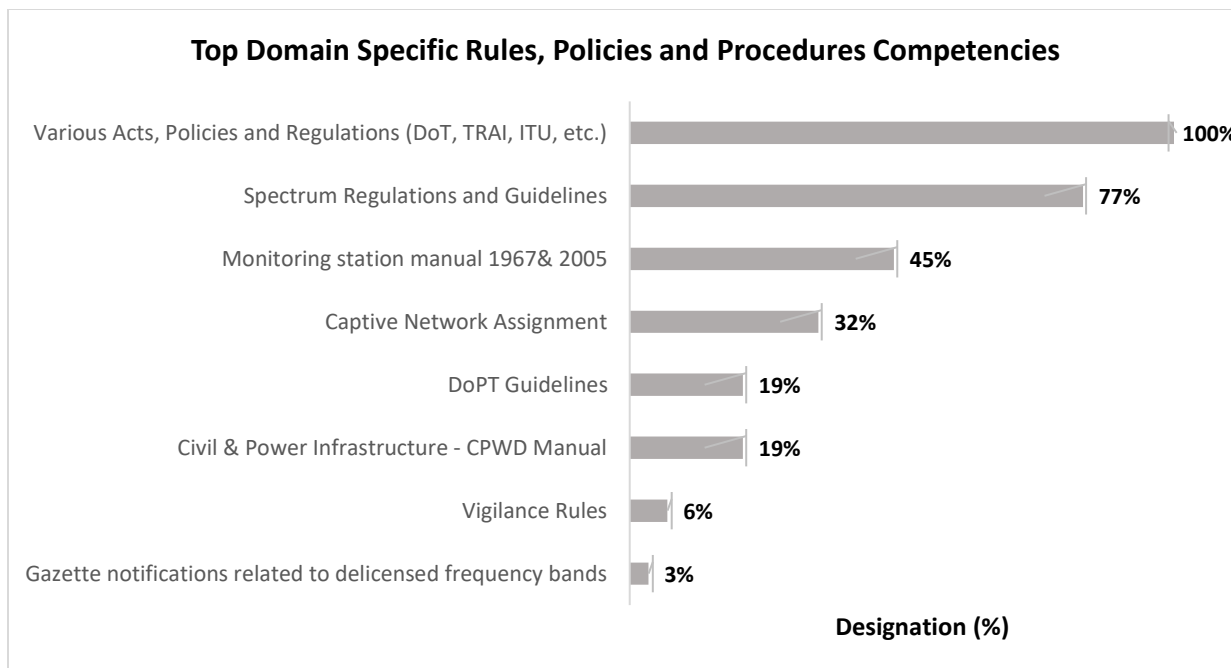


Figure 92: Top Other Domain Knowledge Areas Competencies

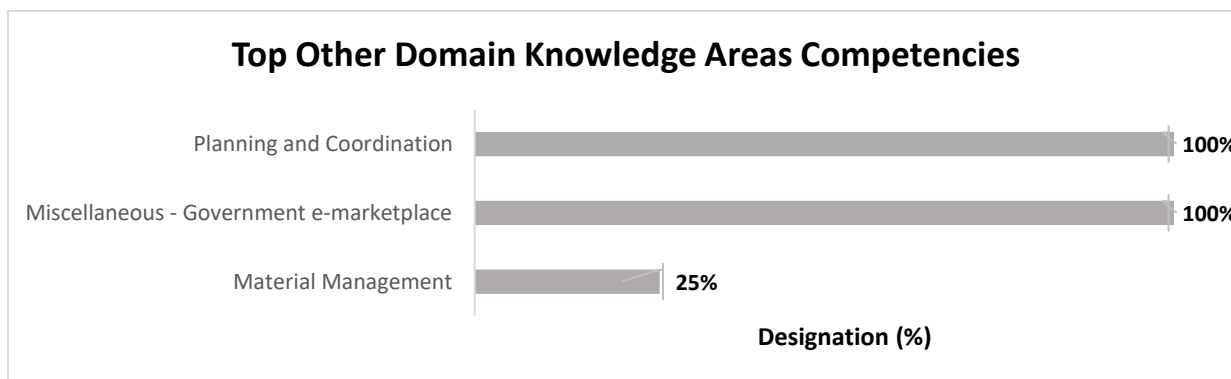
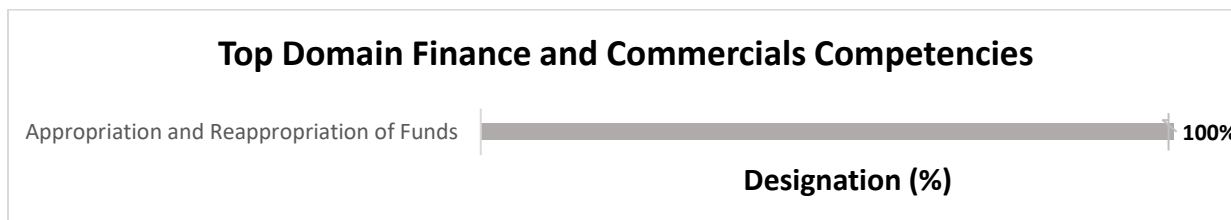


Figure 93: Top Domain Finance and Commercials Competencies



### 3.3.2 Wireless Planning and Coordination (WPC)

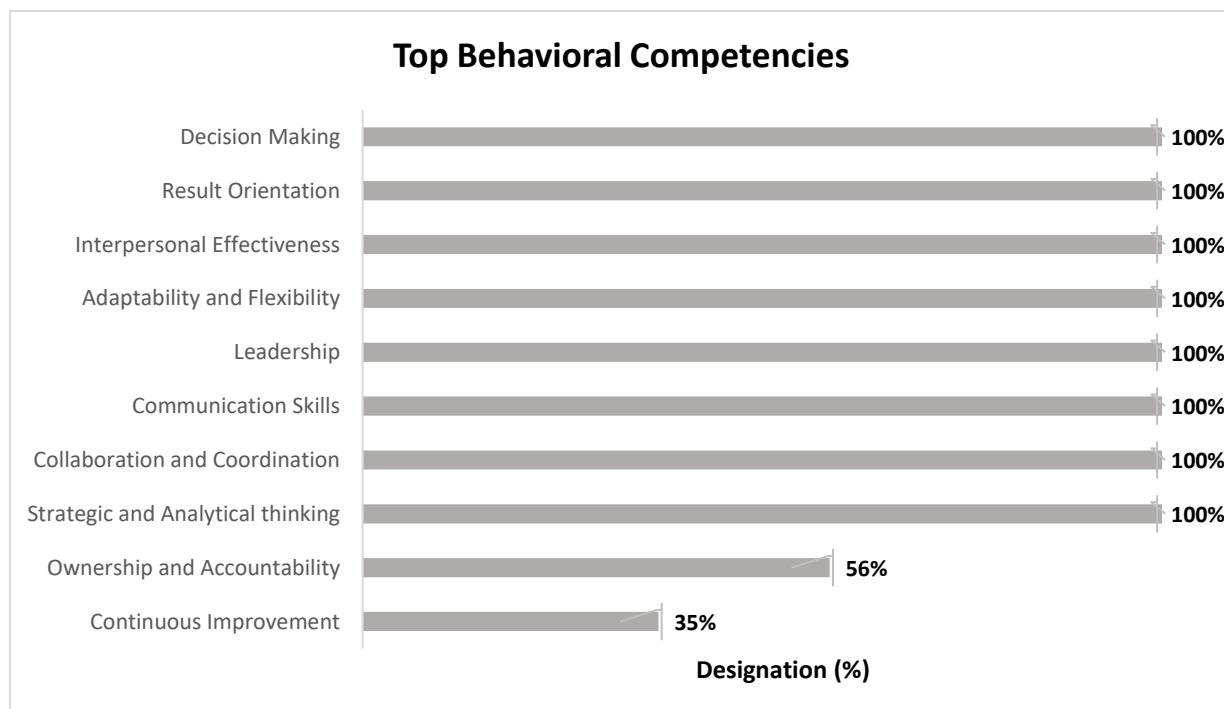
It works as National Radio Regulatory Authority responsible for Frequency Spectrum Management, including licensing and caters for the needs of all wireless users (Government and Private) in the country. It exercises the statutory functions of the Central Government and issues licenses to establish, maintain and operate wireless stations. Wireless Planning and Coordination (WPC) has 14 divisions managed by 40 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
14	40	74

#### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of WPC employees.

Figure 94: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of WPC employees.

Figure 92: Top Functional Competencies

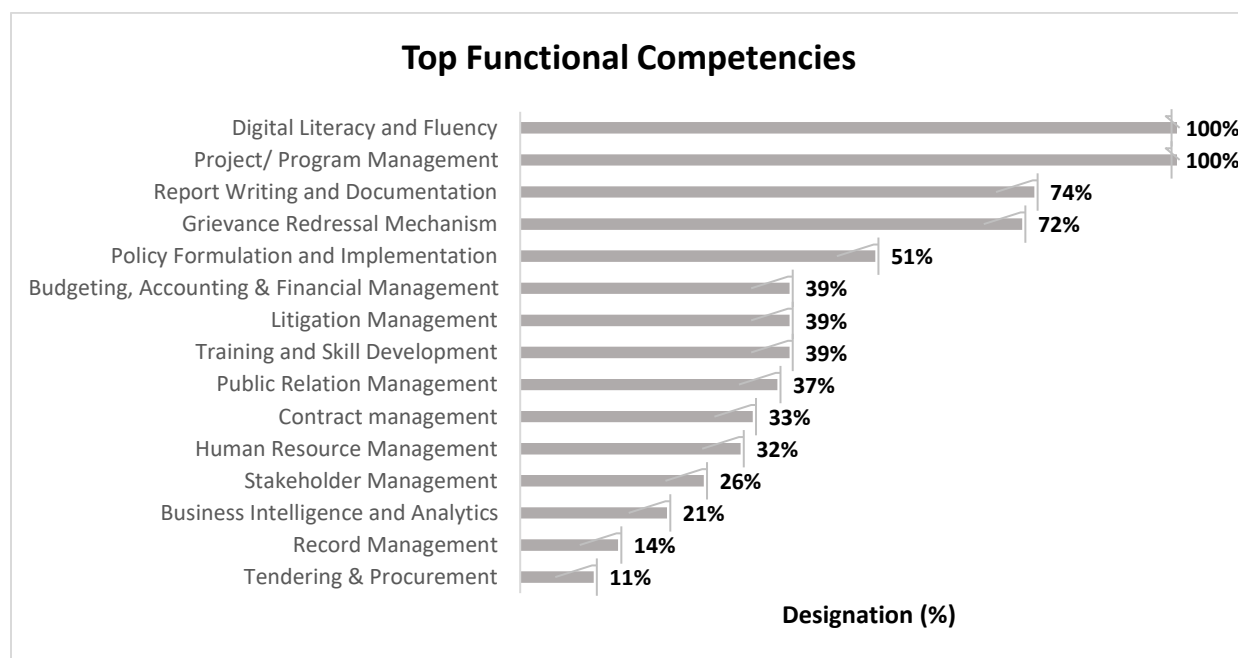


Figure 93: Top Functional Rules, Policies and Procedures Competencies

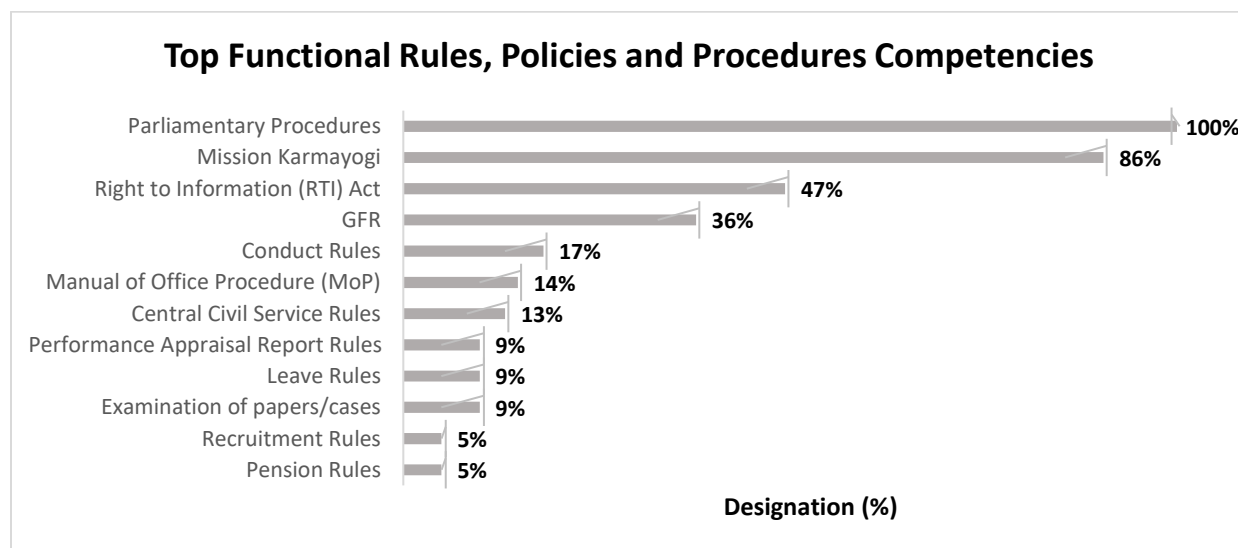
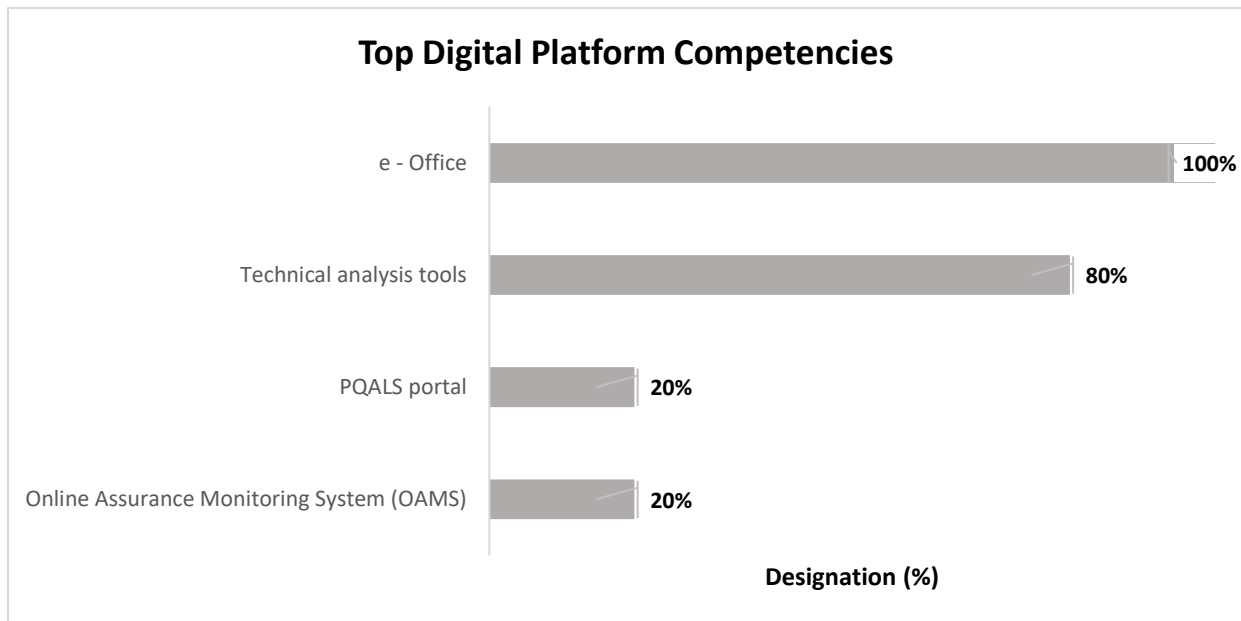




Figure 94: Top Digital Platform Competencies



### Domain Competency needs

The figure below depicts top domain competency requirements of WPC employees.

Figure 95: Top Domain Technology Competencies

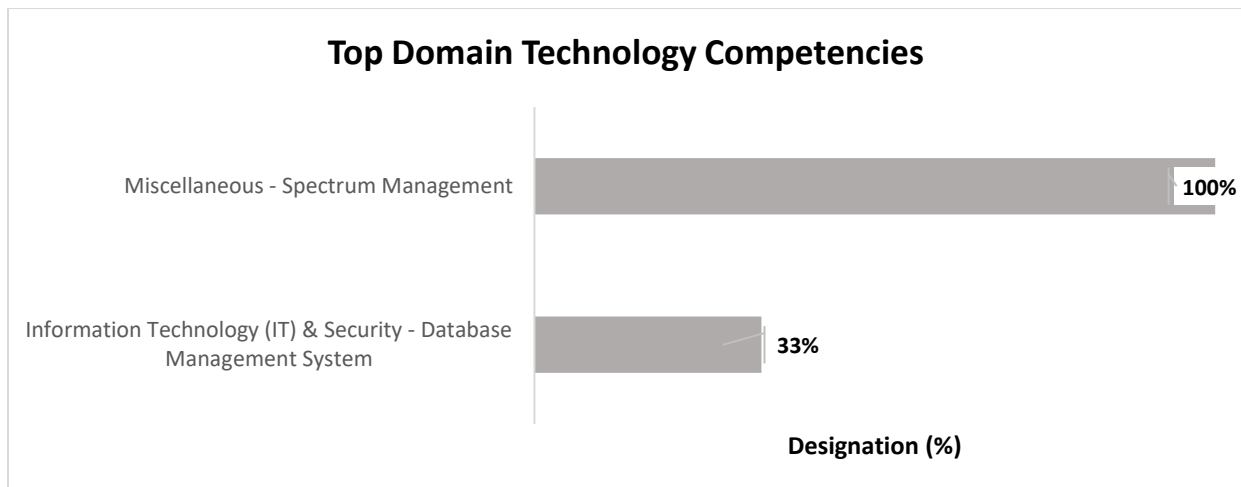


Figure 96: Top Domain Specific Rules, Policies and Procedures Competencies

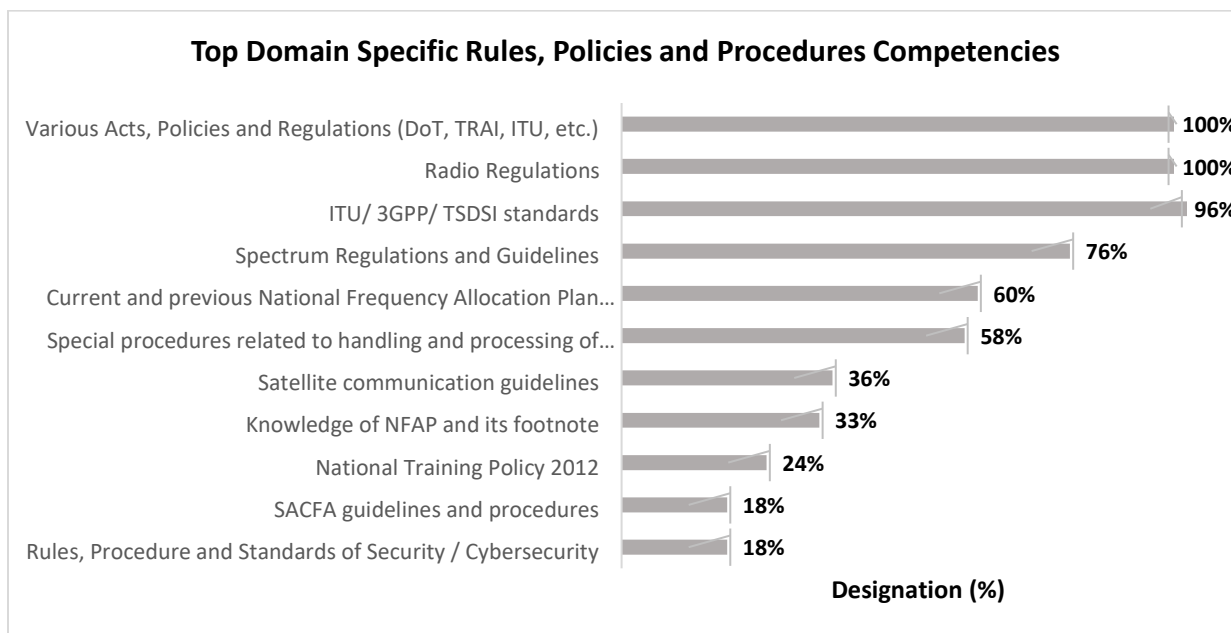


Figure 97: Top Domain Finance and Commercial Competencies

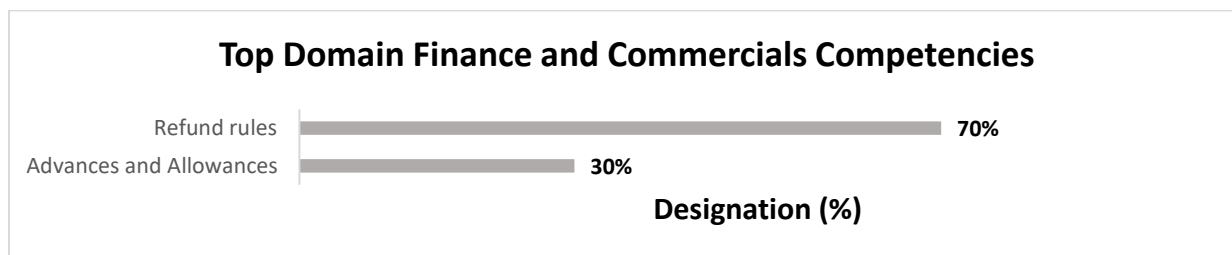
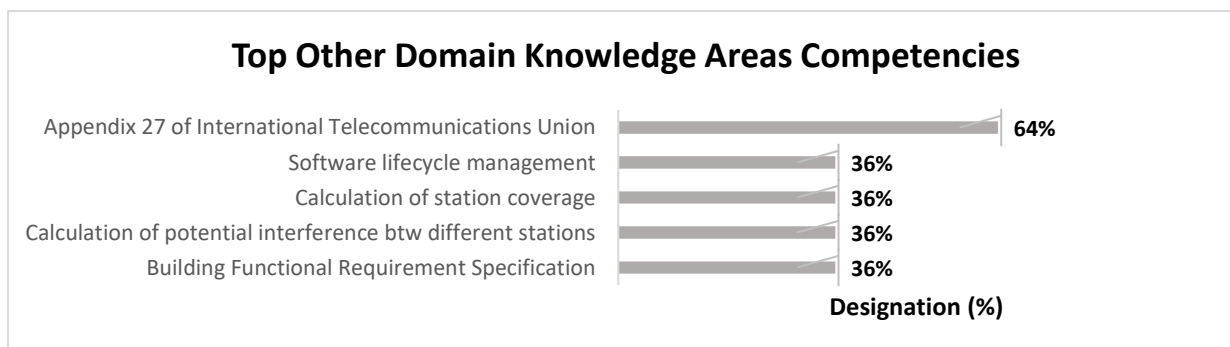


Figure 98: Top Other Domain Knowledge Areas Competencies



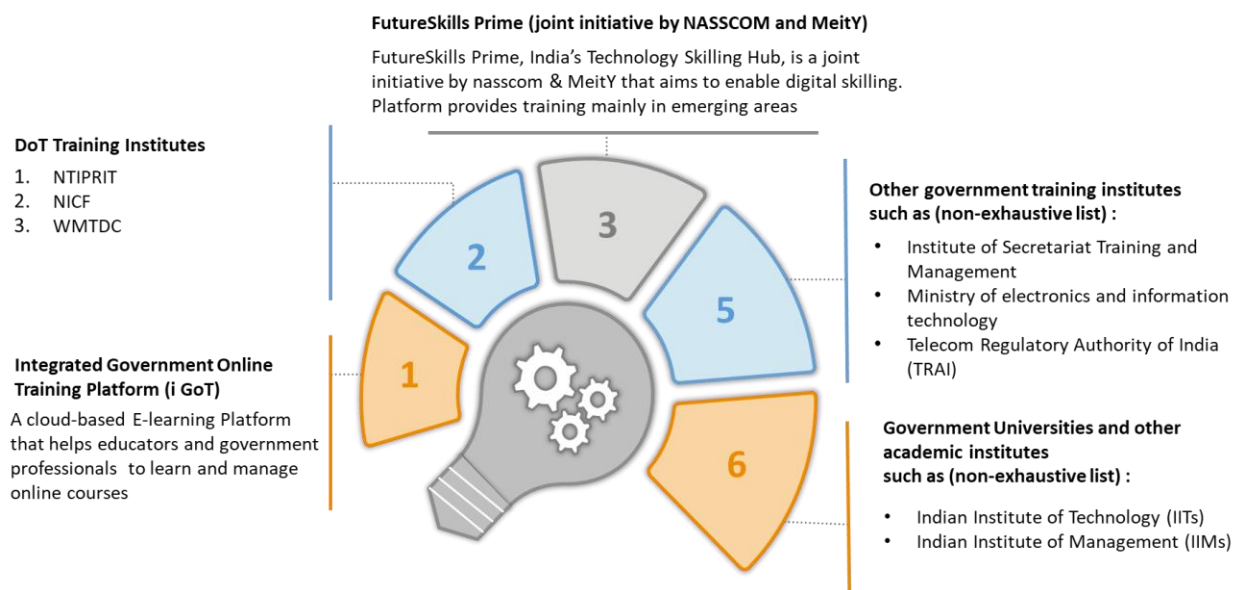
## 4. Draft Capacity Building Plan

The previous section identified the competencies which are required to strengthen the effective functioning of the Department. This section covers the elements of capacity building plan and initiatives, which can be considered for strengthening the various competencies of the divisions under the Department.

### 4.1 Individual capacity building initiative (training intervention)

Based on the capacity need assessment, competency across behavioral, functional and domain were identified and revised as per logical groups. Furthermore, the training needs in accordance with the competency were identified in conjunction with the available courses across multiple online and offline training platforms/ institutes. Figure 99 shows the priority taken to identify training needs:

Figure 99: Priority considered to identify training needs for DoT



#### Note:

The following attributes/ characteristics of the training intervention mentioned in section 4.1.1 and 4.1.2 shall be defined in consultation with the capacity building unit (CBU) and training institutes of the department

- Mode of training (online, offline, hybrid / instructor- led)
- Relevance of the training intervention to fulfil the competency requirement
- Proficiency levels of suggested training interventions are mentioned below

Competency levels are a framework used to define and measure the skills and knowledge required for effective performance in a particular role or task. Competency-based training interventions are designed to develop and enhance these skills and knowledge in individuals. There are typically four levels of competency that training interventions aim to address. Table 3 provides a summary of the four levels of competency:

*Table 3: Summary of competency level*

Level	Description	Focus
L1	Foundational knowledge	Basic information, concepts, and principles
L2	Skill-based	Practical skills and techniques
L3	Application	Ability to apply knowledge and skills in various settings
L4	Strategic	Ability to think and act strategically, manage and lead others

#### 4.1.1 Immediate priority initiatives

The immediate priority initiatives have been identified in this section based on the domain, functional and behavioral competency requirements identified in section 3, along with above-mentioned training platforms and these can be taken up on an urgent basis. The training for relevant competencies across the categories may be covered through digital training platform - iGOT Karmayogi and FutureSkills Prime (joint initiative by NASSCOM and MeitY). Also, the detailed competency to training mapping is mentioned in [Annexure 4](#)

**Note:** Based on the ease of implementation (ease of modifying existing programs to specific needs, cost and time requirements), the training courses need to be evaluated by the CBU.

*Table 4: Competencies which can be immediately met by digital training platforms (suggestive)*

Competency Type	Competency Name	CBC - iGoT	MeitY - Future Skills Prime
Behavioral	Adaptability and Flexibility	✓	
	Attention to Details		✓
	Collaboration and Coordination		✓
	Communication Skills	✓	✓
	Consultation & Consensus Building		✓
	Continuous Improvement		✓
	Creativity and Innovation		✓
	Crisis Management		✓
	Critical Thinking and Analysis		✓
	Decision Making		✓
	Diversity and Inclusion	✓	✓

Competency Type	Competency Name	CBC - iGoT	MeitY - Future Skills Prime
	Effective Delegation	✓	
	Handling Difficult Situations	✓	
	Leadership	✓	✓
	Negotiation		✓
	Respect, Empathy, and Compassion	✓	✓
	Safe & Positive Work Environment	✓	✓
	Self-motivation and Initiative	✓	
Functional	APAR	✓	
	Budgeting, Accounting & Financial Management	✓	
	Central Government Health Scheme (CGHS) Rules	✓	
	Change Management		✓
	Classification Control and Appeal rules	✓	
	Conduct Rules	✓	
	Crisis Management	✓	
	Digital Literacy and Fluency	✓	
	Disciplinary Proceeding	✓	
	Environmental Health and Safety	✓	
	FR & SR	✓	
	GeM portal	✓	
	General Administration	✓	
	GFR	✓	
	Innovation Management		✓
	Leave Rules	✓	
	LTC Rules	✓	
	Manual of Office Procedure (MoP)	✓	
	Parliamentary Procedures	✓	
	Policy Formulation and Implementation	✓	
	PPF	✓	
	Presentation Skills	✓	
	Project/ Program Management	✓	✓
	Report Writing and Documentation	✓	
	Resource Management		✓
	Right to Information (RTI) Act	✓	
	Rules, Policies and Procedures	✓	
	Stakeholder Management	✓	

Competency Type	Competency Name	CBC - iGoT	MeitY - Future Skills Prime
	Training and Skill Development	✓	
	Travelling Allowance Rules	✓	
	Vigilance Administration	✓	
Domain	Access Network - 2G/ 3G/ 4G	✓	
	Access Network - 5G	✓	
	Access Network - Fixed Access Technologies (eg. FTTX)	✓	
	Access Network - Wi-Fi 4/ 5/ 6/ 6E/ 7, WiGig	✓	
	CDR Analysis tool	✓	
	Civil & Power Infrastructure - Battery, Power Plant, E/A, Inverter, Earthing	✓	
	Disaster Management	✓	
	Emerging Technologies - Artificial intelligence/ Machine Learning (AI/ML)		✓
	Emerging Technologies - Big Data Analytics		✓
	Emerging Technologies - Blockchain		✓
	Emerging Technologies - Cloud Computing		✓
	Emerging Technologies - Cyber Security		✓
	Emerging Technologies - Extended Reality - Augmented, Virtual and Mixed Reality (AR/VR/MR)		✓
	Emerging Technologies - Internet of Things (IoT)		✓
	Emerging Technologies - Smart Solutions	✓	
	Information Technology (IT) & Security - Miscellaneous	✓	
	License Agreements (Guidelines/Orders/Conditions)	✓	
	Programming languages - Java Programming		✓
	Programming languages - Python Programming		✓
	Programming languages - SQL		✓
	Programming languages - Understanding of Algorithms, Logic Design, Statistical Models		✓
	QGIS tool for tower related information	✓	
	Transport Network - OFC	✓	
	Transport Network - Routing and Switching	✓	

## 4.1.2 Mid – long term priority initiatives

Mid- to long-term efforts may include training initiatives that are specially arranged/ curated/ scheduled according to need and delivered in partnership with inter-Ministerial/ Government/ Commercial institutes. To provide such training, the Department may collaborate with government or private institutions. Such institutes may include - Institute of Secretariat Training and Management, Department of Personnel & Training, Indian Statistical Service Training Division, Lal Bahadur Shastri National Academy of Administration, IITs and IIMs.

*Table 5: Competencies which can be met in mid - long term (suggestive)*

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
Behavioral	Adaptability and Flexibility		✓	<ul style="list-style-type: none"> <li>National Institute of Defense Estates Management</li> </ul>
	Communication Skills		✓	<ul style="list-style-type: none"> <li>Indian Institute of Mass Communication</li> <li>Indian Railways Institute of Transport Management</li> <li>National Institute of Defence Estates Management</li> <li>IIM Bangalore</li> <li>IIM Lucknow</li> <li>IIT Bombay</li> </ul>
	Confidentiality	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> </ul>
	Conflict Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> <li>National Institute of Defence Estates Management</li> </ul>
	Customer/ Citizen Centricity		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Effective Delegation	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>National Academy of Indian Railways</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
				<ul style="list-style-type: none"> <li>• IIM Ahmedabad</li> </ul>
	Handling Difficult Situations		✓	<ul style="list-style-type: none"> <li>• Central Bureau of Investigation Academy</li> <li>• Institute of Government Accounts and Finance</li> <li>• Institute of Secretariat Training and Management</li> <li>• Lal Bahadur Shastri National Academy of Administration</li> <li>• National Industrial Security Academy</li> <li>• Shri Jagjivan Ram Railway Protection Force Academy</li> <li>• IIM Ahmedabad</li> <li>• IIM Calcutta</li> </ul>
	Interpersonal Effectiveness	✓	✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• IIM Ahmedabad</li> <li>• IIM Lucknow</li> </ul>
	Leadership	✓	✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• Indian Institute of Public Administration (IIPA)</li> <li>• Art of Living</li> <li>• Indian Institute of Mass Communication</li> <li>• Indian Statistical Service Training Division</li> <li>• Indian Railways Institute of Transport Management</li> <li>• National Academy of Indian Railways</li> <li>• National Institute of Defence Estates Management</li> <li>• IIM Ahmedabad</li> </ul>



Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
				<ul style="list-style-type: none"> <li>• IIM Calcutta</li> <li>• IIM Lucknow</li> <li>• IIM Trichy</li> <li>• IIT Roorkee</li> </ul>
	Negotiation		✓	<ul style="list-style-type: none"> <li>• National Institute of Défense Estates Management</li> <li>• SVP National Police Academy</li> <li>• IIM Lucknow</li> </ul>
	Openness and Integrity	✓	✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• National Institute of Défense Estates Management</li> </ul>
	Organizational Awareness		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> <li>• National Institute of Communication on Finance</li> <li>• IIM Lucknow</li> </ul>
	Planning and Organizing		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> </ul>
	Problem Solving		✓	<ul style="list-style-type: none"> <li>• Lal Bahadur Shastri National Academy of Administration</li> </ul>
	Respect, Empathy, and Compassion		✓	<ul style="list-style-type: none"> <li>• Indian Railways Institute of Transport Management</li> <li>• Institute of Secretariat Training and Management</li> <li>• National Institute of Defence Estates Management</li> </ul>
	Result Orientation		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> </ul>
	Safe & Positive Work Environment	✓	✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
				<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> <li>• Lal Bahadur Shastri National Academy of Administration</li> <li>• National Industrial Security Academy</li> <li>• National Institute of Defense Estates Management</li> <li>• Rafi Ahmed Kidwai National Postal Academy</li> <li>• Shri Jagjivan Ram Railway Protection Force Academy</li> </ul>
	Self-motivation and Initiative		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> </ul>
	Team / People Management	✓	✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• Lal Bahadur Shastri National Academy of Administration</li> </ul>
	Time Management		✓	<ul style="list-style-type: none"> <li>• Indian Railways Institute of Transport Management</li> </ul>
Functional	APAR	✓		<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> </ul>
	Audit and Assurance	✓		<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> </ul>
	Budgeting, Accounting & Financial Management	✓	✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• Institute of Government Accounts and Finance</li> <li>• Institute of Secretariat Training and Management</li> <li>• National Academy of Indian Railways</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
				<ul style="list-style-type: none"> <li>National Institute of Defense Estates Management</li> <li>National Institute of Financial Management</li> </ul>
	Business Intelligence and Analytics		✓	<ul style="list-style-type: none"> <li>IIM Ahmedabad</li> <li>IIT Roorkee</li> <li>IIM Ahmedabad</li> <li>IIT Delhi</li> <li>IIM Calcutta</li> <li>IIM Lucknow</li> </ul>
	Conduct Rules	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> </ul>
	Contract management		✓	<ul style="list-style-type: none"> <li>National Academy of Indian Railways</li> </ul>
	Data Management and Analysis		✓	<ul style="list-style-type: none"> <li>Indian Statistical Service Training Division</li> </ul>
	Digital Literacy and Fluency		✓	<ul style="list-style-type: none"> <li>Central Bureau of Investigation Academy</li> <li>Institute of Secretariat Training and Management</li> <li>National Industrial Security Academy</li> <li>National Institute of Defense Estates Management</li> <li>Shri Jagjivan Ram Railway Protection Force Academy</li> </ul>
	Dispute Resolution		✓	<ul style="list-style-type: none"> <li>SVP National Police Academy</li> </ul>
	Environmental Health and Safety		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> </ul>
	Human Resource Management		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> <li>Institute of Government</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
				Accounts and Finance • Institute of Secretariat Training and Management • National Academy of Indian Railways
	Innovation Management		✓	• National Academy of Indian Railways
	International Relations and Management		✓	• Foreign Service Institute Indian Trainees
	Litigation Management		✓	• Institute of Secretariat Training and Management
	Pension Rules	✓	✓	• National Institute of Communication Finance (NICF) • Institute of Secretariat Training and Management
	Performance Management		✓	• Institute of Government Accounts and Finance • Institute of Secretariat Training and Management • National Academy of Indian Railways
	Personnel Management		✓	• Institute of Secretariat Training and Management
	Policy Formulation and Implementation		✓	• Institute of Secretariat Training and Management • Lal Bahadur Shastri National Academy of Administration • National Institute of Defence Estates Management
	Project/ Program Management		✓	• Institute of Government Accounts and Finance
	Public Financial Management	✓		• National Institute of Communication Finance

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	System (PFMS)			(NICF)
	Public Relation Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Quality Assurance		✓	<ul style="list-style-type: none"> <li>National Academy of Indian Railways</li> </ul>
	Record Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Report Writing and Documentation		✓	<ul style="list-style-type: none"> <li>Indian Institute of Mass Communication</li> <li>Institute of Secretariat Training and Management</li> <li>Rafi Ahmed Kidwai National Postal Academy</li> </ul>
	Resource Management		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>National Academy of Indian Railways</li> </ul>
	Right to Information (RTI) Act	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Risk Management		✓	<ul style="list-style-type: none"> <li>Institute of Government Accounts and Finance</li> <li>National Institute of Financial Management</li> </ul>
	Roster Maintenance		✓	<ul style="list-style-type: none"> <li>Rafi Ahmed Kidwai National Postal Academy</li> </ul>
	Security Management		✓	<ul style="list-style-type: none"> <li>Central Bureau of Investigation Academy</li> </ul>
	Service		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Management/ Operations & Maintenance			Training and Management
	Stakeholder Management		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>National Academy of Indian Railways</li> </ul>
	Startup and Innovation		✓	<ul style="list-style-type: none"> <li>IIM Calcutta</li> </ul>
	Strategic Planning and Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Tendering & Procurement		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> </ul>
	Training and Skill Development		✓	<ul style="list-style-type: none"> <li>Indira Gandhi National Forest Academy</li> <li>Institute of Secretariat Training and Management</li> <li>Lal Bahadur Shastri National Academy of Administration</li> <li>SVP National Police Academy</li> </ul>
	Vigilance Administration		✓	<ul style="list-style-type: none"> <li>Central Bureau of Investigation Academy</li> <li>Institute of Secretariat Training and Management</li> <li>Rafi Ahmed Kidwai National Postal Academy</li> <li>SVP National Police Academy</li> </ul>
Domain	Access Network - 5G	✓		<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp;</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
				Training (NTIPRIT)
	Emerging Technologies - Big Data Analytics		✓	<ul style="list-style-type: none"> <li>• National Industrial Security Academy</li> <li>• Indian Statistical Service Training Division</li> <li>• Institute of Secretariat Training and Management</li> <li>• Indian Railways Institute of Transport Management</li> <li>• National Academy of Indian Railways</li> <li>• IIT Bombay</li> <li>• IIT Roorkee</li> <li>• IIM Bangalore</li> <li>• IIM Kozhikode</li> <li>• Centre for Development of Advance Computing (C-DAC)</li> </ul>
	Emerging Technologies - Cyber Security	✓	✓	<ul style="list-style-type: none"> <li>• National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> <li>• SVP National Police Academy</li> <li>• Central Bureau of Investigation Academy</li> <li>• National Academy of Indian Railways</li> <li>• IIT Roorkee</li> <li>• Centre for Development of Advance Computing (C-DAC)</li> </ul>
	Emerging Technologies - Satellite Communication	✓		<ul style="list-style-type: none"> <li>• National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Market	✓		<ul style="list-style-type: none"> <li>• National</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Landscape - International Standards of various telecom/ICT products			Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT)

## 4.2 Organizational capacity building initiative (non-training intervention)

To support capacity building plan, organizational interventions are imperative. These are initiative that improve the shared aspect within which officials across the Department operate. This includes interventions across the following dimensions:

- Processes
- Resources and Assets
- Partnerships & Relationship
- Technology and Data
- Personnel management

In the view of the above, a high-level committee has been constituted vide letter no. 60-3/2022-Trg(pt.) dated 3<sup>rd</sup> March 2023, comprising of Additional Secretary (T), Member (S), Member (T) and Member (F). The terms of reference of the committee shall include deliberations across interventions required for building organizational capacity (i.e. building the capacity of collective and shared aspects of the organization) to achieve the department's goals.

Table 6 showcases key potential organizational interventions across various afore-mentioned categories which can be further deliberated to formalize action plans



*Table 6: Potential organizational interventions*

<b>Intervention Type</b>	<b>Category</b>	<b>Recommendation (Indicative – To be finalized with CBU)</b>
Processes	Knowledge generation and management	<ul style="list-style-type: none"> <li>• Process and output documentation: Documenting all processes and related outputs of DoT such that they are easily accessible</li> <li>• Knowledge transfer: Knowledge transfer sessions between the officials at peer level shall be conducted for sharing the work experiences</li> </ul>
Resources and Assets	Infrastructure development	<ul style="list-style-type: none"> <li>• Establishment of labs with proper budget allocation for TEC and NTIPRIT</li> <li>• Documenting case studies of successful projects/ programs/ schemes conducted by DOT</li> </ul>
Partnerships and Relationships	Partner and outreach program	<ul style="list-style-type: none"> <li>• Outreach system for citizens through mobile/ web-based applications/contact center for DoT schemes and initiatives</li> <li>• Partnership/ membership of Standard Developing Organizations (SDO) for example O-RAN alliance, IEEE</li> </ul>
Technology and data	Data and Asset Management	<ul style="list-style-type: none"> <li>• A centralized repository to be created for all assets of DoT for having a 360-degree view of all assets</li> <li>• All organizational data such as vigilance matters, reply to parliament queries etc. (but not limited to) shall be centrally stored in a repository to facilitate preventive measures</li> </ul>
Personnel Management	Training Support (Learning and Development)	<ul style="list-style-type: none"> <li>• Continues support of Capacity Building Unit (CBU) for leading the L&amp;D function for DoT</li> <li>• Deployment of a web based online portal for tracking the training courses to be taken up by DoT officials in online/ offline mode</li> <li>• Hiring/appointing/bringing onboard Subject Matter Experts (non-trainers) either on a part-time or full-time basis</li> </ul>

**Note:** These interventions need to be evaluated by CBU for formalizing initiatives and action plans

### 4.3 Draft action plan for non-training and training intervention (under progress)

Based on the above non-training and training interventions, actionable plan to address the capacity need is expected to be jointly developed with the CBU of the Department including the training calendar for improving individual.

For first quarter three training institutes have planned 8 behavioral, 13 functional and 59 domain trainings for 2010 stakeholders. Table 7 shows the summary of in terms of number of participants, may-day and training topics planned by the respective training institutes. Moreover, table 8 provided an overall detail of behavioral, functional and domain trainings with number of participants and man-days planned by the three training institutes. Detailed calendar for first quarter is provided in [Annexure 5](#).

*Table 7: Summary of Interim Training Calendar (first Quarter of FY 2024)*

Training Institute	Quarter 1		
	No. of Participants	No. of Man-days created	No. of training topics
NTIPRIT	670	2650	44
NICF	1040	1400	30
WMTDC	300	640	10

*Table 8: Summary of Interim Training Calendar – scheduled trainings*

#### Behavioral Training:

Participant (no.) = 260 Man-days Created = 340	
1. Accountability	5. Ethical behaviour
2. Behavioural Skills	6. Self-motivation
3. Commitment to Organization	7. Leadership
4. Empathy	8. Webinar: Leadership & Team building

#### Functional Training:

Participant (no.) = 620 Man-days Created = 780	
1. Asset Management	<b>iGoT Self-Paced Courses</b>
2. Digital Platforms (All)	9. Basic Understanding of ITU
3. eHRMS	10. New Pension Scheme
4. e-office	11. SARAS: Inception & Technical Architecture
5. GPF	12. Sparrow Portal
6. SAMPANN: Theory and Practical	13. Understanding of Financial Statement
7. Vigilance, Conduct CCS/CCA Rules	
8. Webinar: CCS Conduct Rules	

## Domain Training:

Participant (no.) = 1130 Man-days Created = 3570	
<ol style="list-style-type: none"> <li>1. 5G &amp; Core &amp; Open RAN</li> <li>2. Finance Advice/DFPR &amp; Budget</li> <li>3. GST &amp; IT</li> <li>4. IFA/Budgeting/DFPR</li> <li>5. Import/ Experimental/ Demonstration/ manufacturing &amp; Testing/ GMDSS/ RTR/ AMSL/ MMSL/ USR Licenses</li> <li>6. International regulation</li> <li>7. National Regulation</li> <li>8. National Regulation &amp; legal provisions</li> <li>9. NPS</li> <li>10. Power, Frequency, Bandwidth, Noise Measurements</li> <li>11. Receipts/Payments/Accrual Accounting/BRS</li> <li>12. Satellite Monitoring</li> <li>13. Security - Lead Auditors</li> <li>14. Security - Telecom security incident management</li> <li>15. Signal interference</li> <li>16. Spillage Signal measurements</li> <li>17. Terrestrial Monitoring</li> <li>18. USOF: Acts, Rules and subsidy Disbursement Process, Social Assessment, DMA</li> <li>19. Vigilance Functions</li> <li>20. Webinar: Cyber Crime: Necessary Precautions</li> <li>21. Webinar: Data Science and its application in Telecommunications</li> <li>22. Webinar: Social Media</li> <li>23. Workshop on GST &amp; ITC</li> <li>24. Workshop on Income Tax &amp; TDS</li> </ol>	<p><b>iGoT Self-Paced Courses</b></p> <ol style="list-style-type: none"> <li>25. Audit Rules &amp; Procedures</li> <li>26. Basics of OSS &amp; BSS</li> <li>27. Basics of Firewall</li> <li>28. Basics of International Connectivity</li> <li>29. Basics of Network Security</li> <li>30. Basics Of OFC communication</li> <li>31. Basics of Standalone &amp; Non standalone Core</li> <li>32. Basics of VSAT communication</li> <li>33. Central &amp; State Govt. ROW rules</li> <li>34. Domain Name Server</li> <li>35. DVR</li> <li>36. IFD Roles &amp; Responsibilities</li> <li>37. Indian Telegraph Act</li> <li>38. IOT- Technologies</li> <li>39. IPPB</li> <li>40. Legacy Telecom Network</li> <li>41. Legal Framework for Lawful Interception</li> <li>42. Mobile backbone Packet Network</li> <li>43. Network Management System</li> <li>44. Next Generation Networks</li> <li>45. NFP &amp; Regulation</li> <li>46. PG Portal</li> <li>47. PMWANI</li> <li>48. PPDR Networks – DMR/TETRA/LMR APCO</li> <li>49. Public Interface for CEIR Portal</li> <li>50. Routers &amp; Switches</li> <li>51. Sanchar VHR</li> <li>52. Satellite – LEO &amp; MEO</li> <li>53. Sparrow Portal</li> <li>54. Spectrum Regulations and Guidelines</li> <li>55. Structure and functioning of CCA Offices</li> <li>56. Types of Licenses</li> <li>57. Understanding Evolved Packet Core</li> <li>58. Understanding Network Function Virtualization</li> <li>59. Use of Bank Guarantee as tool in compliance of service conditions of License Agreement</li> </ol>

In continuation of quarter first plan, it is proposed to make competencies (L1) available through iGOT/Physical mode training in three quarters, i.e. Q2, Q3, and Q4. Table 9 shows the proposed training percentage of competencies to be made available by all three training centers in their respective competency areas.

*Table 9: Quarter wise competency % coverage targets*

S. No.	Quarter	Percentage of competencies (L1) proposed to be covered per quarter
1	Q1	Detailed training calendar provided in Annexure 5
2	Q2	20%
3	Q3	20%
4	Q4	25%



## Capacity Building Commission, Government of India

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# Annexures

## Annexure 1 – Responsibilities of Offices / Sub-vertical & Divisions

Office	Divisions	Division Responsibilities
Director General of Telecommunication (DGT)	Licensing Compliance	<ol style="list-style-type: none"> <li>1. Checking of the service compliance by the licensee in respect of the license conditions and any directions issued by the licensor in public interest.</li> <li>2. Matters related to Electro Magnetic Radiation (EMR) emission from Telecom installations &amp; Tarang Sanchar Portal</li> <li>3. Subscriber Document Verification with the objective to ascertain whether the mobile service operators are following the DoT guidelines for Subscriber verification before providing connections</li> <li>4. Service Testing of various Licensed Service Providers in the License area and checking roll-out obligation as per license condition</li> <li>5. Issues related to Mobile Number Portability</li> <li>6. Advocacy and Public Awareness on related matters</li> </ol>
Director General of Telecommunication (DGT)	Licensed Service Areas (LSA) Admin	<ol style="list-style-type: none"> <li>1. Grievance redressal of subscribers in respect of deficiency by various operators and interaction on social media.</li> <li>2. Responding RTI queries.</li> <li>3. Training &amp; Skill Development</li> <li>4. Holding of workshops, conferences and presentations</li> <li>5. Responding to Parliamentary matters</li> <li>6. Handling Court cases</li> <li>7. Other regular administrative works</li> </ol>
Director General of Telecommunication (DGT)	Technologies	<ol style="list-style-type: none"> <li>1. Inspections of Telecom Service Providers [Access Service, NLD, ILD, ISP, OSP, IP, VSAT, etc. OSP Registrations.</li> <li>2. Assistance in natural calamities or emergency situations.</li> <li>3. Verification of VLR data</li> <li>4. Matters related to NOC for selling of the global calling cards, international SIMs etc.</li> <li>5. Ascertaining that the licensee is providing the services within permitted area Time synchronization of Telecom Networks</li> <li>6. Secured Dedicated Communication Network</li> <li>7. Interconnect Exchange</li> </ol>
Director General of Telecommunication (DGT)	Security & Rural	<p><b>SECURITY:</b></p> <ol style="list-style-type: none"> <li>1. Agencies and Telecom Service Providers</li> <li>2. Operation and Maintenance of CMS/ IMS</li> <li>3. Curbing illegal activities/ Control over clandestine / illegal operation of telecom networks</li> <li>4. To file FIR against culprits, issue notices indicating violation of conditions of various Acts in force</li> </ol>

Office	Divisions	Division Responsibilities
		<ol style="list-style-type: none"> <li>5. Analysis of call/subscription/traffic data of various licensees</li> <li>6. Security related Inspection of Internet Lease Line, International/ National Private Leased Circuit</li> <li>7. Detection and Analysis of Non-genuine IMEI cases</li> <li>8. Security Audit of Telecom Network of Service Provider</li> <li>9. Advocacy and Public Awareness on related matters</li> </ol> <p><b>RURAL:</b></p> <ol style="list-style-type: none"> <li>1. Right of Way (RoW) related issues and coordination with State Governments.</li> <li>2. Network coverage/connectivity of villages for Direct Benefit Transfer (DBT) mission and of</li> <li>3. Banks in rural areas under Financial Inclusion Planning (FIP)</li> <li>4. Inspection of LW &amp; USOF sites for technical compliance being funded by DoT</li> <li>5. Implementation of Environmentally sustainable Technologies in rural areas</li> <li>6. Advocacy and Public Awareness on related matters</li> </ol>
Licensing Service Area (LSA)	Admin & HR Vertical	<ol style="list-style-type: none"> <li>G1. Grievance Redressal of subscribers in respect of deficiency by various operators and interaction on social media.</li> <li>2. Responding RTI queries.</li> <li>3. Training &amp; Skill Development</li> <li>4. Holding of workshops, conferences and presentations</li> <li>5. Responding to Parliamentary matters</li> <li>6. Handling Court cases</li> <li>7. Other regular administrative works</li> <li>8. Advocacy and Public Awareness on related matters</li> </ol>
Licensing Service Area (LSA)	Compliance	<ol style="list-style-type: none"> <li>1. Checking of the service compliance by the licensee in respect of the license conditions and any directions issued by the licensor in public interest.</li> <li>2. Matters related to Electro Magnetic Radiation (EMR) emission from Telecom installations &amp; Tarang Sanchar Portal</li> <li>3. Subscriber Document Verification with the objective to ascertain whether the mobile service operators are following the DoT guidelines for Subscriber verification before providing connections</li> <li>4. Service Testing of various Licensed Service Providers in the Licence area and checking roll-out obligation as per license condition</li> <li>5. Issues related to Mobile Number Portability</li> <li>6. Advocacy and Public Awareness on related matters</li> </ol>
Licensing Service Area (LSA)	Rural	<ol style="list-style-type: none"> <li>1. Right of Way (RoW) related issues and coordination with State Governments.</li> <li>2. Network coverage/connectivity of villages for Direct Benefit Transfer (DBT) mission and of</li> <li>3. Banks in rural areas under Financial Inclusion Planning (FIP)</li> <li>4. Inspection of LW &amp; USOF sites for technical compliance being funded by DoT</li> <li>5. Implementation of Environmentally sustainable Technologies in rural areas</li> <li>6. Advocacy and Public Awareness on related matters.</li> </ol>

Office	Divisions	Division Responsibilities
Licensing Service Area (LSA)	Security	<ol style="list-style-type: none"> <li>1. Agencies and Telecom Service Providers</li> <li>2. Operation and Maintenance of CMS/ IMS</li> <li>3. Curbing illegal activities/ Control over clandestine / illegal operation of telecom networks</li> <li>4. To file FIR against culprits, issue notices indicating violation of conditions of various Acts in force</li> <li>5. Analysis of call/subscription/traffic data of various licensees</li> <li>6. Security related Inspection of Internet Lease Line, International/ National Private Leased Circuit</li> <li>7. Detection and Analysis of Non-genuine IMEI cases</li> <li>8. Security Audit of Telecom Network of Service Provider</li> </ol>
Licensing Service Area (LSA)	Technology	<ol style="list-style-type: none"> <li>1. Assistance in natural calamities or emergency situations.</li> <li>2. Verification of VLR data</li> <li>3. Matters related to NOC for selling of the global calling cards, international SIMs etc.</li> <li>4. Ascertaining that the licensee is providing the services within permitted area Time synchronization of Telecom Networks</li> <li>5. Secured Dedicated Communication Network</li> <li>6. Interconnect Exchange</li> <li>7. Advocacy and Public Awareness on related matters</li> <li>8. Inspections of Telecom Service Providers [Access Service, NLD, ILD, ISP, OSP, IP, VSAT, etc. ]</li> <li>9. OSP Registrations</li> <li>10. Telecommunication services in response to Disaster (Disaster Management)</li> </ol>
NTIPRIT	Admin	<ol style="list-style-type: none"> <li>1. Grievance Redressal of subscribers in respect of deficiency by various operators and interaction on social media.</li> </ol>
NTIPRIT	Training	<ol style="list-style-type: none"> <li>1. Planning &amp; Execution of Capacity Building Programmes for fulfilling the internal requirements of department</li> </ol>
NTIPRIT	Information and Communications Technologies (ICT)	<ol style="list-style-type: none"> <li>1. Conduction of trainings pertaining to Information &amp; Communication Technologies</li> </ol>
NTIPRIT	Tx	<ol style="list-style-type: none"> <li>1. Implementation of capacity building programs in Transmission and NGS</li> </ol>
NTIPRIT	Wireless Access (WA)	<ol style="list-style-type: none"> <li>1. Training Infrastructure Management in terms of Lab commissioning</li> </ol>
NTIPRIT	Telecommunication Standards (TS)	<ol style="list-style-type: none"> <li>1. Implementation of capacity building programs in Telecom Security.</li> </ol>
TEC	Admin P&T	<ol style="list-style-type: none"> <li>1. Administration of TEC all activities related to Building &amp; Electrical works.</li> <li>2. Preparation of weekly / monthly statement regarding major achievements TEC to DoT.</li> <li>3. Issue of various certificates &amp; maintenance of its record and updating on TEC website thereof.</li> <li>4. Providing support for various arrangements in extracurricular activities.</li> <li>5. Labs and other Telecom Equipment.</li> <li>6. Housekeeping, Hiring of Vehicles.</li> <li>7. AMC of Computers and peripherals.</li> <li>8. Printing of TEC magazine, TEC newsletter and technical releases.</li> </ol>



Office	Divisions	Division Responsibilities
		9. Stationery items, staff items and contingency items.
TEC	Conformity Assessment (CA)	<ol style="list-style-type: none"> <li>1. Testing Labs as TEC Conformity Assessment Bodies (CABs)</li> <li>2. Handling Training and Skill Development</li> </ol>
TEC	Regional TEC (RTECs)	<ol style="list-style-type: none"> <li>1. Regional Telecom Engineering Centers (RTECs) are responsible for testing and certification of products, equipment and systems.</li> <li>2. It carries out Certification &amp; Approval of Telecom Products against TEC standards/specifications i.e.GR/IR/ER of TEC or applicant's own specifications.</li> <li>3. RTECs carry out testing, evaluate the test reports and accord approval for issue of Type Approval Certificate (TAC)/ Interface Approval certificate (IAC)/ Certificate of Approval (COA).</li> <li>4. RTECs also carry out evaluation of test reports for MTCTE certification and recommends for issue of MTCTE certificate to TC Division.</li> </ol>
TEC	Convergence & Broadcasting (C&B)	<ol style="list-style-type: none"> <li>1. Formulation of TEC Standards/Specification</li> <li>2. National Working Group (NWG) for contribution to Study Groups of ITU-T</li> <li>3. Testing and certification of CAS &amp; SMS</li> <li>4. Fairness assessment of Artificial Intelligence and Machine Learning</li> <li>5. Development and Maintenance of TEC Website and Standard Portal</li> </ol>
TEC	Regional Coordination (RC)	<ol style="list-style-type: none"> <li>1. Co-ordination of activities related to testing &amp; certification of telecom products of the RTECs and their interaction with the divisions of TEC, HQ.</li> <li>2. Administration of Type Approval/ Interface Approval process.</li> <li>3. Issue of various approval certificates viz Interface/Type/Technology/Certificate of Approval.</li> <li>4. Verification of standard documents ( erstwhile GR/IR/SD/SR) &amp; Test Guide(TSTP) sent by the divisions w.r.t maintaining uniformity across divisions before its issue/release/upload.</li> <li>5. Modification/Update of certification procedure and other voluntary certification related documents.</li> <li>6. Issue of clarification to various approvals and maintenance of repository of TEC documents.</li> </ol>
TEC	Mandatory Testing & Certification Of Telecommunication Equipment (MTCTE)	<ol style="list-style-type: none"> <li>1. Consultation with stakeholders.</li> <li>2. Preparation of Proposals for launch of different phases of MTCTE after analysis</li> <li>3. Administering MTCTE Certification</li> <li>4. MTCTE and NSCS Harmonization</li> <li>5. MTCTE surveillance</li> </ol>
TEC	Indigenous Manufacturing Promotion & TBT Enquiry Point (IMP & TEP)	<ol style="list-style-type: none"> <li>1. The Government of India, Ministry of Commerce has designated Telecom Engineering Centre (TEC) as the WTO-TBT Enquiry Point under the Agreement on Technical Barriers to Trade of the World Trade Organization (WTO) to answer all reasonable inquiries from other members and interested parties concerning standards, technical regulations and conformity assessment procedures related to telecom sector.</li> <li>2. Also, Ministry of Communications is the Nodal Ministry for implementation of Telecom Products Notifications issued in furtherance of Public Procurement Preference to Make in India (PPP-MII) Order 2017.</li> </ol>

Office	Divisions	Division Responsibilities
		3. This is the Nodal Division for WTO-TBT Enquiry Point and PPP-MII Order for Telecom products and services.
TEC	Standardization (STD)	1.Coordination with National and International Standardization bodies
TEC	Future Networks (FN)	<ol style="list-style-type: none"> <li>1. Future Network &amp; Technology such as Artificial Intelligence (AI), Big Data, etc. – Study and Standardization activities.</li> <li>2. Wire Interface Telecommunication Equipment such as 2-Wire Telephone, Cordless Telephone, Fax Machine, Modem, Point of Sales (PoS) device, Conferencing equipment etc. – Standardization activities.</li> <li>3. Technical support to DoT and other Govt Departments.</li> <li>4. National Working Groups/Study Groups (NWG-12 &amp; NWG16) corresponding to ITU-T Study Groups (SGs) and Contributions to ITU-T and other International Standardization Bodies.</li> <li>5. Quarterly Rolling Plans (QRPs) for technical contributions and foreign visits of TEC officers.</li> <li>6. PPDR (Public Protection &amp; Disaster Relief) Application.</li> </ol>
TEC	Transmission (TX)	<ol style="list-style-type: none"> <li>1. TEC Standards/ Specifications Formulation</li> <li>2. Supervising MTCTE Activities</li> <li>3. NWG activities for contribution to ITU-T Study Group</li> <li>4. Technical Inputs on Transmission Technologies</li> </ol>
TEC	Information Technology (IT)	<ol style="list-style-type: none"> <li>1. IT Division deals with emerging technologies such as Cloud Computing, Quantum Computing, Data Centres, etc.</li> <li>2. Information Technology (IT) Division is responsible for framing the Generic Requirements (GR)/ Interface Requirements (IR)/ Service Requirements (SR)/ Standards (SD)/ Essential Requirements (ER) and associated Test Schedule &amp; Testing Procedures (TSTP) for Routing devices (Routers in Core, Edge &amp; Access Network), Ethernet/ IP switching devices (layer 2 Switches &amp; Layer 3 Switches), Storage devices, Servers, Network Security products (Firewall, IPS, and IDS &amp; UTM), Clock and timing Synchronization equipment and other networks devices. All these are main elements of Telecom Network.</li> <li>3. IT Division deals with standardization requirements for latest technologies like Virtualization, SDN, NFV, and Cloud Computing. Standardization and Testing of these technologies is essential for the evolution of automated Next Generation Networks, which form the underlying infrastructure for the applications/ use cases of 5G and future Internet of Things.</li> <li>4. In addition to the above core technology related works, IT division is also handling IT services related project works such as LAN Upgradation work, Website development and maintenance, Intranet of TEC, Wi-Fi network of TEC.</li> </ol>
TEC	Mobile Technologies (MT)	<ol style="list-style-type: none"> <li>1. Formulation of TEC Standards and Essential Requirements (ERs) for Mobile related products</li> <li>2. National Working Group for contribution to Study Group-13 of ITU-T</li> <li>3. Adoption of standards as National Standards.</li> <li>4. Formulation of ERs/IRs/GRs/ TSTPs related to Mobile Technologies and Conversion of GRs/ IRs into Standards.</li> <li>5. Preparation of white papers/ study papers on latest technologies in the field of Mobile Technologies.</li> <li>6. National Working Group-13 corresponding to ITU-T SG-13: Future networks, with focus on IMT-2020, cloud computing and trusted network infrastructures.</li> </ol>
TEC	Radio (R)	<ol style="list-style-type: none"> <li>1. Preparation and review of Generic Requirements / Interface Requirements, Test Schedule / Test Procedures for Terrestrial Radio Communication &amp; Satellite communication equipment.</li> <li>2. Testing / Evaluation and Field Trials of Radio and Satellite communication equipment to be introduced in Indian Telecom</li> </ol>

Office	Divisions	Division Responsibilities
		<p>Network.</p> <ol style="list-style-type: none"> <li>3. Electromagnetic Interference &amp; Electromagnetic Compatibility (EMI/EMC) Standard.</li> <li>4. Radio wave propagation Studies.</li> <li>5. Chairman of the National Working Group corresponding to ITU-T SG-5: Electromagnetic &amp; Climate Change.</li> <li>6. Participation in National Working Group corresponding to ITU-R SG-5: Terrestrial Services.</li> <li>7. Technical support to DoT for new satellite-based services.</li> <li>8. Participation in TAG (Technical Advisory Group) of ICC (INSAT Coordination Committee).</li> <li>9. Participation in APEX Committee meetings for examining proposals for telecom services and broadcasting services on satellite media from regulatory as well technical angle.</li> <li>10. Participation in WRC Committee's and APT Forums on frequency co-ordination.</li> <li>11. Participation in Inter-System Satellite Coordination meetings.</li> </ol>
TEC	Telecom Security (TS)	<ol style="list-style-type: none"> <li>1. Setting up of security lab</li> <li>2. Upgradation of Control Lab to support testing of 5G Core</li> <li>3. Handling National Working Group (NWG) activities for contribution to ITU-T Study Group</li> </ol>
TEC	Next Generation Networks (NGN)	<ol style="list-style-type: none"> <li>1. Conformance and Interoperability testing of telecom equipment</li> <li>2. Evaluation of Test Reports and Certification</li> </ol>
TEC	Internet of Things (IoT)	<ol style="list-style-type: none"> <li>1. Study of Machine to Machine (M2M) communications / Internet of Things (IoT) to finalize specifications for Indian ecosystem in sync with global SDOs.</li> <li>2. Framing GR / IR/ ER for the devices related to M2M / IoT domain.</li> <li>3. Providing technical / policy inputs to DoT, BIS, TSDSI, NITI Aayog and MoHUA on M2M / IoT and 5G related issues</li> <li>4. Preparing Technical Papers.</li> </ol>
TEC	6G Technologies	<ol style="list-style-type: none"> <li>1. 6G Technologies</li> <li>2. Quantum Communication Technologies</li> <li>3. Next Generation Passive Optical Network</li> <li>4. Green Telecommunication</li> <li>5. Emergency and Mission Critical Communication (Public Protection and Disaster Relief).</li> </ol>
DOT_HQ	Access Service (AS)	<ol style="list-style-type: none"> <li>1. Formulation of license policies, issuance of various licenses</li> <li>2. Manage numbering resources, security clearance to foreign personnel of licensees, process License violation cases</li> <li>3. Formulation of draft note for Digital Communication Commission and Cabinet Notes, Analyses and Examines the proposals relating to transfer/ merger of various categories of telecommunication service licenses/ authorization under Unified License (UL) on compromise</li> <li>4. Arrangements and amalgamation of the companies and Policy Analysis and Formulation for orderly growth of Telcom sector</li> </ol>
DOT_HQ	Admin	<ol style="list-style-type: none"> <li>1. Grievance Redressal of subscribers in respect of deficiency by various operators and interaction on social media.</li> <li>2. Responding RTI queries.</li> </ol>

Office	Divisions	Division Responsibilities
		<ol style="list-style-type: none"> <li>3. Training &amp; Skill Development</li> <li>4. Holding of workshops, conferences and presentations</li> <li>5. Responding to Parliamentary matters</li> <li>6. Handling Court cases</li> <li>7. Other regular administrative works</li> <li>8. Advocacy and Public Awareness on related matters</li> </ol>
DOT_HQ	Budget and Public Enterprise Finance (B&PEF)	<ol style="list-style-type: none"> <li>1. Vetting of PSUs proposals relating to raising money through market loans, shares, disinvestments etc.</li> <li>2. Scrutiny/Vetting of MoUs w.r.t PSUs under DoT.</li> <li>3. Analysis of Annual Report of PSUs and also monitoring &amp; accounting of dividend received from PSUs.</li> <li>4. Examination and granting approval for financial proposals of PSUs and Autonomous Body under DoT beyond the power of their Board of Directors.</li> <li>5. Examination of the proposals relating to Pay Fixation and terms &amp; conditions of appointment of Board Level officers of PSUs and Director of C-DOT and their Pay Fixation.</li> </ol>
DOT_HQ	Capacity Building and Training (CB&T)	<ol style="list-style-type: none"> <li>1. Implementation of Capacity Building Programs</li> <li>2. Nomination of ITS / BWS officers for long/ short term training programmes / seminars / workshops</li> <li>3. Preparation of Training Plans and Policies</li> <li>4. Handling of Budget and Administrative matters</li> <li>5. Implementation of Mid-Career Training Programme (MCTP) of ITS officers</li> <li>6. Implementation of Mission Karmayogi</li> <li>7. Handling Training matters pertaining to NTIPRIT, DoPT, NTP, NDPC</li> </ol>
DOT_HQ	Carrier Services (CS)	<ol style="list-style-type: none"> <li>1. Monitoring &amp; Processing for grant/ change/ surrender/ termination of Licenses (ILD, NLD, Resale of IPLC (VNO), CMRTS, PMRTS/ PMRTS (VNO), ACS/Audiotext/VMS)</li> <li>2. Registration of IP-I, and NOC for International SIM sale.</li> <li>3. Review of Policy/ guidelines related to above and for OSP registration, UCC, EMF radiation limits for mobile towers, Review of Guidelines issued to State Governments for installation of mobile towers, etc.</li> <li>4. Handling of TRAI recommendation related to above licenses/ registrations/ NOC</li> <li>5. Monitor &amp; handle operational issues e.g., FDI proposal, permission for setting up of ILD Gateway/ Cable landing station, RA Permission, MHA/MoD clearances for survey/ maintenance of submarine cables/Cable landing stations, frequency allocation (for CMRTS), Matters related to trusted sources etc.</li> <li>6. Monitor Audit paras, RTI, court cases, complaints/ PG cases, Parliament Questions/Assurances, etc.</li> </ol>
DOT_HQ	Data Service (DS)	<ol style="list-style-type: none"> <li>1. Framing and analysis of license policies</li> <li>2. Issuance of license</li> <li>3. Operational matters related to Internet Service Licenses</li> <li>4. PM WANI Framework implementation</li> <li>5. Handling of TRAI recommendation related to Internet Service License</li> </ol>

Office	Divisions	Division Responsibilities
		<ol style="list-style-type: none"> <li>6. Financial and Non-Financial Violation cases of ISP licensees</li> <li>7. Handling Merger/Amalgamation cases</li> </ol>
DOT_HQ	Disaster Management (DM)	<ol style="list-style-type: none"> <li>1. Responsible to ensure efficient response to disasters, quick restoration of affected telecom network</li> <li>2. Handling TRAI recommendations on PPDR in coordination with NDMA/MHA/States</li> <li>3. Finalization of Disaster Management Plan DMP of DOT</li> <li>4. Providing expert technical advice to CDRI and facilitating coordination /support from LSAs, facilitating roll out of CAP project</li> </ol>
DOT_HQ	Electrical	<ol style="list-style-type: none"> <li>1. Planning and Monitoring of the Electromechanical projects in new and existing buildings of DOT</li> <li>2. Technical Scrutiny of estimates and monitoring the progress of works in DOT buildings carried out by external agencies related to Electrical items</li> <li>3. Electrical Inspection of Electro-mechanical Installations of DoT, DoP , BSNL, MTNL, C-DoT and ITI under Ministry of Telecommunications &amp; IT.</li> <li>4. Promotion of Energy Conservation and Energy Efficiency</li> <li>5. Operational and Monitoring aspects of the use of Renewable Energy and reduction of Carbon footprints in telecom networks</li> <li>6. Coordination with Ministry of New &amp; Renewable Energy (MNRE) for implementation, financing &amp; regulation for Renewable Energy in Telecom sector</li> <li>7. Coordination with Ministry of Power, NITI AAYOG, Rural Electrification Corporation (REC) and telecom industry for electrification of non-electrified telecom towers</li> <li>8. All Staff &amp; establishment matters pertaining to Group A officers of Electrical wing of P&amp;T Building Works Service.</li> </ol>
DOT_HQ	Economic Relationship Unit (ERU)	<ol style="list-style-type: none"> <li>1. Monitoring of Global Indices &amp; framing of India Index</li> <li>2. Collection of Telephone Subscribers data on monthly basis-License-wise operator etc.</li> <li>3. Coordination, Compilation and preparation of various important reports on Telecommunication in the other publications/ reports.</li> <li>4. Furnishing of Notes/Reports/information pertaining to ERU as sought by PMO, Cabinet Secretariate/NITI Aayog and other Ministries Departments</li> <li>5. Coordination of work relating to Data Governance Quality Index (DGQI)</li> </ol>
DOT_HQ	Establishment (Estt)	<ol style="list-style-type: none"> <li>1. Recruiting and appointing personnel for various positions within the department, in compliance with the relevant laws and regulations.</li> <li>2. Managing the pay and allowances of DoT employees, including processing salary and pension payments and maintaining employee records.</li> <li>3. Providing training and development opportunities to DoT employees, as well as managing their career progression.</li> <li>4. Maintaining discipline among DoT employees and handling grievances and complaints.</li> <li>5. Managing the promotion and transfer of employees within the department.</li> <li>6. Providing administrative support to the department, such as managing office space and equipment, and coordinating with</li> </ol>

Office	Divisions	Division Responsibilities
		<p>other government departments.</p> <p>7. Managing the personnel records of all employees in the department, including their attendance, leave, and other benefits.</p> <p>8. Managing staff welfare measures such as provident fund, pension, group insurance and other benefits.</p>
DOT HQ Finance	Finance (Fin)	<p>1. Examination and approval/rejection/closure of the FDI proposals under Government route related to Telecom Services Sector received through FIF Portal of DPIIT in co-ordination with the various Wings of DoT and other Ministries/Agencies such as Ministry of Home Affairs (MHA), Department of Industry and Internal Trade (DPIIT), Department of Economic Affairs (DEA), Department of Revenue (DoR), Ministry of External Affairs (MEA), Ministry of Corporate Affairs (MoCA), Reserve Bank of India (RBI), Securities and Exchange Board of India (SEBI) etc.</p> <p>2. Maintaining the database as per the requirement of DPIIT SoP of the proposals received along with the details such date of receipt, investor and investee company details, volume of foreign investment involved and date of issue of approval/rejection/closure letter etc.</p> <p>3. Implementing National Single Window System (NSWS)</p>
DOT_HQ	International Cooperation (IC)	<p>1. Negotiations involving WTO in telecom products with other countries</p> <p>2. Handling of PLI Scheme for Telecom and Networking Products</p> <p>3. Co-ordination in commercial Roll Out of 5G service</p> <p>4. Constitution and handling of 6G Technology Innovation Group</p> <p>5. Coordination with TCOE India</p> <p>6. Coordination with TEPC</p> <p>7. Coordination with TSDSI</p>
DOT_HQ	International Relations (IR)	<p>1. Representing India in international fora related to telecommunications and information technology, such as the International Telecommunications Union (ITU) and the World Trade Organization (WTO).</p> <p>2. Negotiating and implementing bilateral and multilateral agreements with other countries in the field of telecommunications and IT.</p> <p>3. Coordinating with other Indian government agencies and departments to ensure that India's interests are represented and protected in international negotiations and agreements.</p> <p>4. Monitoring and analyzing international developments in telecommunications and IT and providing advice and recommendations to the DoT and other Indian government agencies on how to respond to these developments.</p> <p>5. Facilitating and promoting cooperation and collaboration between Indian telecommunications and IT companies and their counterparts in other countries.</p> <p>6. Coordinating and providing support to Indian delegations to international telecommunications and IT events and conferences.</p>
DOT_HQ	Information Technology (IT)	<p>1. IT Division deals with emerging technologies such as Cloud Computing, Quantum Computing, Data Centers, etc.</p> <p>2. Information Technology (IT) Division is responsible for framing the Generic Requirements (GR)/ Interface Requirements (IR)/ Service Requirements (SR)/ Standards (SD)/ Essential Requirements (ER) and associated Test Schedule &amp; Testing Procedures (TSTP) for Routing devices (Routers in Core, Edge &amp; Access Network), Ethernet/ IP switching devices (layer 2</p>

Office	Divisions	Division Responsibilities
		<p>Switches &amp; Layer 3 Switches), Storage devices, Servers, Network Security products (Firewall, IPS, and IDS &amp; UTM), Clock and timing Synchronization equipment and other networks devices. All these are main elements of Telecom Network.</p> <p>3. IT Division deals with standardization requirements for latest technologies like Virtualization, SDN, NFV, and Cloud Computing. Standardization and Testing of these technologies is essential for the evolution of automated Next Generation Networks, which form the underlying infrastructure for the applications/ use cases of 5G and future Internet of Things.</p> <p>4. In addition to the above core technology related works, IT division is also handling IT services related project works such as LAN Upgradation work, Website development and maintenance, Intranet of TEC, Wi-Fi network of TEC.</p>
DOT_HQ	Joint Secretary Admin JS(A)	<ol style="list-style-type: none"> <li>1. Handling Board level appointment in all DoT CPSEs</li> <li>2. Handling all Administrative and operational matters relating to BSNL, MTNL and BBNL</li> <li>3. Handling all Policy and Court matters relating to absorption of Group A officers of BSNL and MTNL</li> <li>4. Handling appointment of Members in TRAI &amp; TDSAT and Administration of TRAI and TDSAT Rules and other administrative matters</li> <li>5. Handling establishment matters of Members (Digital Communications Commission)</li> <li>6. Handling cadre matters of Indian Radio Regulatory Service Cadre (IRRS)</li> </ol>
DOT_HQ	Network Operation & Control Center (NOCC)	<ol style="list-style-type: none"> <li>1. Online Operational control, coordination and Monitoring of all the satellite based services in India.</li> <li>2. Handling Contingency Operations in case of failure of transponder(s)/satellite(s).</li> <li>3. Resolution of RF Interference problems.</li> <li>4. Mandatory Performance Verifications Testing of all the antennae namely providing backbone transmission links, VSATs, DSNG vans, Teleports etc. for conforming to latest ITU standards before putting them in operations.</li> <li>5. Career plan approval and up linking permissions.</li> <li>6. Testing of ISP satellite Gateways &amp; monitoring of transmissions from these gateways.</li> <li>7. Testing of satellite transponder before accepting for operations</li> <li>8. Monitoring of Broadcasters Teleports/DSNG vans.</li> <li>9. Coordination with foreign satellite operators like Thaicom, Intelsat, AsiaSat, PanamSat, Singtel, APSTAR, New Skies which are providing space segment to Indian satellite communication users</li> <li>10. Resolve the problem of interference created by our user(s) or their user(s) to respective satellites</li> <li>11. In- orbit tests of INSAT satellites in coordination with Master Control Facility (MCF) , Hassan</li> <li>12. NOCC provides guidance to almost all the service providers for planning/ commissioning / operation of satellite-based Networks</li> <li>13. Spot frequency allocations to all the INSAT users</li> <li>14. Verification &amp; compliance of the terms &amp; conditions of licenses issued by different authorities namely DoT, Ministry of I&amp;B, WPC etc.</li> </ol>
DOT_HQ	Network Technologies (NT)	<ol style="list-style-type: none"> <li>1. Policy formulation and regulatory aspects related to Machine-to-Machine (M2M) communications including identification of critical M2M/IoT services.</li> <li>2. Setting up of Indigenous 5G Test Bed in collaboration with premier academic institute for enabling Indian academia,</li> </ol>



Office	Divisions	Division Responsibilities
		<p>industry and start-ups to validate their products/prototypes.</p> <ol style="list-style-type: none"> <li>3. Formulation of Policy directives, regulations and creation of framework for monitoring &amp; enforcement of Net Neutrality.</li> <li>4. Creation of an enabling light touch regulatory framework for proliferation of Cloud Services.</li> <li>5. Policy formulation, facilitation and review of transition to the Next Generation Internet Protocol version 6 i.e., IPv6 in a phased and time bound manner across all stakeholders.</li> <li>6. Examination of the impact of Over-The-Top (OTT) Services and initiation of policy guidelines on need basis for orderly growth of OTT domain.</li> <li>7. Policy formulation for creation of a road map for proliferation of Artificial Intelligence (AI) and Big Data and its uses in Communication sector.</li> <li>8. Collaboration, Coordination and Interaction with Central Government departments/ Industry Associations for gaining insights in various emerging new technologies to facilitate in policy formulation.</li> <li>9. Simplifying licensing activities of DoT by implementing paperless online license management system and integrating various functions related to license/registration across all field units of DoT.</li> </ol>
DOT_HQ	Personnel Division (PERS Division)	<ol style="list-style-type: none"> <li>1. Service matters of Technical Telecom Cadres Group 'A' and Group 'B'</li> <li>2. Transfer, posting, promotion, financial upgradation and deputation of Technical Telecom Cadres (ITS, TES Group-B and JTO) of the Dept.</li> <li>3. Implementation of E-HRMS, Sanchar VHR and Sparrow</li> <li>4. Matters related to appointment of ITS Group 'A' and JTO Group 'B' officers based on Engineering Services Examination</li> <li>5. Issuing the seniority list of officers of Technical Telecom Cadres (ITS, TES Group-B and JTO) of the Dept</li> <li>6. Maintenance of Service Book of officers of Technical Telecom Cadres (ITS, TES Group-B and JTO) of the Dept.</li> <li>7. Holding of DPC for promotion of officers of ITS Group 'A' and TES Group 'B'</li> <li>8. Empanelment of ITS Group 'A' officers</li> <li>9. Residual Service matters of BSNL/ MTNL absorbed employees prior to their absorption.</li> <li>10. Processing of Disciplinary cases of officers of Technical Telecom Cadres (ITS, TES Group-B and JTO) of the Dept.</li> <li>11. Processing of disciplinary cases of Group 'C' &amp; 'D' officials (DoT optee/ unabsorbed in BSNL/MTNL)</li> </ol>
DOT_HQ	Phones Priority (PHP)	<ol style="list-style-type: none"> <li>1. Management, coordination and monitoring of the work pertaining to Telephone Advisory Committees (TACs)</li> <li>2. Handling RTI queries</li> <li>3. Crisis Management</li> </ol>
DOT_HQ	Project Management (PM)	<ol style="list-style-type: none"> <li>1. Revival Matters of BSNL and MTNL</li> <li>2. NFS Project management</li> <li>3. Budget planning</li> <li>4. PQ, Parliamentary Committee</li> <li>5. PG Case</li> </ol>
DOT_HQ	Public Grievances (PG)	<ol style="list-style-type: none"> <li>1. The primary responsibility of addressing the service related, billing, quality of service grievances lies with telecom service provider, which emanates from licensing terms and conditions. As per licensing conditions- "Any dispute, with regard to the</li> </ol>



Office	Divisions	Division Responsibilities
		<p>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 in the matter.”</p> <ol style="list-style-type: none"> <li>2. Establishment of a Complaint Centre with a toll-free “Consumer Care Number”.</li> <li>3. Establishment of an Appellate Authority</li> <li>4. Every service provider shall constitute a two-member Advisory Committee in each of the service areas.</li> </ol>
DOT_HQ	Security Assurance (SA)	<ol style="list-style-type: none"> <li>1. Developing and implementing security policies and procedure</li> <li>2. Monitoring and analyzing security risks</li> <li>3. Conducting regular security audits</li> <li>4. Investigating security incidents</li> <li>5. Coordinating with other agencies such as National Cyber Security Coordinator (NCSC), the Indian Computer Emergency Response Team (CERT-In), and the Telecom Enforcement Resource and Monitoring (TERM) Cells, to ensure the security of the telecommunications sector</li> <li>6. Providing security training and awareness</li> </ol>
DOT_HQ	Security Assurance (SA-II)	<ol style="list-style-type: none"> <li>1. Developing and implementing security policies and procedure</li> <li>2. Monitoring and analyzing security risks</li> <li>3. Conducting regular security audits</li> <li>4. Investigating security incidents</li> <li>5. Coordinating with other agencies such as National Cyber Security Coordinator (NCSC), the Indian Computer Emergency Response Team (CERT-In), and the Telecom Enforcement Resource and Monitoring (TERM) Cells, to ensure the security of the telecommunications sector</li> <li>6. Providing security training and awareness</li> </ol>
DOT_HQ	Service Unit (SU)	<ol style="list-style-type: none"> <li>1. All matters pertaining to TCIL, its subsidiaries/JVs and pending matters of HPIL and VSNL <ol style="list-style-type: none"> <li>i. Nodal Wing for all matters of M/S Telecommunications Consultants of India Limited (TCIL) &amp; M/S ITI Limited (except Board level appointments).</li> <li>ii. Handles the residual matters of three companies- M/S HTL Limited, in which Government of India has 26% stake, M/s Tata Communications Ltd. (erstwhile VSNL), which has been completely disinvested in March 2021 and M/s Hemisphere Properties India Limited (HPIL) which has been transferred to Ministry of Housing &amp; Urban Affairs (MoHUA) on 3rd October 2018.</li> <li>iii. The matters of these companies being handled by SU Wing include parliamentary matters, processing of Cabinet Notes, Digital Communication Commission (DCC) Memos, activities related to setting up, review and evaluation of annual MoU targets, allotment of budgetary grants under ITI’s revival plan, monitoring its progress, affirmative vote requests, special resolutions, annual general meeting resolutions, board agenda items, processing of legal cases/audit paras and PG/VIP cases, issues related to land assets, issues related to listing of PSUs in stock market, Further Public Offers (FPO) and disinvestment etc.</li> </ol> </li> </ol>

Office	Divisions	Division Responsibilities
		iv. Implementation of the 'Synergy Initiative' among all PSUs and the organizations of the Department of Telecom (DoT) for optimum utilization of their resources in building a robust & secure telecommunication and information infrastructure. Under Synergy Initiative, efforts are also being made to ascertain the telecom needs of other Ministries and Departments and meet them through organizations/PSUs of DoT.
DOT_HQ	Skill Development (SD)	<ol style="list-style-type: none"> <li>1. To assess the manpower requirement at different skill and expertise levels by partnering with Ministry of Skill Development and Entrepreneurship (MSDE / National Skill Development Corporation / NCVET and industry to identify the relevant needs of the sector and prepare a roadmap</li> <li>2. To form a high-level Apex body (supported by advisory groups comprising representatives from industry, academia, PSUs etc.) to oversee and to act as guiding and enabling sources for all aspects relating to skill development in telecom field</li> <li>3. To create an enabling framework including funding mechanism to meet the demand for human resources in the sector in partnership with MoE/Ministry of Skill Development and Entrepreneurship (MSDE). To advise and assist Ministry of Education to periodically upgrade academic curriculum of telecommunication course. To encourage collaboration with premier educational institutes like IITs and telecom research organizations of excellence for directing research and development to field problems</li> <li>4. To develop other training institutes under DoT and its organizations as national level telecom schools of excellence for imparting training to Government/PSU officials and other stakeholders</li> <li>5. To promote and augment vocational and non-formal training institutes in urban and rural areas to cater to the skill and training needs of telecom sector.</li> </ol>
National Center of Communication Security (NCCS)	--	<ol style="list-style-type: none"> <li>1. Development of country specific Security assurance standards called Indian Telecom Security Assurance Requirements (ITSAR) for every Telecom equipment</li> <li>2. Designation of third-party Telecom Security Test Laboratories (TSTL) meeting the specified requirements. The Designated TSTLs will be responsible for carrying out the security testing of telecom equipment as per ITSAR's requirements</li> <li>3. Evaluation and Certification of the telecom equipment against ITSAR by NCCS.</li> </ol>
DOT_HQ	Staff Relations & Estates (SR&E)	<ol style="list-style-type: none"> <li>1. Deal with Staff Unions/ Associations in matters of strikes/agitations and industrial disputes/ take pre-emptive measures to avoid them by way of reconciliation and dispute resolution.</li> <li>2. Approval for Service Associations /Unions of DoT &amp; its units</li> <li>3. Approval for Compassionate Allowance &amp; Instant Compensation cases of DoT officials</li> <li>4. Coordination matters with regard to Presidential Orders/taking office space on rent for field units of DoT</li> <li>5. Approval for retention policy and residual Estates matters</li> <li>6. Deal with matters related to SC/ST/OBC/EWS / PwBD category of employees and their grievances.</li> <li>7. To act as Nodal Unit between DoPT/NCSC/NCST/CCPD/DoPT/Parliament Committee on welfare of SC/ST/OBCs on one hand and cadre controlling authorities and PSUs of DoT on the other hand.</li> <li>8. To collect &amp; compile updated information pertaining to CPSEs /DoT with regard to Accessible India Campaign and PwDs</li> </ol>
DOT_HQ	Standards-R&D-Innovation (SRI)	<ol style="list-style-type: none"> <li>1. Facilitate &amp; co-ordinate DCT standardization efforts among/ with domestic stakeholders, International Standardization Bodies / platforms and other departments/ Ministries, and submission of technical and substantive contribution on</li> </ol>

Office	Divisions	Division Responsibilities
		<p>international platforms.</p> <ol style="list-style-type: none"> <li>2. Establish DCT engagement repository/ portal to facilitate engagement with stakeholders on technical and substantive contributions on international platform.</li> <li>3. Facilitate DoT efforts on R&amp;D, SMEs, Start-ups and innovation activities</li> <li>4. Carryout technical-policy research based on developments and submissions on international platforms.</li> <li>5. Co-ordinate with the IR, IC, WPC divisions, TEC, NTIPRIT, TSDSI etc. to represent unified position on international platforms.</li> <li>6. Related areas to enable and forward the above objectives.</li> </ol>
DOT_HQ	USOF	<ol style="list-style-type: none"> <li>1. Formulating and executing USOF projects or schemes</li> <li>2. Monitoring the implementation of Universal Service Obligation (USO) Fund projects and schemes</li> <li>3. Accurate and timely financial support for all Universal Service Obligation (USO) Fund projects</li> <li>4. Ensuring adherence to Universal Service Obligation (USO) Fund guidelines</li> <li>5. Designing an intelligent subsidy support model for reducing or closing the viability gap</li> <li>6. Determining desirable subsidy level, structure and disbursement schedule</li> <li>7. Post-implementation review of USOF projects and schemes</li> <li>8. Leveraging of innovative and emerging new technologies</li> <li>9. Standardizing practices and documentation of Universal Service Obligation (USO) Fund projects</li> <li>10. Strategic partnerships with Industry and Universal Service Providers (USPs)</li> <li>11. Collaborating and liaising with international organizations</li> <li>12. Benchmarking of international best practices</li> </ol>
DOT_HQ	Vigilance	<ol style="list-style-type: none"> <li>1. Scrutiny of complaints having vigilance angle.</li> <li>2. Direct investigation/inquiry of complaints having vigilance angle pertaining to Department of Telecommunications &amp; various field offices of DoT.</li> <li>3. Investigation /enquiry of the complaints having vigilance angle through the vigilance units of the respective PSU/Autonomous bodies under the administrative control of the Department.</li> <li>4. Seeking advice from CVC on the cases having vigilance angle.</li> <li>5. Extend assistance/ liaison with CBI / Lokpal/ Police &amp; other agencies in the investigation of cases.</li> <li>6. Examination of the self-contained notes/ SP's reports received from CBI and its follow up.</li> <li>7. Handling of prosecution sanctions pertaining to Vigilance cases.</li> <li>8. Issues concerning suspension and other departmental action in vigilance matters.</li> <li>9. Conduct departmental/disciplinary proceedings in vigilance matters, in respect of all employees, including retired employees, having disciplinary authority in DoT.</li> <li>10. Coordination with CVC, UPSC, DoPT, CBI &amp; other agencies on vigilance matters.</li> <li>11. Ratification of major penalties in respect of absorbed employees of BSNL.</li> <li>12. Handling and issue of orders in appeal, review and revision petitions relating to vigilance matters.</li> </ol>

Office	Divisions	Division Responsibilities
		<ul style="list-style-type: none"> <li>13. Issue of vigilance clearance including CVC clearance.</li> <li>14. Preparation and maintenance of Agreed list, Officers of Doubtful Integrity (ODI) list and necessary action thereon.</li> <li>15. Coordination with the Chief Vigilance Officers of other organizations under DoT on vigilance matters.</li> <li>16. Conduct review meetings with the Chief Vigilance Officers of the PSUs /other organizations under the administrative control of the Department of Telecommunications on Vigilance matters.</li> <li>17. Identification of sensitive areas and monitoring implementation of rotational transfer policy.</li> <li>18. Scrutiny of Annual Property Returns &amp; Intimation of acquisition/disposal of property submitted by the officers of the Department.</li> <li>19. Monitor Review exercise under FR-56(j) by respective Cadre Controlling Authorities in the Department and the PSUs under the Department</li> <li>20. Coordination for organizing training/workshop on vigilance matters.</li> <li>21. Observance of Vigilance Awareness Week.</li> </ul>
DOT_HQ	Artificial Intelligence & Digital Intelligence Unit (AI&DIU)	<ul style="list-style-type: none"> <li>1. Continually explore avenues to apply emerging technologies for better digital insights for safety of citizens and to achieve Sustainable Development Goals.</li> </ul>
DOT_HQ	Satellite	<ul style="list-style-type: none"> <li>1. Policy matters in DoT pertaining to SATCOM, reference to TRAI and decision thereon.</li> <li>2. Grant of Satellite related licenses viz. GMPCS, Commercial VSAT, Captive VSAT, Sui-generis license for Global Satellite Phone Service (GSPS)</li> <li>3. Grant of in principle clearance for establishing the Satellite-based communication network(s) by the Licensee (s) and convening the Inter-Ministerial Committee for Satellite Network Clearance which consists of Department of Space, MoIB, NOCC, TEC and WPC.</li> <li>4. Coordination for introduction of new Satellite Technologies &amp; Systems viz. LEO, MEO and High Throughput Satellites (HTS).</li> <li>5. Coordination pertaining to spectrum allocation, spectrum pricing &amp; spectrum charging in respect of satellite services.</li> <li>6. Representing DoT in SATCOM related committees in which DoS/IN-SPACe is the convener and pertaining to overall planning and execution of Satellite related policies and projects in India.</li> <li>7. Coordinating SATCOM bandwidth demand from BharatNet, BSNL &amp; other entities including USOF projects that provide remote area connectivity through SATCOM e.g, for A&amp;N Islands, Lakshadweep, North-East, J&amp;K etc.</li> <li>8. Participating in Inter-Government bodies in SATCOM related activities viz. ITSO, Inter-Sputnik, IMSO and ITO</li> <li>9. Coordination in DoT regarding NavIC -Navigation with Indian Constellation through Indian Regional Navigation Satellite System (IRNSS)</li> <li>10. Coordination with TEC on interface requirement for Satellite Systems.</li> <li>11. Disseminating information related with various products/services offered by organizations of DoT to other Central Ministries/Departments and Government of States/Uts.</li> <li>12. Handling all related matters like court-cases, PQs, RTI cases, coordination with other departments/organisations pertaining to the subjects mentioned above.</li> </ul>

Office	Divisions	Division Responsibilities
DOT_HQ	Coordination & Administration (C&A)	1. Managing coordination and administration of DoT
DOT_HQ	Joint Secretary Telecom JS(T)	1. Managing various project in wired and wireless technologies.
DOT_HQ	National Broadband Mission (NBM)	1. Managing NBM mission
DOT_HQ	Security	1. Managing security aspects of Indian telecom sector
DOT_HQ	Accounts	1. Handling Accounting 2. Managing Digital Finance Activities 3. Monitoring of CAG & PAC Paras and Coordination of Internal Audit of all Wings of DoT by O/o CGCA
DOT_HQ	Licensing Finance (LFA) Wing	1. Collecting licensing fees from telecommunications service providers and operators. 2. Analyzing the financial aspects of telecommunications licensing, including identifying potential revenue sources and assessing the financial viability of new license applications. 3. Preparing the budget and financial forecasts for the department and ensuring that the department's financial goals are met. 4. Auditing the financial records of telecommunications service providers and operators to ensure compliance with licensing agreements and regulations. 5. Managing the revenue generated from telecommunications licensing and ensuring that the revenue is allocated in an efficient and effective manner. 6. Ensuring that telecommunications service providers and operators comply with the financial and other regulatory requirements of their licenses. 7. Monitoring the performance of the licensees and taking appropriate action in case of non-compliance of license conditions. 8. Approving tariffs of telecom service providers as per the regulatory framework.
DOT_HQ	Licensing Finance Policy (LFP)	1. Examination of proposals related to Policy matters of UL/UASL-UL-VNO/other licenses in Department of Telecommunications. 2. Examination of Policy matters related to M&A (Merger & Acquisition), Insolvency etc. 3. Policy issues pertaining to LF assessment of Decentralized Licenses of Department of Telecommunications. 4. Issue of guidelines related to Bank Guarantees of Telecom Licenses. 5. Scrutiny applications for obtaining license received from Licensing wings of DoT. 6. Replies to questions/ Parliament related issues/Audit related issues/VIP references etc. 7. Replies to RTI Redressal of Public Grievances. 8. Dealing with Court cases in Supreme Court related to License Fee, Bank Guarantee, Insolvency and other related dues of Department of Telecom 9. Dealing with Court cases in High Court related to License Fee, Bank Guarantee, Insolvency and other related dues of

Office	Divisions	Division Responsibilities
		<p>Department of Telecom</p> <p>10. Dealing with Court cases in TDSAT cases related to License Fee, Bank Guarantee , Insolvency and other related dues of Department of Telecom</p> <p>11. Dealing with Court cases in NCLT/NCLAT related to Insolvency and Bankruptcy filed by Telecom Companies</p> <p>12. Dealing with Debt Recovery Tribunal cases related to Insolvency and Bankruptcy filed by Telecom Companies before various High Courts.</p> <p>13. Updating Court Cases in LIMBS and SARAS Portal.</p>
DOT_HQ	PSU Firm	<p>1. Handling Financial matters of Public Enterprises</p>
Controller General Of Communication Accounts (CGCA)	--	<p>1. In pursuance of the Cabinet decision on 1st Cadre Review of Indian Post &amp; Telecommunications Accounts and Finance Service (IP &amp; TAFS) Group: "A" notified vide OM no 03-09-2015 SEA-I dated 10-11-2016, the President was pleased to create O/o The Controller General of Communication Accounts (CGCA), an attached office of DoT.</p> <p>2. The CGCA will be an apex level in-cadre post of (IP&amp;TAFS) Group: "A" Cadre.</p> <p>3. The CGCA shall report to the Member (Finance), Digital Communications Commission.</p> <p>4. The CGCA shall monitor the functions delegated by DoT Hqs. to the field offices (viz. Pr. CsCA/CsCA) under the overall supervision and control of Member ( F).</p> <p>5. The CGCA shall also be entrusted with the function of cadre management of Group 'C' officials posted in the aforesaid field units.</p> <p>6. The CGCA will be responsible for co-ordination, recruitment, recruitment rules etc. for the Group 'C' cadre.</p> <p>7. CGCA will also carry out internal audit of Pr. CCA/CCA offices and other DoT units such as TERM Cells etc.</p>
DOT_HQ	Training Finance	<p>1. Monitoring and handling training matters of DoT finance wing</p>
DOT_HQ	Wireless Planning & Finance (WPF)	<p>1. Managing Wireless revenue</p> <p>2. Economic management of Spectrum and conduct of Spectrum Auction</p> <p>3. Budget Management and Internal Financial Advice (IFA) related work w.r.t WPC / WMO</p> <p>4. Economic management of and financial aspects of Satellite based Communications Services</p> <p>5. Handling Legal cases</p>
National Institute of Communication Finance (NICF)	Telecom Finance Research Unit	<p>1. The NICF caters to the training needs of officers in the Department of Telecom at varying levels of seniority and at different stages of their career.</p> <p>2. It is an apex level training institute, operating under the aegis of the Department of Telecommunications, Ministry of Communications, which caters to the training needs of Indian Posts and Telecom Accounts and Finance Service (IP&amp;TAFS) officers.</p>
National Institute of Communication Finance (NICF)	National Institute of Communication Finance (NICF)	<p>1. The NICF caters to the training needs of officers in the Department of Telecom at varying levels of seniority and at different stages of their career.</p> <p>2. It is an apex level training institute, operating under the aegis of the Department of Telecommunications, Ministry of Communications, which caters to the training needs of Indian Posts and Telecom Accounts and Finance Service (IP&amp;TAFS) officers.</p>

Office	Divisions	Division Responsibilities
Controllers of Communication Accounts (CCA)	Pension Sanction & Disbursal	1. The offices of DoT Cells were created on 01.10.2000 due to the corporation of the Department of Telecom Operation and the Department of Telecom Services. These units were created, co-terminus to the territorial/ancillary telecom circle headquarters to ensure government presence for settlement of retirement/pensionary benefits like; pension, commutation of pension, DCRG etc. of the BSNL employees.
Controllers of Communication Accounts (CCA)	Jt CCA	1. The offices of DoT Cells were created on 01.10.2000 due to the corporation of the Department of Telecom Operation and the Department of Telecom Services. These units were created, co-terminus to the territorial/ancillary telecom circle headquarters to ensure government presence for settlement of retirement/pensionary benefits like; pension, commutation of pension, DCRG etc. of the BSNL employees.
Controllers of Communication Accounts (CCA)	Revenue	1. License Fee Collection 2. Scrutiny of Documents & Verification of deductions 3. CCA offices are also responsible for maintenance of Performance and Financial Bank Guarantees of above-mentioned licenses and ensure encashment for non-renewal and non-fulfillment of terms and conditions of respective License Agreements. 4. CCA offices are also responsible for maintenance of Performance and Financial Bank Guarantees of above-mentioned licenses and ensure encashment for non-renewal and non-fulfillment of terms and conditions of respective License Agreements.
Controllers of Communication Accounts (CCA)	Pension	1. With the promulgation of Rule 37(A) of the CCS Pension Rules, the government has a critical role in the payment of pension to the erstwhile government servants absorbed in the PSU. The CCA Unit is responsible for budgeting of pension expenditure and authorization of retirement benefits on CDA and IDA pay scale. 2. The CCA offices carry out the functions of collection, scrutiny and monitoring of the amounts to be received as pension contribution and leave salary by the Government.
Controllers of Communication Accounts (CCA)	Pension Disbursement Authority (PDA)	1. Monitoring Pension Disbursement 2. DLC Maintenance 3. Correspondence Assistance 4. Bank Migration 5. Income Tax Assessment
Controllers of Communication Accounts (CCA)	Pension Voucher Audit (PVA)	1. Pension Voucher Audit 2. Correspondence Assistance
Controllers of Communication Accounts (CCA)	Universal Service Obligation (USO)	1. The USO Fund of India in the sector came into existence on 01.04.2002. It is funded by way of contributions from the various service providers and presently the universal service levy stands at 5% of the adjusted gross revenue (AGR). The fund in India, which is one of the largest in the world is disbursed and monitored at the State level by the offices of CCAs. While performing the USO functions, the CCAs are verifying the claims before the funds are disbursed. They also carry out physical inspection and monitoring, for establishment the veracity of claims. CCA Offices have been designated by USO Fund Administration as facilitates to liaise with State Government, IPs, USPs, Distant Administration, local bodies to ensure timely



Office	Divisions	Division Responsibilities
		roll out of mobile phase I scheme within their jurisdiction wherein approximately 7871 towers are being installed in remote and rural areas.
Controllers of Communication Accounts (CCA)	Pay and Accounts Office (PAO)	1. CCA office is the basic unit of departmentalized accounts organization and performs the PAO and DDO functions for field offices like TERM, WMO and RLO.
Controllers of Communication Accounts (CCA)	General Provident Fund (GPF)	1. The CCA offices are also responsible for maintenance for GPF, long term loans and advances and their recovery/accounting.
Controllers of Communication Accounts (CCA)	Vigilance	1. The CCA Offices have been exercising post audit on the disbursement made by the designated banks and post offices on account of the pension and allied benefits to the pensioners.
Controllers of Communication Accounts (CCA)	Establishment & Administration	1. The CCAs are performing DDO functions for WMO and VTMs, the field offices of DoT. Apart from carrying out other administrative functions as the Head of the Departments (HOD), the CCAs also handle court cases at field level where the Government of India is a party in matters of license fee, spectrum charges, pension, absorption issues etc. The CCA offices are also conducting Pension Adalats to settle the pension related grievances at a single forum that was not hitherto available to them.
Controllers of Communication Accounts (CCA)	Asset Management	<ol style="list-style-type: none"> <li>1. Management &amp; supervision of Assets</li> <li>2. Planning effective management of assets</li> <li>3. Clerical Assistance</li> </ol>
Controllers of Communication Accounts (CCA)	Internal Audit (I.A)	<ol style="list-style-type: none"> <li>1. Regulating the telecommunications sector in India</li> <li>2. Protecting the interests of consumers</li> <li>3. Promoting and encouraging competition in the telecommunications sector</li> <li>4. Promoting efficient use of resources</li> <li>5. Promoting investment in the telecommunications sector</li> <li>6. Maintaining transparency and accountability in the telecommunications sector</li> </ol>
DOT_HQ	USOF Finance	1. Dealing with the financial matter related to USOF
Controller General Of Communication Accounts (CGCA)	Budget & Accounts	<ol style="list-style-type: none"> <li>1. Budget of CGCA Office.</li> <li>2. Monitoring of budget and expenditure of all CCA Office.</li> </ol>
Controller General Of Communication Accounts (CGCA)	Revenue	1. Revenue of CGCA Office.
Controller General Of Communication Accounts (CGCA)	M&C	1. Coordination of CGCA Office.



Office	Divisions	Division Responsibilities
Wireless Monitoring Organization (WMO)	WMO HQ (Mon)	<ol style="list-style-type: none"> <li>1. Satellite Spectrum Management and Coordination</li> <li>2. Compliance and coordination with ITU</li> <li>3. Spectrum Monitoring</li> <li>4. License Issuance</li> <li>5. Technical Inspection of Licensed Wireless users/ Installations</li> </ol>
Wireless Monitoring Organization (WMO)	WMO HQ (SAT)	<ol style="list-style-type: none"> <li>1. Satellite Spectrum Management and Coordination</li> <li>2. Compliance and coordination with ITU</li> <li>3. Technical Inspection of Licensed Wireless users/ Installations</li> <li>4. Training Management</li> </ol>
Wireless Monitoring Organization (WMO)	WMO HQ (Admin)	<ol style="list-style-type: none"> <li>1. Grievance Redressal</li> <li>2. Handling RTI queries</li> <li>3. Training and Skill development</li> <li>4. Event Management</li> <li>5. Handling establishment matters</li> </ol>
Wireless Monitoring Organization (WMO)	WMO HQ (PI)	<ol style="list-style-type: none"> <li>1. Procurement of Good and services</li> <li>2. Material management</li> </ol>
Wireless Monitoring Organization (WMO)	Regional HQs	1. RHQs in 4 metros provide logistic and strategic support to WMSs/ IMSs within their jurisdiction, besides carrying out supervisory function.
Wireless Monitoring Organization (WMO)	International Monitoring Station (IMS)	1. WMS and IMS stations carry out radio frequency signals monitoring in the entire MF, HF, VHF, UHF & Microwave Radio Frequency spectrum ranges
Wireless Monitoring Organization (WMO)	Wireless Monitoring Stations (WMS)	1. WMS and IMS stations carry out radio frequency signals monitoring in the entire MF, HF, VHF, UHF & Microwave Radio Frequency spectrum ranges
Wireless Monitoring Organization (WMO)	International Satellite Monitoring Earth Station (ISMES - Jalna)	1. Regulation of the satellite spectrum within the limits of permissions or licenses is accomplished by WMO mainly through its International Satellite Monitoring Earth Station (ISMES) at Jalna, Maharashtra, which continuously monitors the satellite occupancy in Geostationary satellite orbit arc over India ranging from 20 degree east to 140-degree East in S-band, Lower C band, C Band, Extended C band and Ku Band. ISMES Jalna also has capability to analyze the signal in Real Time Mode which is useful in identifying the interfering signal.
Wireless Monitoring Organization (WMO)	Wireless Monitoring Training and Development Centre (WMTDC)	1. Training and Development Center, at Delhi, conducts training courses for fresh IRRS Engineers/recruits inducted every year through Group "A" UPSC Engineering Services Examinations and other radio monitoring personals viz. Junior Wireless Officers (JWOs) inducted through SSC Examination. It also conducts specialized programs to prepare examiners for the RTR (Aero) examinations and the GMDSS GOC examinations, conducted by the Ministry from time to time as per the schedule.
Wireless Planning and Coordination (WPC)	Wireless Adviser (WA)	<ol style="list-style-type: none"> <li>1. All matters related to Radiocommunication Bureau of International Telecommunications Union (ITU-R) on issues related to radio frequency management including satellite orbital resources.</li> <li>2. Preparation of National Frequency Allocation Plan considering the changes in ITU Radio Regulations and National Requirements for spectrum.</li> </ol>

Office	Divisions	Division Responsibilities
		<ol style="list-style-type: none"> <li>3. Auction of spectrum to Access Service Providers and also post auction management of spectrum through harmonization, trading, sharing etc.</li> <li>4. Delicensing of frequency bands to promote and facilitate innovation and R&amp;D in Emerging wireless technologies</li> <li>5. All matters related to CAG audit on spectrum management</li> <li>6. International and Regional Coordination with other countries on all matters related to radiocommunications on behalf of Govt. of India.</li> <li>7. Inter-Ministerial Coordination to carve out additional spectrum for emerging spectral efficient radio technologies.</li> <li>8. Administration of Indian Telegraph Act-1885 and Indian Wireless Act</li> </ol>
Wireless Planning and Coordination (WPC)	Admin Coordination (AC)	<ol style="list-style-type: none"> <li>1. General Administration of WPC Wing</li> <li>2. Dealing with CAG audit</li> <li>3. Management of Public Grievances</li> <li>4. Coordination with various wings of DoT</li> <li>5. Coordination within WPC Wing</li> </ol>
Wireless Planning and Coordination (WPC)	National Regulation (NG)	<ol style="list-style-type: none"> <li>1. Regulatory oversight of activities related to radio Spectrum</li> <li>2. Monitoring ITU, IEEE/ BIS/TSDSI. Etc. standards/ recommendations</li> <li>3. Framing of new rules, policies etc. for efficient spectrum management under the Indian Telegraph Act, 1885 &amp; Indian Wireless Telegraphy Act, 1933</li> <li>4. Administrative matters such as reporting and reviewing of APAR, assessment of Monthly Reports, handling of RTI Cases etc.</li> </ol>
Wireless Planning and Coordination (WPC)	Satellite	<ol style="list-style-type: none"> <li>1. Authorize/ recommend new and additional frequency assignment to users for satellite-based communication.</li> <li>2. Filing of Frequency/Orbit Filing from Indian Administration with ITU</li> <li>3. Management of Satellite related Interferences</li> <li>4. Participation in ITU study groups pertaining to Satellite.</li> <li>5. Participation in APT study groups pertaining to Satellite(AWG and APG)</li> </ol>
Wireless Planning and Coordination (WPC)	Spectrum Coordination and Frequency Allocation	<ol style="list-style-type: none"> <li>1. Formulation policies pertaining to SACFA</li> <li>2. Issue of SACFA Clearance</li> <li>3. Software management</li> <li>4. Incorporating Policy changes in software</li> <li>5. Coordination with various Department for IT related matters</li> </ol>
Wireless Planning and Coordination (WPC)	International Mobile Telecommunications	<ol style="list-style-type: none"> <li>1. Policy Making for allocation of spectrum to IMT services</li> <li>2. Auction of Spectrum</li> <li>3. Harmonization of Spectrum and Administrative allocation of spectrum for TSPs, PMRTS, ISP</li> <li>4. Participation in ITU and APT study groups pertaining to terrestrial services</li> <li>5. Handling of Court Cases and matter related to Parliamentary issues</li> </ol>
Wireless Planning	Terrestrial group	<ol style="list-style-type: none"> <li>1. Assignment of new and additional frequency to users above 806 MHz</li> </ol>

Office	Divisions	Division Responsibilities
and Coordination (WPC)		<ol style="list-style-type: none"> <li>2. Assignment of new and additional frequency to State police organizations/Security agencies/Central Paramilitary forces</li> <li>3. Frequency authorization to MEA for foreign delegates/ VVIP visits</li> <li>4. Interference Management of terrestrial Services</li> <li>5. Participation in ITU study groups</li> <li>6. Participation in APT study groups pertaining to terrestrial services (AWG and APG)</li> </ol>
Wireless Planning and Coordination (WPC)	Certificate of Proficiency	<ol style="list-style-type: none"> <li>1. Management of Radio Telephony Restricted Examination</li> <li>2. Management of GMDSS General Operator Certificate (GOC)</li> <li>3. Management of Amateur (HAM)</li> <li>4. Management of Restricted Operator Certificate</li> <li>5. Recommend matters related to ITU Radio Regulations for Aeronautical and Maritime issues, ICAO and IMO provisions, participation in concerned ITU Study Group/Working Party meetings and APT meetings</li> </ol>
Wireless Planning and Coordination (WPC)	Regional. Licensing Office	<ol style="list-style-type: none"> <li>1. License Administration for below:               <ol style="list-style-type: none"> <li>i. Aero Mobile Station (AMS) License</li> <li>ii. Captive Radio Paging License</li> <li>iii. Demonstration License</li> <li>iv. Equipment Type Approval Certificate</li> <li>v. Experimental license</li> <li>vi. GMDSS GOC License</li> <li>vii. Import License</li> <li>viii. Maritime Mobile Station (MMS) License</li> <li>ix. Maritime Mobile (Fishing Boat) License</li> <li>x. RTR(A) certificate</li> <li>xi. UHF Short Range (USR) Hand-Held Radio License</li> </ol> </li> <li>2. Handling Administrative Matters</li> <li>3. Conducting RTR(Aero) Examination</li> <li>4. Co-ordination with various section of WPC and all other departments &amp; organizations</li> </ol>
Wireless Planning and Coordination (WPC)	International Spectrum Regulation	<ol style="list-style-type: none"> <li>1. Management of National Preparatory Committee activities for World Radiocommunication Conference (WRC)</li> <li>2. Management of National Study Groups activities corresponding to ITU-R</li> <li>3. Protection of India's radiocommunication interests at international level</li> <li>4. Revision of National Frequency Allocation Plan</li> </ol>
Wireless Planning and Coordination (WPC)	Private Group	<ol style="list-style-type: none"> <li>1. Assignment of new and additional frequency to users below 806 MHz for frequency assignment for Land-Mobile Services.</li> <li>2. New and additional frequency assignment to community radio service (FM band)</li> <li>3. Interference Management of Terrestrial Services</li> <li>4. Participation in ITU study groups</li> <li>5. Participation in APT study groups pertaining to terrestrial services (AWG and APG)</li> </ol>



# Capacity Building Commission, Government of India

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## Annexure 2 – Details of the trainings conducted in DoT (in addition to the regular induction and MCTP (Mid-Career Training Programme) courses for Grp A, B & C officers)

	<b>NTIPRIT</b>	<b>NICF</b>	<b>WMTDC</b>
<b>No. of trainings conducted</b>	48 workshops were conducted between March 2021 and December 2022 through online and offline modes	<ul style="list-style-type: none"> <li>123 trainings are planned between April 2022 and March 2023</li> <li>While majority of the trainings are planned in NICF office, some are also planned in DoT offices, IIPA, IIM and AJNIFM and through online modes</li> </ul>	14 training programs were conducted between January 2020 to November 2022 through online and offline modes
<b>Webinars</b>	75 Webinars on functional and domain competency trainings were conducted between April 2020 and December 2022 on multiple aspects	24 Webinars on behavioral, functional and domain competency trainings are planned between April 2022 and March 2023	-
<b>Behavioral competency trainings</b>	<ul style="list-style-type: none"> <li>Leadership Programme for Senior most DoT Officers</li> <li>Competency Development Programme Phase-I</li> </ul>	1 to 3 days workshops for Group B&C officers are planned on following aspect: <ul style="list-style-type: none"> <li>Gender sensitisation</li> </ul> Webinars are planned on following training such as <ul style="list-style-type: none"> <li>Leadership</li> <li>Team building</li> <li>Communication skill</li> <li>Presentation skill</li> </ul>	-
<b>Functional competency trainings</b>	<ul style="list-style-type: none"> <li>Preventive Vigilance</li> <li>Role of IO/PO</li> <li>JTO to AD Upgradation course</li> <li>Telecom frauds and role of Telecom Officers</li> <li>CMS/ IMS</li> </ul>	1 to 3 days workshops for Group B&C officers are planned on following aspects: <ul style="list-style-type: none"> <li>PFMS</li> <li>GeM</li> <li>Understanding financial statement</li> <li>Internal audit</li> </ul>	<ul style="list-style-type: none"> <li>Noting Drafting and Technical report writing for AO, TOA, Stenographers</li> <li>Inspection of Licenses &amp; Installation, Enforcement and Other Relevant Acts</li> </ul>

	<b>NTIPRIT</b>	<b>NICF</b>	<b>WMTDC</b>
	<ul style="list-style-type: none"> <li>• ISMS Internal Auditor</li> <li>• Licensing Provisions and Experience sharing with ISPs</li> <li>• Compliance Monitoring of License Conditions</li> <li>• Trusted Source Framework for LSA nodal officers &amp; OEMs</li> <li>• Material Management</li> <li>• Fundamental of Noting &amp; Drafting</li> </ul>	<ul style="list-style-type: none"> <li>• NPS</li> <li>• Pension</li> <li>• RTI</li> <li>• Noting, drafting &amp; office procedure</li> <li>• SAMPANN</li> <li>• Record management</li> <li>• Archival administration and weeding out</li> <li>• Advanced excel</li> <li>• SARAS &amp; LF</li> <li>• USOF</li> <li>• MS office</li> <li>• CSI</li> <li>• GST</li> <li>• Legal issues pertaining to license fee</li> <li>• APARs</li> <li>• DPC procedure</li> <li>• Establishment rules</li> <li>• Administrative vigilance &amp; preventive vigilance</li> </ul> <p>Webinars are planned on following trainings such as</p> <ul style="list-style-type: none"> <li>• Cybercrime</li> <li>• Drafting of charge sheet and disciplinary proceedings</li> <li>• SAMPANN</li> <li>• Service book and its verifications for pension settlement</li> <li>• GeM overview and direct purchase on GeM</li> </ul>	<ul style="list-style-type: none"> <li>• Training on Vigilance Administration &amp; related aspects</li> </ul>

	NTIPRIT	NICF	WMTDC
		<ul style="list-style-type: none"> <li>• Procedure for procurement through e-bidding on GeM</li> <li>• RTI act</li> <li>• Budget preparation, personal claim</li> <li>• Digital payments</li> <li>• GPF rules</li> </ul>	
<b>Domain competency trainings</b>	<ul style="list-style-type: none"> <li>• 5G</li> <li>• Cyber security</li> <li>• Broadband for all: Handling RoW in the execution of projects- for Central Government Ministries / Organizations</li> <li>• IoT Technologies and Use Cases in Telecom</li> <li>• 5G Security Issues and Security Testing</li> <li>• Advanced Optical Communication</li> <li>• IT Security Implementation</li> <li>• URL Blocking management</li> <li>• Tools and tester for rolling out testing</li> <li>• QoS testing and EMF measurement</li> <li>• Conformity assessment of Telecom Equipment</li> <li>• Geospatial Mapping of Telecom Infra under GatiShakti</li> <li>• Trusted Sources Framework for Network Equipment</li> <li>• IoT and Cloud Computing</li> <li>• PM GatiShakti NMP Portal</li> </ul>	<p>1 to 3 days workshops for Group B&amp;C officers are planned on following aspects:</p> <ul style="list-style-type: none"> <li>• 5G/ New technology</li> <li>• Spectrum management policy</li> </ul> <p>Webinars are planned on trainings such as</p> <ul style="list-style-type: none"> <li>• Spectrum management: key to India</li> <li>• CCS conduct rules</li> <li>• Data science and its application in telecommunications</li> <li>• New pension scheme</li> <li>• Basis of Artificial Intelligence</li> </ul>	<ul style="list-style-type: none"> <li>• Inspection of Licenses &amp; Installation, Enforcement and Other Relevant Acts</li> <li>• Policy for Access Spectrum assignments and issues therein</li> <li>• Wireless Planning and Coordination Wing (WPC) Licenses &amp; Equipment Type approval Certificate</li> <li>• Radio Frequency Monitoring &amp; related aspects” for DCPW personnel</li> </ul>

	<b>NTIPRIT</b>	<b>NICF</b>	<b>WMTDC</b>
	<ul style="list-style-type: none"> <li>• Transition to IPv6 in India</li> <li>• Preparatory Phase of Network &amp; Mobile Security in CDP</li> <li>• Framework Artificial Intelligence in Telecom Sector</li> <li>• Green Telecom &amp; E- waste Management</li> <li>• Telecom Security hands on course (TS-201)</li> <li>• IMS security and attacking telecom infrastructure (T-250)</li> <li>• Telecom Security Basic</li> <li>• Python Course-Big Data Analytics</li> <li>• 5G Telecom Security hands- on course</li> <li>• Measurement of EMF Emission in Mobile Access Network</li> <li>• Experiencing 5G Testbed and Future Ahead: IIT Madras</li> </ul>		
<b>Other aspects</b>	<ul style="list-style-type: none"> <li>• Apart from these, NTIRPRIT also has conducted 12 Mid-Career Training Programmes (MCTPs) between September 2021 and December 2022</li> <li>• Multiple certification courses in domain areas are given for international participants</li> </ul>	<ul style="list-style-type: none"> <li>• Probationers training for Group A officers are planned</li> </ul>	<ul style="list-style-type: none"> <li>• Induction Training Program of IRRS Gr 'A' &amp; 'B' Officers</li> </ul>



## Annexure 3 – List of overall competencies needed across the Department

### Behavioral Competencies

S No.	Competency Name	S No.	Competency Name	S No.	Competency Name
1	Adaptability and Flexibility	12	Decision Making	23	Ownership and Accountability
2	Attention to Details	13	Diversity and Inclusion	24	Planning and organizing
3	Collaboration and Coordination	14	Effective Delegation	25	Problem Solving
4	Communication Skills	15	Handling Difficult Situations	26	Respect, Empathy, and Compassion
5	Confidentiality	16	Interpersonal Effectiveness	27	Result Orientation
6	Conflict Management	17	Leadership	28	Safe & Positive Work Environment
7	Consultation & Consensus Building	18	Negotiation	29	Self-motivation and Initiative
8	Continuous Improvement	19	Networking Skills	30	Strategic and Analytical thinking
9	Creativity and Innovation	20	Openness and Integrity	31	Team / People Management
10	Crisis Management	21	Organizational Awareness	32	Time Management
11	Critical Thinking and Analysis	22	Customer/ Citizen Centricity		

## Functional Competencies

S No.	Competency Category	Competency Name
1	General	Administration and Establishment
2		Alliance Metrics and Value Measurement
3		Arbitration Rules
4		Asset Lifecycle Management
5		Audit and Assurance
6		Budgeting, Accounting & Financial Management
7		Business Intelligence and Analytics
8		Change Management
9		Contract management
10		Corporate Relationship Management
11		Crisis Management
12		Data Management and Analysis
13		Data Quality and Governance
14		Digital Literacy and Fluency
15		Dispute Resolution
16		Environmental Health and Safety
17		Event Management
18		Financial Reporting
19		FR & SR
20		GFR
21		Government/ public procurement
22		Grievance Redressal Mechanism
23		Handling Correspondence
24		Handling of VIP References

S No.	Competency Category	Competency Name
25		Human Resource Management
26		Innovation Management
27		Inter-Ministerial Consultation
28		International Relations and Management
29		Inventory Management
30		Legislative Drafting
31		Litigation Management
32		Maintenance of Telecom Bank Guarantees (BG)
33		Material & Service Management
34		Mission Karmayogi
35		Performance Management
36		Policy Formulation and Implementation
37		Preparation of Counter Affidavit
38		Presentation Skills
39		Product Development
40		Project/ Program Management
41		Prosecution Management
42		Public Relation Management
43		Quality Assurance
44		Record Management
45		Report Writing and Documentation
46		Research Management
47		Resource Management
48		Risk Management
49		Roster Maintenance
50		Stakeholder Management
51		Strategic Planning and Management
52		Tendering & Procurement

S No.	Competency Category	Competency Name	
53	Digital Tools and Platforms	Training and Skill Development	
54		Vigilance Administration	
55		CPGRAM Portal	
56		DPE Portal	
57		e - Office	
58		eHRMS	
59		E-Publishing & CPP Portal; E-Procurement	
60		GeM portal	
61		NITI Aayog Dashboard	
62		OOMF	
63		Public Financial Management System (PFMS)	
64		Social Media	
65		Video Conferencing solutions	
66		Rules, Policies and Procedures	National Building Code instructions
67			NDCP 2018
68	Audit Manual		
69	Cabsec procedures		
70	Cadre Structure – ITS, IRRS and IP& TAFS		
71	Central Administrative Tribunal (CAT)		
72	Central Civil Service Rules		
73	Central Government Health Scheme (CGHS) Rules		
74	Central Vigilance Commission (CVC) Guidelines		
75	Claim Settlement		
76	Classification, Control and Appeal Rules		
77	Company's Act, Law, Insolvency process and SEBI guidelines		
78	Conduct Rules		
79	Contracts & Labor Laws		
80	Court Procedures		

S No.	Competency Category	Competency Name
81		CPSEs Management and their organization structure
82		Criminal Procedure Act and procedures
83		Customs Rules
84		Delegation of Financial Powers (DFPR) Rules
85		Directorate of Advertising & Visual Publicity (DAVP) Rules
86		Disciplinary Proceedings
87		Disposal of cases
88		DoE Guidelines
89		DPE MoU and Guidelines (targets and dividend)
90		DPE/SEBI/ DIPAM/ DEA guidelines
91		Drawing and Disbursing Officer (DDO) Manual
92		DVR Rules
93		Fire Safety Rules
94		First Aid Manual
95		General limitations on power to sanction expenditure
96		General Provident Fund (GPF) Rules
97		Government Rules and DoLA Guidelines
98		GST & TDS rules
99		Guidelines for e-Gazette
100		Guidelines on Public Grievances (DARPG_)
101		Guidelines regarding Board Level Appointments
102		Income Tax (Rules)
103		International Arbitration proceedings
104		IPC / Cr PC
105		IPR Act
106		IT Act
107		Legal & Judicial Procedures & Processes
108		Labor Laws

S No.	Competency Category	Competency Name
109		Leave Rules
110		LTC Rules
111		Manual of Office Procedure (MoP)
112		Medical Rules
113		National Pension Scheme (NPS) Rules
114		Parliamentary Procedures
115		Pay & Accounts Office (PAO) Manual
116		Pay Rules
117		Pension Rules
118		Performance Appraisal Report Rules
119		Powers to sanction works
120		Prevention, Prohibition and Redressal Act, 2013
121		Procedure for execution of works
122		Process for seeking approvals
123		Process of seeking approvals before attending AGM
124		Process of seeking exemption
125		Provision of funds by Parliament: Demands for Grant and Union Budget
126		Recruitment Rules
127		Regulatory requirements and guidelines
128		Reserved Items and other Purchase/Price Preference Policy
129		Right to Information (RTI) Act
130		RTI Implementation - CAPIO, CPIO and Appellate Authority
131		Service Book
132		TDS Provisions and Statutory returns (GST Act)
133		Terminal Benefits
134		Transfer Rules
135		Travelling Allowance Rules

## Domain Competencies

S. No.	Competency Category	Competency Name
1	Technology	Access Network - 2G/ 3G
2		Access Network - 4G
3		Access Network - 5G
4		Access Network - Air-fibre
5		Access Network - Antenna Systems
6		Access Network - Fixed Access Technologies (eg. FTTX)
7		Access Network - Frequency measurement
8		Access Network - Li-Fi
9		Access Network - RF cables/connectors
10		Access Network - Wi-Fi 4/ 5/ 6/ 6E/ 7, WiGig
11		Access Network: Optical Transceivers
12		Bottlenecks in SATCOM proliferation
13		Civil & Power Infrastructure - Battery, Power Plant, E/A, Inverter, Earthing
14		Civil & Power Infrastructure - Diesel Generator
15		Civil & Power Infrastructure - Electrical Substation
16		Civil & Power Infrastructure - Fire Protection
17		Civil & Power Infrastructure - HVAC
18		Civil & Power Infrastructure - Lift Technologies
19		Civil & Power Infrastructure - Lighting
20		Civil & Power Infrastructure - New development in Building Services
21		Civil & Power Infrastructure - Renewable energy sources and related technologies
22		Civil & Power Infrastructure - Green Building
23		Civil & Power Infrastructure - Green Telecom
24		Conditional Access System (CAS) & Subscriber Management System (SMS)

S. No.	Competency Category	Competency Name
25		Core Backhaul Network - Submarine Cables
26		Cyber range
27		Data Communication - Data Communication Concepts - (OSI Layers, protocols, etc.)
28		Emerging Areas - Open RAN
29		Emerging Areas - Robotic Process Automation (RPA)
30		Emerging Technologies - 6G
31		Emerging Technologies - Artificial intelligence/ Machine Learning (AI/ML)
32		Emerging Technologies - Big Data Analytics
33		Emerging Technologies - Blockchain
34		Emerging Technologies - Broadcasting and Convergence
35		Emerging Technologies - Cloud Computing
36		Emerging Technologies - Data Structures, Data analytics, Data Mining, Data base Management, Hadoop
37		Emerging Technologies - Edge Computing
38		Emerging Technologies - Extended Reality - Augmented, Virtual and Mixed Reality (AR/VR/MR)
39		Emerging Technologies - Free Space Optical Communication (FSOC)
40		Emerging Technologies - Internet of Things (IoT)
41		Emerging Technologies - Optical Transmission Technology (TERA hertz)
42		Emerging Technologies - Quantum Computing
43		Emerging Technologies - Smart Solutions
44		Information Technology (IT) - Computer Network/ Data Network
45		Information Technology (IT) - Operating System (OS)
46		Information Technology (IT) & Security - Biometric Application
47		Information Technology (IT) & Security - CDR, IPDR, SDR, command logs, activities log
48		Information Technology (IT) & Security - Cryptography
49		Information Technology (IT) & Security - Data Backup & Protection
50		Information Technology (IT) & Security - Database Management System



S. No.	Competency Category	Competency Name
51		Information Technology (IT) & Security - Digital evidence seizure, File imaging & system capture
52		Information Technology (IT) & Security - Disk forensics, Memory Forensics
53		Information Technology (IT) & Security - Domain Name Server
54		Information Technology (IT) & Security - Encryption & Hashing
55		Information Technology (IT) & Security - Ethical Hacking, Vulnerability Analysis and Penetration Testing
56		Information Technology (IT) & Security - Firewalls, Antivirus, IPS, IDS, log analyser - configurations and security controls
57		Information Technology (IT) & Security - Information Security Management System (ISMS)
58		Information Technology (IT) & Security - Live endpoint forensics, Network Element forensics, Multimedia forensics
59		Information Technology (IT) & Security - Malware Analysis Protection
60		Information Technology (IT) & Security - Mobile Device Security & Forensics
61		Information Technology (IT) & Security - Physical Security
62		Information Technology (IT) & Security - Security Incidence management
63		Information Technology (IT) & Security - Software/ Platform as a Service (SaaS & PaaS)
64		Information Technology (IT) & Security - Source code analysis, protocol fuzzing
65		Information Technology (IT) & Security - Traffic segregation to identify Network Attacks like scanning, Sniffing, Spoofing, Trojans, and DoS Attacks
66		Information Technology (IT) & Security - Understanding Privacy Preserving Architecture, techniques
67		Information Technology (IT) & Security - Wi-Fi Security
68		International Standards and Standard Organizations for various Telecom and ICT products
69		Location Tracking technology
70		Market Landscape - Digital Communication index & ICT Development index
71		Market Landscape - E-Governance
72		Market Landscape - Promoting ICT usage for Social economic growth
73		Market Landscape - Quality of service issues in the telecom service sector

S. No.	Competency Category	Competency Name
74		Market Landscape - Regulatory environment and systems in the telecom sector
75		Market Landscape - Strength & Weakness of Organization & Market Opportunities
76		Market Landscape - Understanding of revenue land map
77		Noise measurement
78		Power Measurement
79		Programming languages - C & C ++ Programming
80		Programming languages - Java Programming
81		Programming languages - Linux
82		Programming languages - Python Programming
83		Programming languages - Understanding of Algorithms, Logic Design, Statistical Models
84		Quality Assessment and Drive test
85		Research & Development Ecosystem
86		Satellite Technologies - Satellite Communication
87		Satellite Technology - Radio Frequency Bands, satellite monitoring techniques, Telecom licenses
88		Satellite Technology - Role of Communication tech in different phases of DM; Satellite phones
89		Satellite Tracking - Satellite Tracking mechanism
90		Spectrum Management
91		Spillage Signal measurement
92		Spoofed or malicious Application analysis and Blocking, VPN Blocking
93		Start-Up Ecosystem and Government Initiative
94		Telecom Numbering Resource Management
95		Telecom Security - Fraud Management System
96		Telecom Security - IP Multimedia System (IMS)
97		Telecom Security - ISP Network
98		Telecom Security - Lawful Interception
99		Telecom Security - NOC/ SOC
100		Telecom Security - Telecom Network Forensics

S. No.	Competency Category	Competency Name
101		Telecom Security - Telecom Security Operation Center (TSOC)
102		Telecom Security - Telecom Security Vulnerabilities
103		Transport Network - Copper-based digital subscriber line
104		Transport Network - FSOC
105		Transport Network - Microwave (All bands)
106		Transport Network - Multiplexing, Switching and Routing
107		Transport Network - OFC
108		various Standards and equipment used in telecom testing labs
109		Web Application Management - Devops
110		Web Application Management - Vulnerability and Penetration Testing
111		Web Application Management - Web Development & Security
112		Web Application Management - Web management, Information compilation & extraction
113		Web Application Management - Web services, API, server management
114		Web Application Management - Website Blocking Management System
115		Spectrum Monitoring : Measurement of various signal parameters viz frequency, power , bandwidth, Noise figure
116		Spectrum Monitoring : Interference Resolution Process
117		Spectrum Monitoring : Satellite monitoring Techniques
118		Spectrum Monitoring : Terrestrial monitoring Techniques
119		Spectrum Management : Spectrum Engineering Techniques
120		Spectrum Management : Spectrum Economics
121		Spectrum Management : Spectrum Auction Methodologies
122		Spectrum Management : Spectrum Assignment Policies
123		Finance & Commercial : Spectrum Royalty Charging Mechanism
124		International Radiocommunication Sector : Working of ITU-R, Study Groups, WRC
125		Emerging Technologies : Spectrum Aspects of 6G & New technologies
126	Finance and Commercials	Advances and Allowances
127		Appellate Function for Revenue Assessment done by Field Units

S. No.	Competency Category	Competency Name
128		Application of Accounting Standards
129		Appropriation and Reappropriation of Funds
130		Assessment of Telecom Revenue (LF & SUC)
131		Assets Monetization
132		Auctioning and Resource Management
133		Central Treasury Rules
134		Collection of Non-Tax (Telecom) Revenue
135		Delegation of Financial Powers
136		Demands for Grants
137		Documentation and execution of MoUs & Agreements
138		Drawing & Disbursing Functions
139		Expenditure Budgeting & Budgetary Control
140		FDI in Telecom Sector
141		Financial Advice in Merger, Acquisition and Demerger of TSPs
142		Financial Management
143		Financial Project Management
144		Functional Knowledge about the Bank Reconciliation related instructions in CAM
145		Internal Audit
146		Interest and Penalties for Non-Compliances
147		NTRP
148		Outreach to Stake Holders
149		Pension Sanction Distribution Authority
150		Power of incurring contingent expenditure
151		PPP Guidelines
152		Providing the comments of DoT on the cases referred by Norms Committee-II of DGFT regarding fixation of wastage norms
153		Public Information Officers (PIO) functions
154		Public Procurement and Financing

S. No.	Competency Category	Competency Name
155		Refund rules
156		Relevant regulatory guidelines related to Directorate of Estates
157		Residuary Financial Powers
158		Role as Government Nominee Director in Telecom PSUs
159		Rules and Regulations pertaining to NPS & EIS
160		Subsidy Disbursement to TSPs/USPs
161		SUC orders and regulations
162		Tariff and accounting principles and international telecommunication
163		Tax Related Compliances
164		Understanding and Analysis of Financial Statement for Assessment Purpose
165	Other Domain Knowledge Areas	Appendix 27 of International Telecommunications Union
166		Building Functional Requirement Specification
167		Calculation of potential interference between different stations
168		Calculation of station coverage
169		Constitutional Provisions and Principles of Natural Justice
170		Diplomatic & International Relations
171		Disaster Management
172		Faculty Development Eco-system
173		Global Innovation Index
174		Corporate Governance
175		Handholding indigenous manufacturers
176		ICT in Disaster Management
177		Idea Generation & Idea Pool
178		Identification of Common Goals, Information Management Systems
179		Innovation Approaches : Open, Sustaining, Disruptive & Radical
180		Innovation Boot-Camps
181		Innovation KPIs
182		Innovation Portfolios

S. No.	Competency Category	Competency Name
183		ITU-D Digital Innovation Ecosystems
184		National Critical Information Infrastructure Protection
185		Networking with National and International Standardization bodies
186		Pan-India CAP based early warning system
187		SCOMET Policy
188		Software lifecycle management
189		Start-Up Ecosystem and Government Initiative
190		Training Content Design, Development & Delivery
191		UN Innovation Network
192		Understanding of NavIC
193		Vigilance Planning
194	Domain Specific Rules, Policies and Procedures	Accounts and Finance Manual
195		Article- 5,9,11,21 and 22/ AP-4,8,30,30A and 30B of RR.
196		Audit Rules and Procedures (Technology, Security)
197		Broadband Readiness Index (BRI)
198		BSNL Structure and processes
199		Budapest Convention
200		Capacity Building Assessment (Trainings)
201		Captive Network Assignment
202		Cert-In Rules
203		Circular Economy for Sustainable Telecom
204		Civil & Power Infrastructure - CPWD Manual
205		Cloud Act
206		Competition Commission of India (CCI) Act
207		current and previous National Frequency Allocation Plan (NFAP) including the IND footnotes.
208		CVC Manual and DoPT guidelines
209		Data Protection Act
210		DGFT guidelines

S. No.	Competency Category	Competency Name
211		DGQI Manual and procedures
212		Digital Communication Innovation Square (DCIS) Guidelines
213		Digitalization Policy
214		DoP&T Instructions
215		DoT & DPIIT PPP MII Policy
216		Electromagnetic field (EMF) emissions
217		Emerging Technology - oneM2M standard development and transposition process in TSDSI
218		Evidence Act
219		E-waste Management
220		Examination Rules
221		Public Grievance handling
222		Gazette notifications related to delicensed frequency bands
223		GIGW and e-Governance guidelines
224		Global Standards and practices for telecom products and emerging technologies in Fixed Access technology
225		GOI: Allocation of Business Rules
226		Government Guidelines on Emerging Technologies (Network & IT)
227		HR Policies
228		ICNIRP guidelines
229		IMEI guidelines
230		Import / Export schemes and framework
231		Information Synthesis in Policy Research
232		Inspection of Service providers
233		ITU/ 3GPP/ TSDSI standards
234		Knowledge Standards & Protocols
235		LCT Rules
236		Legal and Policy Issues in latest and Emerging Technologies area in ICT
237		legislations related to Telecom

S. No.	Competency Category	Competency Name
238		Mid-Career Training Programme (MCTP) Policy
239		Mobile Number Portability (MNP) Guidelines
240		Monitoring station manual 1967& 2005
241		MoU guidelines of DPE AoA & MoA between DoT & TCIL
242		MTCTE Procedure and guideline
243		Multiple ISO Standards (9000: 2005 /56000 - 56008 /17025)
244		National Broadband Policy
245		National Space Policy
246		National Training Policy 2012
247		NBM Mission
248		NDSAP Policy
249		New Telecom Bill
250		NISPG
251		OSP guidelines
252		Patents, Trademarks & Copyright - Processing and implementation
253		Performance assessment parameters for PSUs
254		Policy and core issues of the BSNL, MTNL and BBNL
255		Policy formulation for adoption of TSDSI and other International Standards
256		Procedures and guidelines related to official foreign visits
257		Process of development of GR/IR/SR/SD /ER documents etc.
258		PVA Manual
259		PwD Act-2016
260		Radio Regulations
261		Ranking framework of indices and definition / data source of indicators
262		Recruitment Rules and Guidelines for all technical Cadre of DoT
263		Regulations of TRAI in Fixed Access technology
264		Relevant statutes such as RSA-93
265		RoW Rules, policies and procedures of state and central government



S. No.	Competency Category	Competency Name
266		Rule Making related to Licensing of Wireless stations and delicensing of certain frequency bands
267		Rules / regulation & Procedure related to general administration in telecom domain
268		Rules and Guidelines on Cadre Management for all Technical Cadre of DOT
269		Rules and regulations of compassionate allowance, compensation cases and related activities
270		Rules and regulations of estate matters
271		Rules and regulations of recognition of service associations and related activities
272		Rules regarding weeding out of Files and Old Records
273		Rules, Procedure and Standards of Security / Cybersecurity
274		SACFA guidelines and procedures
275		Satellite communication guidelines
276		Schedule of Financial Powers of Head of LSA
277		Scrapping Policy
278		SEBI guidelines
279		Service Testing/Roll Out & test procedures
280		Social Impact Assessment
281		SOP for handling complaints
282		Special procedures related to handling and processing of Defense related matters
283		Special procedures related to handling and processing of National Preparatory Committee for WRC and National Study Groups
284		Staff Car Rules
285		Standardization Activities in global SDO
286		Start-Up Ecosystem and Government Initiative
287		Supply of import-export data w.r.t. telecom equipment
288		TEC specific (Documentation, Generic Requirements and Cab Designation procedures)
289		Technical Barriers to Trade (TBT) Agreement
290		Telecom / Product Standards, Certification & Testing methods
291		Telecom Disputes Settlement and Appellate Tribunal (TDSAT)

S. No.	Competency Category	Competency Name
292		Telecom Security - MHA jammer policy
293		Telecom Security - SoP on CDR collection
294		Telecom Security - SoP on CMS Maintenance
295		Telecom Security - SoP on Grey Market
296		Understanding of agreements with counsels, tribunals and special counsels.
297		Understanding of Special assistance schemes to States
298		Understanding roles and responsibilities as DMA
299		Understanding the requirement of applicant TSPs
300		USOF Scheme and guidelines
301		Various Acts, Policies and Regulations (DoT, TRAI, ITU, etc.)
302		Various DoT Guidelines ( PLI, PMA, CAF, etc. )
303		Vigilance Rules
304		Working Methods for the APT Preparatory Group (APG)
305	Digital Platforms and Tools	ACC Vacancy Monitoring System (AVMS)
306		Audit Reporting and Monitoring System (ARMS)/ SACHET
307		Bharatkosh/NTRP
308		CDR Analysis tool
309		Centralized Monitoring System (CMS)
310		SAMPANN
311		Content Management System
312		Database/Filings Software Tools (SAKSHAM,SAKAL, SAJAG)
313		E-Samiksha portal
314		GPF Compact
315		Helpdesk management system
316		Jeevan Praman
317		Lekha modules
318		MNPSP portal
319		NARDA



# Capacity Building Commission, Government of India

22<sup>nd</sup> Floor, Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi-110001

S. No.	Competency Category	Competency Name
320		National Single Window Services (NSWS)
321		Online Assurance Monitoring System (OAMS)
322		PQALS portal
323		Project Monitoring Group (PMG)
324		PVA Software
325		RTI portal, PMOREF, DPG, LINKS portal
326		State of Work Report (SWR) Software

## Annexure 4 – Competencies to training institute mapping

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
Behavioral	Adaptability and Flexibility	✓		✓			<ul style="list-style-type: none"> <li>National Institute of Defence Estates Management</li> </ul>
	Attention to Details				✓		
	Collaboration and Coordination				✓	✓	<ul style="list-style-type: none"> <li>IIT Roorkee</li> </ul>
	Communication Skills	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>Indian Institute of Mass Communication</li> <li>Indian Railways Institute of Transport Management</li> <li>National Institute of Defence Estates Management</li> <li>IIM Bangalore</li> <li>IIM Lucknow</li> <li>IIT Bombay</li> </ul>
	Confidentiality		✓				<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
	Conflict Management			✓			<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> <li>National Institute of Defence Estates Management</li> </ul>
	Consultation & Consensus Building				✓	✓	<ul style="list-style-type: none"> <li>IIM Ahmedabad</li> <li>IIM Lucknow</li> </ul>
	Continuous Improvement				✓		
	Creativity and Innovation				✓		
	Crisis Management	✓			✓		
	Critical Thinking and Analysis				✓		
	Customer/ Citizen Centricity			✓			<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Decision Making				✓	✓	<ul style="list-style-type: none"> <li>IIT Roorkee</li> </ul>
	Diversity and Inclusion	✓			✓		
	Effective Delegation	✓	✓	✓		✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>National Academy of Indian Railways</li> <li>IIM Ahmedabad</li> </ul>
	Handling Difficult Situations	✓		✓		✓	<ul style="list-style-type: none"> <li>Central Bureau of Investigation Academy</li> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>Lal Bahadur Shastri National Academy of</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeiY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
							Administration <ul style="list-style-type: none"> <li>• National Industrial Security Academy</li> <li>• Shri Jagjivan Ram Railway Protection Force Academy</li> <li>• IIM Ahmedabad</li> <li>• IIM Calcutta</li> </ul>
	Interpersonal Effectiveness		✓			✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• IIM Ahmedabad</li> <li>• IIM Lucknow</li> </ul>
	Leadership	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> <li>• Indian Institute of Mass Communication</li> <li>• Indian Statistical Service Training Division</li> <li>• Indian Railways Institute of Transport Management</li> <li>• National Academy of Indian Railways</li> <li>• National Institute of Defence Estates Management</li> <li>• IIM Ahmedabad</li> <li>• IIM Calcutta</li> <li>• IIM Lucknow</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeiY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
							<ul style="list-style-type: none"> <li>• IIM Trichy</li> <li>• IIT Roorkee</li> </ul>
	Negotiation			✓	✓	✓	<ul style="list-style-type: none"> <li>• National Institute of Defence Estates Management</li> <li>• SVP National Police Academy</li> <li>• IIM Lucknow</li> </ul>
	Networking Skills					✓	<ul style="list-style-type: none"> <li>• IIM Calcutta</li> </ul>
	Openness and Integrity		✓	✓			<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• National Institute of Defence Estates Management</li> </ul>
	Organizational Awareness			✓		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> <li>• National Institute of Communication on Finance</li> <li>• IIM Lucknow</li> </ul>
	Ownership and Accountability					✓	<ul style="list-style-type: none"> <li>• IIM Lucknow</li> </ul>
	Planning and Organizing			✓			<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> </ul>
	Problem Solving			✓		✓	<ul style="list-style-type: none"> <li>• Lal Bahadur Shastri National Academy of Administration</li> </ul>
	Respect, Empathy, and Compassion	✓		✓	✓		<ul style="list-style-type: none"> <li>• Indian Railways Institute of Transport Management</li> <li>• Institute of Secretariat Training and</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
							<ul style="list-style-type: none"> <li>Management</li> <li>National Institute of Defence Estates Management</li> </ul>
	Result Orientation			✓			<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Safe & Positive Work Environment	✓	✓	✓	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>Institute of Secretariat Training and Management</li> <li>Lal Bahadur Shastri National Academy of Administration</li> <li>National Industrial Security Academy</li> <li>National Institute of Defence Estates Management</li> <li>Rafi Ahmed Kidwai National Postal Academy</li> <li>Shri Jagjivan Ram Railway Protection Force Academy</li> </ul>
	Self-motivation and Initiative	✓		✓			<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Strategic and Analytical thinking					✓	<ul style="list-style-type: none"> <li>IIM Calcutta</li> <li>IIM Lucknow</li> </ul>
	Team / People Management		✓	✓		✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>Lal Bahadur Shastri National Academy of</li> </ul>



Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
							Administration <ul style="list-style-type: none"> <li>• IIM Ahmedabad</li> <li>• IIM Calcutta</li> <li>• IIT Roorkee</li> </ul>
	Time Management			✓			<ul style="list-style-type: none"> <li>• Indian Railways Institute of Transport Management</li> </ul>
Functional	Asset Lifecycle Management					✓	<ul style="list-style-type: none"> <li>• IIT Delhi</li> </ul>
	Budgeting, Accounting & Financial Management	✓	✓	✓		✓	<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• Institute of Government Accounts and Finance</li> <li>• Institute of Secretariat Training and Management</li> <li>• National Academy of Indian Railways</li> <li>• National Institute of Defence Estates Management</li> <li>• National Institute of Financial Management</li> <li>• IIM Ahmedabad</li> <li>• IIM Bangalore</li> <li>• IIM Kozhikode</li> <li>• IIT Bombay</li> <li>• IIT Delhi</li> <li>• IIT Roorkee</li> </ul>
	Business Intelligence and Analytics			✓		✓	<ul style="list-style-type: none"> <li>• Ministry of electronics and information technology</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
							<ul style="list-style-type: none"> <li>• IIM Ahmedabad</li> <li>• IIM Calcutta</li> <li>• IIM Lucknow</li> <li>• IIT Delhi</li> <li>• IIT Roorkee</li> <li>• National Institute of Industrial Engineering (NITIE)</li> </ul>
	Change Management				✓	✓	<ul style="list-style-type: none"> <li>• IIM Indore</li> <li>• IIM Trichy</li> </ul>
	Contract management			✓		✓	<ul style="list-style-type: none"> <li>• National Academy of Indian Railways</li> <li>• IIM Calcutta</li> </ul>
	General Administration	✓				✓	<ul style="list-style-type: none"> <li>• IIT Delhi</li> </ul>
	Human Resource Management			✓		✓	<ul style="list-style-type: none"> <li>• Indian Railways Institute of Transport Management</li> <li>• Institute of Government Accounts and Finance</li> <li>• Institute of Secretariat Training and Management</li> <li>• National Academy of Indian Railways</li> <li>• IIM Ahmedabad</li> <li>• IIM Calcutta</li> <li>• IIM Kozhikode</li> <li>• IIT Delhi</li> </ul>
	Innovation Management			✓	✓	✓	<ul style="list-style-type: none"> <li>• National Academy of Indian Railways</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
							<ul style="list-style-type: none"> <li>• IIT Delhi</li> </ul>
	International Relations and Management			✓		✓	<ul style="list-style-type: none"> <li>• Foreign Service Institute Indian Trainees</li> <li>• Indian Institute of Foreign Trade (IIFT)</li> </ul>
	Inventory Management	✓				✓	<ul style="list-style-type: none"> <li>• IIT Delhi</li> </ul>
	Litigation Management			✓		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> <li>• IIM Calcutta</li> </ul>
	Material & Service Management	✓				✓	<ul style="list-style-type: none"> <li>• IIM Lucknow</li> </ul>
	Policy Formulation and Implementation	✓		✓		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> <li>• Lal Bahadur Shastri National Academy of Administration</li> <li>• National Institute of Defence Estates Management</li> <li>• IIM Ahmedabad</li> </ul>
	Project/ Program Management	✓		✓	✓	✓	<ul style="list-style-type: none"> <li>• Institute of Government Accounts and Finance</li> <li>• IIT Delhi</li> <li>• IIT Kharagpur</li> </ul>
	Public Relation Management			✓		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> <li>• IIT Kharagpur</li> </ul>
	Research management					✓	<ul style="list-style-type: none"> <li>• IIT Kharagpur</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
	Risk Management			✓		✓	<ul style="list-style-type: none"> <li>• Institute of Government Accounts and Finance</li> <li>• National Institute of Financial Management</li> <li>• IIM Lucknow</li> <li>• IIT Kharagpur</li> </ul>
	Service Management/ Operations & Maintenance			✓		✓	<ul style="list-style-type: none"> <li>• Institute of Secretariat Training and Management</li> <li>• IIM Lucknow</li> </ul>
	Startup and Innovation			✓		✓	<ul style="list-style-type: none"> <li>• National Academy of Indian Railways</li> <li>• IIT Delhi</li> </ul>
	APAR	✓	✓				<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> </ul>
	Central Government Health Scheme (CGHS) Rules	✓					
	Classification Control and Appeal rules	✓					
	Conduct Rules	✓	✓				
	Corruption Act		✓				
	Disciplinary Proceeding	✓					
	FR & SR	✓					
	GFR	✓					
	GST & TDS rules		✓				
	Income Tax Return (Rules)		✓				
	Leave Rules	✓					
	LTC Rules	✓					

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
	Manual of Office Procedure (MoP)	✓					
	Parliamentary Procedures	✓					
	Pension Rules		✓	✓			<ul style="list-style-type: none"> <li>• National Institute of Communication Finance (NICF)</li> <li>• Institute of Secretariat Training and Management</li> </ul>
	PPF	✓					
	Right to Information (RTI) Act	✓	✓				
	Travelling Allowance Rules	✓					
	Public Financial Management System (PFMS)	✓	✓				
	GeM portal	✓					
Domain	Access Network - 2G/ 3G/ 4G	✓					
	Access Network - 5G	✓	✓				<ul style="list-style-type: none"> <li>• National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Access Network - Fixed Access Technologies (eg. FTTX)	✓					
	Access Network - Other Radio Communications Services	✓	✓				<ul style="list-style-type: none"> <li>• National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Access Network - Wi-Fi 4/ 5/ 6/ 6E/ 7, WiGig	✓					
	Civil & Power Infrastructure - Battery, Power Plant, E/A,	✓					

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
	Inverter, Earthing						
	Data Communication - Data Communication Concepts - (OSI Layers, protocols, etc.)						
	Emerging Technologies - 6G						
	Emerging Technologies - Artificial intelligence/ Machine Learning (AI/ML)				✓	✓	<ul style="list-style-type: none"> <li>• IIT Delhi</li> <li>• IIT Kanpur</li> <li>• IIM Ahmedabad</li> <li>• IIM Bangalore</li> <li>• IIM Kozhikode</li> </ul>
	Emerging Technologies - Big Data Analytics			✓	✓	✓	<ul style="list-style-type: none"> <li>• National Industrial Security Academy</li> <li>• Indian Statistical Service Training Division</li> <li>• Institute of Secretariat Training and Management</li> <li>• Indian Railways Institute of Transport Management</li> <li>• National Academy of Indian Railways</li> <li>• Ministry of electronics and information technology</li> <li>• IIT Bombay</li> <li>• IIT Roorkee</li> <li>• IIM Bangalore</li> <li>• IIM Kozhikode</li> </ul>
	Emerging Technologies -				✓		<ul style="list-style-type: none"> <li>• Rafi Ahmed Kidwai National Postal Academy</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
	Blockchain						
	Emerging Technologies - Cloud Computing				✓	✓	<ul style="list-style-type: none"> <li>• IIT Kharagpur</li> </ul>
	Emerging Technologies - Cyber Security		✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> <li>• SVP National Police Academy</li> <li>• Central Bureau of Investigation Academy</li> <li>• National Academy of Indian Railways</li> <li>• IIT Delhi</li> <li>• IIT Kanpur</li> </ul>
	Emerging Technologies - Extended Reality - Augmented, Virtual and Mixed Reality (AR/VR/MR)				✓		
	Emerging Technologies - Internet of Things (IoT)			✓	✓	✓	<ul style="list-style-type: none"> <li>• Indian Institute of Mass Communication</li> <li>• IIT Delhi</li> <li>• IIT Kanpur</li> </ul>
	Emerging Technologies - Network Functions Virtualization (NFV)						
	Emerging Technologies - Quantum Computing						
	Emerging Technologies - Satellite Communication		✓				<ul style="list-style-type: none"> <li>• National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
	Emerging Technologies - Smart Solutions	✓					
	Information Technology (IT) & Security - Firewalls, Antivirus, IPS, IDS, log analyser - configurations and security controls						
	Information Technology (IT) & Security - Miscellaneous	✓				✓	• IIT Bombay
	Market Landscape - International Standards of various telecom/ICT products		✓				• National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT)
	Market Landscape - Telecom / Technology						
	Miscellaneous - Core, RAN, NMS, QOS requirements						
	Miscellaneous - Geographical knowledge of LSA		✓				• National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT)
	Miscellaneous - Knowledge of working of Mobile, OFC, Satellite, Submarine & other communication technologies		✓				• National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT)
	Miscellaneous - Submarine & Satellite Technology Domains						



Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
	Programming languages - C & C ++ Programming					✓	• IIT Bombay
	Programming languages - Java Programming				✓		
	Programming languages - Python Programming				✓	✓	• IIT Bombay • IIT Kanpur
	Programming languages - SQL				✓		
	Programming languages - Understanding of Algorithms, Logic Design, Statistical Models				✓		
	Transport Network - OFC	✓					
	Transport Network - Other Transmission Systems						
	Transport Network - Routing and Switching	✓					
	Web Application Management - Web Development				✓		
	Web Application Management - Web management, Information compilation & extraction				✓		
	Disaster Management	✓		✓			• National Industrial Security Academy • Rafi Ahmed Kidwai National Postal Academy
	License Agreements	✓					

Competency Type	Competency Name	iGoT	DoT - Training Institute	Other - Ministerial Institutes	MeitY - Future Skills Prime	Govt. Institutes	Other Training Institute Names
	(Guidelines/Orders/Conditions)						
	Miscellaneous - Legal and Policy Issues in latest and Emerging Technologies area in ICT			✓			
	Miscellaneous - Legal framework of Information and Communication technology (including Telecom sector)			✓			
	Mission Karmayogi		✓	✓			
	Spectrum Regulations and Guidelines		✓				
	Telecom / Product Standards, Certification & Testing methods		✓				
	USOF Scheme and guidelines		✓				
	Various Acts, Policies and Regulations (DoT, TRAI, ITU, etc.)			✓			

## Annexure 5 – Detailed training Calendar

Institute	Competency Type	Competency Name	Mode	Tentative Date	No of Participants	Duration (Days/ Hours)	Man-days
NTIPRIT	Behavioral	Accountability	Physical	8-Apr	30	5 days	30
		Commitment to Organization	Physical	8-Apr	30	5 days	30
		Empathy	Physical	8-Apr	30	5 days	30
		Ethical behavior	Physical	8-Apr	30	5 days	30
		Leadership	Physical	8-May	30	5 days	150
		Self-motivation	Physical	8-Apr	30	5 days	30
	Functional	Digital Platforms (All)	Online	25-Apr	100	1 day	100
		e Office	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Security - Lead Auditors	Physical	15-May	30	5 days	150
	Domain	5G & Core & Open RAN	Instructor led On Line	10-Apr	300	5 days	1500
	Domain	Security - Telecom security incident management	Hybrid	12-Jun	60	14 days	600
	Domain	Routers & Switches	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Network Management System	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	PPDR Networks – DMR/TETRA/LMR APCO	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Domain Name Server	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	IOT- Technologies	iGoT	Q1	-	30 mins to 1 hour	-
Domain	PMWANI	iGoT	Q1	-	30 mins to 1 hour	-	
Domain	Basics Of OFC communication	iGoT	Q1	-	30 mins to 1 hour	-	

Institute	Competency Type	Competency Name	Mode	Tentative Date	No of Participants	Duration (Days/ Hours)	Man-days
	Domain	Basics of International Connectivity	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Basics of VSAT communication	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Next Generation Networks	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Legacy Telecom Network	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Satellite – LEO & MEO	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Central & State Govt. ROW rules	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	NFP & Regulation	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Spectrum Regulations and Guidelines	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Basics of Firewall	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Legal Framework for Lawful Interception	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Basics of Network Security	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Public Interface for CEIR Portal	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Audit Rules & Procedures	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Sparrow Portal	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Sanchar VHR	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	PG Portal	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Indian Telegraph Act	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Understanding Network Function Virtualization	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Basics of Standalone & Non	iGoT	Q1	-	30 mins to 1 hour	-

Institute	Competency Type	Competency Name	Mode	Tentative Date	No of Participants	Duration (Days/ Hours)	Man-days
		standalone Core					
	Domain	Mobile backbone Packet Network	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Understanding Evolved Packet Core	iGoT	Q1	-	30 mins to 1 hour	-
	Domain	Basics of OSS & BSS	iGoT	Q1	-	30 mins to 1 hour	-
NICF	Behavioral	Behavioral Skills	Physical	23-Apr	40	1 day	40
		Webinar: Leadership & Team building	Physical	23-Apr	40	2 hours	-
	Functional	Asset Management	Physical	23-Jun	40	1 day	40
		eHRMS	Physical	23-Apr	40	1 day	40
		eHRMS	Physical	23-May	40	1 day	40
		eHRMS	Physical	23-Jun	40	1 day	40
		e-office	Physical	23-Apr	40	1 day	40
		e-office	Physical	23-May	40	1 day	40
		e-office	Physical	23-Jun	40	1 day	40
		GPF	Physical	23-Jun	40	1 day	40
		SAMPANN: Theory and Practical	Physical	23-Apr	40	2 days	80
		SAMPANN: Theory and Practical	Physical	23-May	40	2 days	80
		SAMPANN: Theory and Practical	Physical	23-Jun	40	2 days	80
		Webinar: CCS Conduct Rules	Physical	23-May	40	2 hours	-
		Basic Understanding of ITU	iGOT	Q1	-	-	-
New Pension Scheme	iGOT	Q1	-	-	-		

Institute	Competency Type	Competency Name	Mode	Tentative Date	No of Participants	Duration (Days/ Hours)	Man-days
		SARAS: Inception & Technical Architecture	iGOT	Q1	-	-	-
		Understanding of Financial Statement	iGOT	Q1	-	-	-
	Domain	Finance Advice/DFPR & Budget	Physical	23-Apr	40	3 days	120
		GST & IT	Physical	23-May	40	3 days	120
		IFA/Budgeting/DFPR	Physical	23-Jun	40	2 days	80
		NPS	Physical	23-May	40	1 day	40
		Receipts/Payments/Accrual Accounting/BRS	Physical	23-Apr	40	2 days	80
		USOF: Acts, Rules and subsidy Disbursement Process, Social Assessment, DMA	Physical	23-Apr	40	2 days	80
		Vigilance Functions	Physical	23-Jun	40	3 days	120
		Webinar: Cyber Crime: Necessary Precautions	Physical	23-Apr	40	2 hours	-
		Webinar: Data Science and its application in Telecommunications	Physical	23-Jun	40	2 hours	-
		Webinar: Social Media	Physical	23-Jun	40	2 hours	-
		Workshop on GST & ITC	Physical	23-May	40	2 days	80
		Workshop on Income Tax & TDS	Physical	23-May	40	2 days	80
		DVR	iGOT	Q1	-	-	-
		IFD Roles & Responsibilities	iGOT	Q1	-	-	-

Institute	Competency Type	Competency Name	Mode	Tentative Date	No of Participants	Duration (Days/ Hours)	Man-days
		IPPB	iGOT	Q1	-	-	-
		Structure and functioning of CCA Offices	iGOT	Q1	-	-	-
		Types of Licenses	iGOT	Q1	-	-	-
		Use of Bank Guarantee as tool in compliance of service conditions of License Agreement	iGOT	Q1	-	-	-
WMTDC	Functional	Vigilance, Conduct CCS/CCA Rules	Hybrid	3 <sup>rd</sup> & 4 <sup>th</sup> of July	40	3 days	120
	Domain	Import/ Experimental/ Demonstration/ manufacturing & Testing/ GMDSS/ RTR/ AMSL/ MMSL/ USR Licenses	Hybrid	1 <sup>st</sup> Week of July	20	2 days	40
		International regulation	Hybrid	1 <sup>st</sup> Week of June	20	2 days	40
		National Regulation	Hybrid	3 <sup>rd</sup> Week of June	40	2 days	80
		National Regulation & legal provisions	Hybrid	2 <sup>nd</sup> Week of June	40	2 days	80
		Power, Frequency, Bandwidth, Noise Measurements	Hybrid	2 <sup>nd</sup> & 3 <sup>rd</sup> Week of April	30	2 days	60
		Satellite Monitoring	Hybrid	2 <sup>nd</sup> Week of May	30	2 days	60
		Signal interference	Hybrid	1 <sup>st</sup> Week of	30	2 days	60



# Capacity Building Commission, Government of India

22<sup>nd</sup> Floor, Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi-110001

Institute	Competency Type	Competency Name	Mode	Tentative Date	No of Participants	Duration (Days/Hours)	Man-days
				May			
		Spillage Signal measurements	Hybrid	4th week of April	20	2 days	40
		Terrestrial Monitoring	Hybrid	4 <sup>th</sup> Week of May	30	2 days	60