Annual Report
2013-2014

सत्यमेव जयते

Department of Telecommunications
Ministry of Communications &
Information Technology
Government of India
New Delhi

ANNUAL REPORT
2013-14

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DEPARTMENT OF TELECOMMUNICATIONS
MINISTRY OF COMMUNICATIONS & INFORMATION TECHNOLOGY
GOVERNMENT OF INDIA
NEW DELHI

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I. INDIAN TELECOM SECTOR: AN OVERVIEW

Communication has grown to be an essential infrastructure for socio-economic development in an increasingly knowledge intensive world. The reach of telecom services to all parts of the country is integral to development of an innovative and technologically driven society. Studies have shown that there is a positive correlation between the penetration of Internet and Mobile Services on the growth of GDP of a country. As a result of the measures taken by the Government over the years, the Indian Telecom Sector has grown exponentially and has become the second largest network in the world, next only to China.

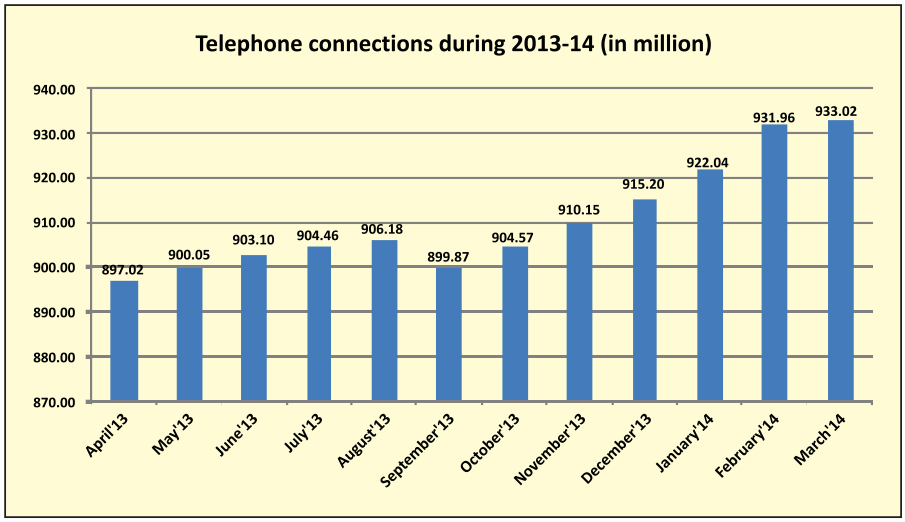
Present Status

The number of telephones increased from 898.02 million in the beginning of the financial year to 933.02 million at the end of March 2014.

Present Status of the Telecommunication Sector (as on March 31, 2014)

- Indian telecom network is the second largest in the world after China.
- The country has 933.02 million telephone connections, including 904.52 million wireless telephone connections.
- Overall tele-density in the country is 75.23%.
- Urban tele-density is 145.46%, whereas rural tele-density is 44.01%.
- The share of wireless telephones in total telephones is 96.95%.
- The share of private sector in total telephones is 87.13%.
- Number of Broadband connections is 60.87 million.

During the financial year 2013-14, telephone connections increased every month except in the month of September, 2013. The Chart below indicates the number of connections at the end of each month during the year 2013-14.



Wire Line vs Wireless

While the wireless telephones continued to grow, the landline telephones kept declining. The number of landline telephones, which was 30.21 million in the beginning of the year 2013-14 declined to 28.50 million at the end of March 2014. On the other hand the number of wireless telephones increased from 867.81 million to 904.52 million during this period. As a result, the share of wireless telephones increased from 96.64 per cent as on 01.04.2013 to 96.95 per cent as on 31.03.2014.

Public vs Private

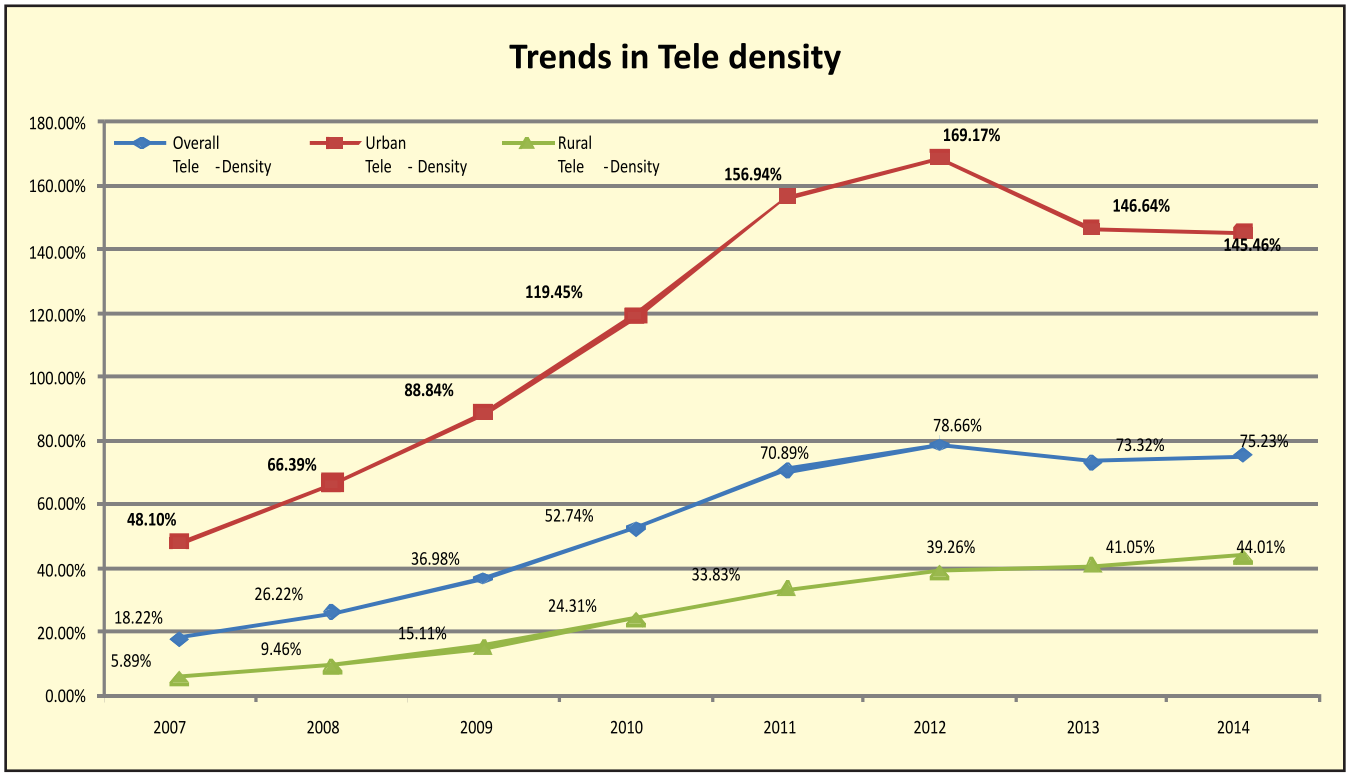
Another noteworthy feature of the Indian Telecom Sector is the continuous rise in the number of telephones of the private sector operators. The total number of telephones of the private sector increased from 767.91 million as on 01.04.2013 to 812.96 million at the end of the March 2014. On the other hand, the number of telephones of the public sector declined from 130.11 million to 120.05 million during this period. As a result, the share of private sector increased from 85.51 percent in the beginning of the financial year to 87.13 per cent at the end of March, 2014, whereas the share of public sector declined from 14.49 per cent to 12.87 percent during the same period. The private sector, now, dominates the Indian Telecom Sector (Table).

Table: Telecom Development Indicators

Sl. No.	Item		At the end of March			
			2011	2012	2013	2014
1	Number of Telephones (in million)	Overall	846.33	951.35	898.02	933.02
2		Wire line	34.73	32.17	30.21	28.50
3		Wireless	811.60	919.17	867.81	904.52
4		Rural	282.29	330.83	349.21	377.78
5		Urban	564.04	620.52	548.80	555.23
6	Tele-density (Telephones per 100 persons)	Overall	70.89	78.66	73.32	75.23
7		Rural	33.83	39.26	41.05	44.01
8		Urban	156.93	169.17	146.64	145.46
9	%age share	Wireless	95.90	96.62	96.64	96.95
10		Public	14.89	13.69	14.49	12.87
11		Private	85.11	86.31	85.51	87.13
12	%age growth of Total Telephones-over previous year		36.22	12.41	(-)5.61	3.90

Tele-density

Tele-density, which denotes the number of telephones per 100 population, is an indicator of telecom penetration in the country. Tele-density in the country, which was 73.32% as on 1st April, 2013, increased to 75.23 per cent at the end of March 2014. The rural tele-density increased from 41.05 per cent to 44.01 per cent during this period Urban tele-density, however, registered a decline from 146.64% to 145.46% during this period. Among the Service areas, Tamil Nadu (111.14 per cent) had the highest tele-density followed by Punjab (107.23 per cent), Himachal Pradesh (105.59 per cent), Kerala (96.19 per cent) and Karnataka (92.45 per cent). On the other hand, the service areas such as Bihar (46.10 per cent), Assam (48.74 per cent), Madhya Pradesh (56.04 per cent), Uttar Pradesh (57.27 per cent), Jammu and Kashmir (66.80 per cent) and West Bengal (55.13 per cent) have comparatively low tele-density. Among the three metros, Delhi Service Area tops in tele-density with 226.85 per cent tele-density, followed by Mumbai (151.90 per cent) and Kolkata (142.67 per cent). The chart below indicates the trend in tele-density over the years.



National Telecom Policy-2012 (NTP-2012)

The Government announced National Telecom Policy-2012 (NTP-2012) in 2012. The main objectives of the policy, inter-alia, include increase in rural tele-density to 70 per cent by the year 2017 and 100 per cent by the year 2020, 175 million broadband connections by 2017 and 600 million by the year 2020 at minimum 2 Mbps download speed and making available higher speeds of at least 100 Mbps on demand. Pursuant to NTP-2012, unified licence,

merger and acquisition guidelines, clarity on spectrum pricing and auction are major initiatives taken by the Government to boost investment and employment opportunities in the telecom sector.

Unified License

With a view to achieve the objective of NTP-2012 to create one nation - one license across services and service areas, the Department of Telecom (DoT) has issued guidelines on Unified License. As per these guidelines, the allocation of spectrum is de-linked from the license and has to be obtained separately as per prescribed procedure i.e. bidding process. Only one Unified License is required for all telecom services in entire country. In addition, authorization for various services [like access services, National Long Distance Services, International Long Distance Services, Internet Service Provider (ISP) services] will be required separately. Single authorization for Unified License (All services) category would cover all telecom services except ISP (B) and ISP (C) services. The tenure of such authorization will run concurrently with the Unified License. Also, the entry fee for various telecom services has been reduced substantially.

Merger and Amalgamation Policy

A revised policy for merger and amalgamation of companies holding various licenses for telecom services has been issued on 20.02.2014. This will facilitate transfer of license consequent to merger, amalgamation and acquisition of various companies for different services in different service areas. The market share limit for transfer and merger of licenses has been increased to 50% from existing 35% i.e. merger will be allowed where the market share of the combined entity in the respective service area is up to 50%.

Spectrum Auction

NTP-2012 envisages adequate availability of spectrum and its allocation in a transparent manner through market related process. Auction of spectrum in 900 MHz band and 1800 MHz band was conducted during February, 2014. In the category of spectrum 1800 MHz band, 307.2 MHz out of 385.2 MHz was sold. In 900 MHz band, 46 MHz spectrum was put for auction in Delhi, Mumbai and Kolkata service areas and all spectrum was sold out. The total amount of ₹ 61162 crore obtained through auction of spectrum, was 27.6 per cent more than the value of the spectrum on offer at reserve price.

Foreign Direct investment (FDI) Policy

To attract FDI inflow and make the sector more attractive and investor friendly, Government raised FDI limit for the telecom services from 74 per cent to 100 per cent on 22.08.2013. This measure will facilitate telecom licensees to consolidate equity and raise domestic as well as foreign debt from the market. Telecommunication and telecom services have been included under Harmonized Master list of infrastructure sub-sector and qualify for infrastructure lending.

Reserve Bank of India has also expanded the existing definition for infrastructure sector for the purpose of availing External Commercial Borrowing (ECB).

Universal Service Obligation Fund (USOF)

To give impetus to the rural telephony, the Government in June, 2002 established a Universal Service Obligation Fund (USOF) by an Act of Parliament. Subsequently the scope of USOF was widened to provide subsidy support for enabling access to all types of telegraph services including mobile services, broadband connectivity and creation of infrastructure like optical fiber in rural and remote areas. Therefore, various schemes have been launched by USOF for provision of telecom services in rural and remote areas of the country. The Universal Access Levy (UAL) collection in 2013-2014 was ₹ 7,885 crore and subsidy disbursed during the said period was ₹ 2163.45 crore. The closing balance of the UAL amount, available as potential fund for USOF accrual as on 31.03.2014, was ₹ 33,671.69 crore.

National Optical Fiber Network (NOFN)

The optical fiber has predominantly reached state capitals, districts and blocks. To connect all 2.5 lakh Gram panchayats in the country, Government approved a project called 'National Optical Fiber Network'. Non-discriminatory access to the network will be provided to all the telecom service providers like mobile, Internet and cable TV in rural areas. The project is being executed by a Special Purpose Vehicle (SPV), namely, Bharat Broadband Networks Limited (BBNL). Three pilot projects have been completed to cover all 59 gram panchayats of Araian Block in Ajmer District (Rajasthan), Panisagar Block in North Tripura and Paravada Block in Vishakapatnam (Andhra Pradesh). The amount disbursed under the project till the end of March 2014 is ₹ 919.00 crore. The NOFN project is likely to be completed by December, 2016.

Mobile Communication Services in Left Wing Extremism affected areas

Government approved on 4th June, 2013 a proposal at the cost of ₹ 3046 crore to install mobile towers at 2199 identified locations in 9 Left Wing Extremism affected States (Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Maharashtra, Madhya Pradesh, Odisha, Uttar Pradesh and West Bengal). The work has been awarded to Bharat Sanchar Nigam Limited (BSNL) and the project would be funded by USOF for five years.

Shared Mobile Infrastructure Scheme

Shared Mobile Infrastructure Scheme was launched by USOF to provide subsidy support for setting up and managing 7,353 infrastructure sites/towers in 500 districts spread over 27 states for provision of mobile services in the specified rural and remote areas, where there was no existing fixed wireless or mobile coverage. Till the closure of the scheme (as on 30.11.2013), 7317 towers were set up. The infrastructure so created is being shared by three service providers for provision of mobile services. 16,254 Base Transceiver Stations (BTSs)

have been commissioned by service providers at these towers for provisioning of mobile services.

Rural Wire-line Broadband Scheme

For providing wire-line broadband connectivity upto village level in rural and remote areas, USOF signed an agreement with BSNL under the Rural Wire-line Broadband Scheme to provide wire-line broadband connectivity to rural & remote areas by leveraging the existing rural exchanges infrastructure and copper wire-line network. The speed of each of the broadband connections shall be at least 512 Kbps. Under this scheme, BSNL is to provide 8,88,832 wire-line Broadband connections to individual users and Government Institutions and set up 28,672 kiosks by the year 2015. The estimated subsidy outflow is ₹ 1,500 crore. As on 31.03.14, a total of 5,89,783 broadband connections have been provided and 14186 kiosks set up in rural and remote areas. The subsidy disbursed till 31.03.2014 under wire-line broadband scheme is ₹ 329.55 crore.

Regulatory Framework

The Telecom Regulatory Authority of India (TRAI) has always endeavored to encourage greater competition in the telecom sector together with better quality and affordable prices in order to meet the objectives of New Telecom Policy, 1999. A number of recommendations on various telecom issues were made by TRAI during 2013-14. TRAI has also taken steps to ensure the quality of service provided by the service providers by way of monitoring the performance of Basic and Cellular Mobile Telephone Service on quarterly basis and also Point of Interconnection(POI) congestion through monthly reports. The regulatory measures taken by TRAI facilitate orderly growth of telecom sector by promoting healthy competition and enhancing investment efficiency besides protecting interests of consumers.

Research & Development (R&D)

C-DoT, an autonomous body, is DoT's R&D arm. The organisation which was set-up 26 years back is committed to providing a wide range of cost-effective, indigenously developed and state-of-the-art total telecom solutions. C-DoT has grown to the level of a national centre for R&D in communication technology in many areas -Satellite communications, IN, ATM, DWDM, NMS, Wireless Broadband, GPON, NGN and Mobile Cellular systems. C-DoT is also entrusted with the projects of national importance, like Central Monitoring System for telecom security and Secure Network for strategic applications.

Public Sector Undertakings (PSUs)

DoT has the following PSUs under its administrative control:

i) Mahanagar Telephone Nigam Limited (MTNL)

ii) Bharat Sanchar Nigam Limtied (BSNL)

iii) ITI Limited

iv) Telecommunications Consultants India Limited (TCIL)

v) Bharat Broadband Network Limited (BBNL)

MTNL, set up in 1986, is a Navratna PSU and provides telecommunication facilities in India's key metros - Delhi and Mumbai. MTNL is the principal provider of fixed-line telecommunication service in these two Metropolitan Cities, and for GSM Mobile services four peripheral towns of Noida, Gurgaon, Faridabad & Ghaziabad along with Delhi city and the areas falling under the Mumbai Municipal Corporation, New Mumbai Corporation and Thane Municipal Corporation along with Mumbai city, also come under the jurisdiction of the company. MTNL is providing triple play services i.e. voice, high speed internet and IPTV on its Broadband network. At present, 56.25% equity shares are held by Government of India and remaining 43.75% shares are held by FIIs, Financial Institutions, Banks, Mutual Funds and others including individual investors. MTNL's financial turnover was ₹ 3872.15 crore during the year 2013-14, as compared to the previous year's turnover of ₹ 3783.12 crore. MTNL posted a Profit of ₹ 7820.72 crore during the year 2013-14.

BSNL, fully owned by Government of India, formed in October 2000, provides telecom services across the length and breadth of the country excluding Delhi and Mumbai. BSNL is providing all types of telecom services namely telephone services on landline, WLL and GSM mobile, Broadband, Internet, leased circuits and long distance telecom service. Rural telephony is one of its focus areas. BSNL also pays special emphasis on development of telecommunication facilities in North-Eastern region and in tribal areas. BSNL had a turnover of ₹ 28325 crore and incurred a loss of ₹ 7084 crore during the year 2013-14.

ITI Limited was established in 1948, to supply telecom equipments to the then telecom service provider, DoT. ITI started its operations in Bangalore in 1948, which were further extended to other areas by setting up manufacturing plants at Srinagar in Jammu and Kashmir, Naini, Rae Bareli and Mankapur, all in Uttar Pradesh and Palakkad in Kerala. The establishment of these plants at various locations was not only aimed at augmentation of manufacturing capacity but also development of social infrastructure. The Company achieved a gross turnover of ₹ 810 crore and incurred a loss of ₹ 344 crore during the year 2013-14.

TCIL, fully owned by Government of India, was set up in 1978 with the main objective of providing world class technology in all fields of telecommunications and information technology, to excel in its operations in overseas and in domestic markets by developing proper marketing strategies and to acquire state-of-the-art technology on a continuous basis. TCIL is a profit making PSU. The company earned a profit (before tax) of ₹ 19.50 crore on a turnover of ₹ 815.00 crore during the year 2013-14.

BBNL

A Special Purpose Vehicle (SPV), namely, Bharat Broadband Network Limited (BBNL) has been incorporated on 25.02.2012 under the Indian Companies Act, 1956 for execution of the NOFN project approved by the Government for connecting 2.50 lakh approx Gram Panchayats (GPs).

VISION

Vision of the DoT is to provide secure, reliable, affordable and high quality converged telecommunication services anytime, anywhere for an accelerated inclusive socio-economic development. The department is working towards the objective of maximizing public good by making available affordable, reliable and secure telecommunication and broadband services across the entire country.

To serve the nation in its vastness and diversity, modern telecommunication facilities to all the remote corners of this country will be facilitated with special focus on underserved areas in North-Eastern region and backward states. Just as construction of National Highways brought the nation together, provision of high speed Digital Highway to connect the nation and deliver Government services to every citizen will be made. The communications sector needs to be unshackled to ensure rapid growth of the economy and to overcome developmental challenges in Education, Health and Employment Generation. The legislative framework and licensing principles should have the capability to adjust to rapid technological changes and spur innovation. A comprehensive legislation is required to stimulate competition, simplify processes and procedures, encourage innovation and build linkages with other sector with the aid of facilitating rapid growth of the economy using communication technology.

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II. TELECOM COMMISSION

The Telecom Commission was set up by the Government of India vide Resolution dated April, 11, 1989 with administrative and financial powers of the Government of India to deal with various aspects of telecommunications. The Commission consists of a Chairman and four full time Members, who are ex-officio Secretaries to the Government of India in the DoT. In addition, there are four part time Members who are the Secretaries to the Government of India in the departments concerned.

The composition of the Commission with the Chairman and the full time members, during the year 2013-14, is detailed below:

Post	Name of the person holding the post	Holding the post with effect from (Date)
Chairman	Shri M.F. Farooqui	01.04.2013
Member (Finance)	Ms. Annie Moraes	05.09.2013
Member (Production)	Vacant	–
Member (Services)	Shri S.C. Misra	17.03.2010
Member (Technology)	Shri Anil Kaushal	03.04.2013

The Part time Members of the Commission are:

- Secretary, Department of Electronics and Information Technology.
- Secretary, Planning Commission.
- Secretary, Department of Economic Affairs
- Secretary, Department of Industrial Policy and Promotion.

The functions of the Telecom Commission are:

- Formulating the policy of DoT for approval of the Government;
- Preparing the budget for the DoT for each financial year and getting it approved by the Government; and
- Implementation of Government's policy in all matters concerning telecommunication.

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III. DEPARTMENT OF TELECOMMUNICATIONS

The Department of Telecommunications (DoT) is responsible for policy formulation, performance review, monitoring, international cooperation and R & D. The Department also allocates frequency and manages radio communications in close coordination with the International bodies. It is also responsible for enforcing wireless regulatory measures and monitoring the wireless transmission of all users in the country. The office of Administrator, Universal Service Obligation (USO) Fund was set up w.e.f. June 1, 2002 for the purpose of implementation of Universal Service Support Policy. Following are the functions assigned to the DoT under Government of India (Allocation of Business), Rules, 1961:

- (i) Policy, Licensing and Coordination matters relating to telegraphs, telephones, wireless, data, facsimile and telematic services and other like forms of communications.

  (ii) Framing of rules, related to security of telecom networks and coordination with Security agencies.

  (iii) Spectrum management and spectrum allocation.

- Cooperation and Coordination with International bodies connected with telecommunications.

- Promotion of standardization, manufacturing, research and development in Telecommunications.

- Promotion of private investment in Telecommunications.

- Financial assistance for the furtherance of research and study in telecommunications technology and for building up adequately trained manpower for telecom programme, including assistance to institutions, assistance to scientific institutions and to universities for advanced scientific study and research.

- Telecom Commission.

- Administration of laws with respect to any of the matters speficified in this list, namely:
  (a) The Indian Telegraph Act, 1885 (13 of 1885) and amendments from time to time.
  (b) The Indian Wireless Telegraphy Act, 1933 (17 of 1933) and amendments from time to time.
  (c) The Telecom Regulatory Authority o India Act, 1977 (24 of 1997) and amendments from time to time.

- Post disinvestment matters relating to M/s Hindustan Teleprinters Ltd.

- Residual work relating to the erstwhile Department of Telecom Services and Department of Telecom Operations.

- Cadre controlling functions of Group 'A' services of DoT and other categories personnel.

- Statutory Bodies
  (i) Telecom Regulatory Authority of India (TRAI)
  (ii) Telecom Disputes Settlement and Appellate Tribunal (TDSAT)
- (a) Attached Offices
  (i) Telecom Engineering Centre (TEC)
  (ii) Universal Service Obligation Fund (USOF)

  (b) Subordinate Office
  Wireless Monitoring Organisation (WMO)
- (a) Public Sector Undertaking (PSUs)
  (i) Bharat Sanchar Nigam Limited (BSNL)
  (ii) Mahanagar Telephone Nigam Limited (MTNL)
  (iii) Telecommunications Consultants India Limited (TCIL)
  (iv) Indian Telephone Industries (ITI)
  (v) Bharat Broadband Networks Limited (BBNL)

  (b) Autonomous Bodies
  Centre for Development of Telematics (C-DoT)
- Field Offices
  (i) 26 Controller of Communications Accounts (CCAs) offices all over India
  (ii) 34 Telecom Enforcement Resource Management Cells all over India.

GRANT OF LICENSES

The department grants licenses to operators for providing basic and value added services in various cities and telecom circles as per approved policy of the Government.

Unified License

Unified License regime as envisaged in NTP 2012 was introduced with the issuance of the guidelines on 19th August, 2013. This regime follows cafeteria approach (pay as you eat) supporting service providers with much lower networth and capital requirement for remaining in or entering the market with one or more of the services on offer as compared with the regime where all services are mandatory with higher eligibility and other requirements. The unified license offer flexibility to opt for one, more than one, or all of the existing services, such as Access Services, ILD, NLD, ISP Category 'A', ISP Category 'B', ISP Category 'C', PMRTS, GMPCS, VSAT, INSAT MSS-R, Resale of IPLC.

For Access Services, the country has been divided into 22 service areas consisting of 19 telecom service areas and 3 metro service area. ISP category A has geographical jurisdiction of the whole country while ISP category B has geographical jurisdiction of one of the 22 service area whereas ISP category C has the geographical jurisdiction of secondary switching

area (SSA). The key features of Unified License are as follows:

- This is a single license and enables provision of all telecommunication services that are currently delivered either at service area or at National level. Therefore, separate UL (National), UL (Service Area), Class License and Licensing through Authorization are not required.
- License can be operated by a Licensee by seeking authorization for any number of services as per its business requirement.
- The Unified license does not confer any right upon the licensee for allotment of spectrum. Spectrum shall be made available under specified procedure, instructions, terms and conditions, including payment for said allotment and Spectrum Usage Charges, as prescribed from time to time. The services, which can be provided by using the spectrum, shall be governed by the terms and conditions of the Unified License. Further, the relevant terms and conditions of respective NIA for auction of spectrum shall be made an integral part of the Unified License.
- The Unified license is to be administered at Service Area level (22 Service Areas). However, there are services which are delivered at National level for example ILD, NLD, ISP category "A", VSAT, INSAT MSS-R and GMPCS etc. where splitting into service areas is not feasible. Therefore, the concept of Licensed Area in addition to Service Area has been introduced in the license. Licensed area is the sum of all Service Areas in geographical terms. This will help in administering services which are delivered at National level.
- All Roll out obligations in Unified License shall be linked to spectrum allotment. UL without spectrum does not impose any roll out obligation.
- Minimum annual License Fee shall be equivalent to 10% of Entry Fee paid.

A migration path for existing licenses to Unified License regime has also been announced.

Carrier Services

Licensing for National Long Distance (NLD) Service and International Long Distance (ILD) Service

After announcing opening up of International Long Distance (ILD) Service in April 2002 and National Long Distance (NLD) Service in August 2002 for free competition, Government has so far issued 27 ILD Service licenses and 34 NLD Service licenses. The Networth and paid up capital requirement for obtaining NLD Service and ILD Service license by the applicant company is ₹ 2.5 crore each.

The Annual license fee for NLD as well as ILD Service has been enhanced to 8%, inclusive of USO contribution, of Adjusted Gross Revenue (AGR) w.e.f. April, 2013. There is no

mandatory roll out obligation for NLD Service operators. For ILD Service operators the roll out obligation is the establishment of at least one ILD Service gateway within a period of three years.

Registration Certificate of Infrastructure Provider Category-I (IP-I)

Under IP-I registration, company can provide Dark Fibre, Right of way, duct space, tower etc. to licensed telecom service providers. As on 31.03.2014, 433 companies have been registered as Infrastructure Provider Category-I.

Voice Mail/Audiotex/Unified Messaging Service

There is no entry fee or license fee for Voice Mail/Audiotex Service/UMS. 35 licenses have been issued for providing Voice Mail/Audiotex Service/Unified Messaging Service (UMS).

Public Mobile Radio Trunking Service

24 licenses in 4 metros and 9 circles for providing Public Mobile Radio Trunking Service (PMRTS) have been provided.

Global Mobile Personal Communication by Satellite

The process of grant of Global Mobile Personal Communication by Satellite (GMPCS) License includes, inter-alia, clearance of the proposal from security angle by the Inter-Ministerial Committee comprising of Secretary (T), Cabinet Secretariat, Defence Secretary, Home Secretary, Secretary (Department of Space) and Secretary (Intelligence Bureau). The process also involves setting of the GMPCS Land Earth Station (Gateway). No GMPCS license has however been granted till date.

Internet and Broadband Services

As per guidelines for grant of Unified License dated 19.08.2013, the internet services have been included in the Unified License. Accordingly, with effect from 19.08.2013, Unified License with ISP authorization is granted for provision of internet services.

As on 31.03.2014, there were 365 Licensees for Internet Services which include 97 Category "A" Licensees, 149 Category "B" Licensees and 119 Category "C" Licensees. Till 31.03.2014, 23 Licenses have been issued for ISP authorization under Unified License.

Very Small Aperture Terminal (VSAT) Services

VSAT service licenses are granted on non exclusive basis using INSAT satellite system within the territorial boundaries of India. Under the VSAT license, the licensees provide data connectivity within Closed User Group (CUG) between various sites scattered throughout India using VSATs and central hub. There are two categories of VSAT licenses:

- Captive CUG VSAT license wherein the licensee company can set up VSAT network

for its internal use only. As on 31.04.2014 there were 35 captive CUG VSAT networks.

- Commercial CUG VSAT license wherein the licensee company can provide CUG VSAT service to a number of CUGs on commercial basis. As on 31.03.2014 there were 11 licenses for commercial CUG VSAT.

Disaster Management

After natural calamity in Uttarakhand in June 2013, the top most priority was given to restoration of mobile connectivity in the affected areas and most of the services were restored promptly. The status of telecom facilities and particularly that of BTSs in the affected areas was monitored on daily basis.

In addition, various other measures were taken to help affected people and their relatives. Instructions were issued to telecom operators to open helpline numbers and keep them functional. They were also instructed to provide on request last location of the missing persons to their relatives/friends.

NETWORKS & TECHNOLOGIES CELL (NT CELL)

The Internet today has become a global network serving billions of users worldwide and this has happened because of the wide acceptability of the Internet Protocol (IP). The current version of the Internet Protocol is IPv4 which is 35 year old has many limitations. The biggest limitation is its 32-bit addressing space resulting in 4.3 billion IP addresses. The rapid growth of Internet, broadband, mobile subscribers and deployment of NGN technology is leading to accelerated consumption of IP addresses, and this has resulted in exhaustion of IPv4 addresses worldwide. Internet Protocol version 6 (IPv6) improves on the addressing capacities of IPv4 by using 128 bits address instead of 32 bits, an almost infinite pool of IP addresses and also provides various enhancements with respect to security, routing addresses, auto configuration, mobility and Quality of Service (QoS) etc.

In India, efforts began as early as 2004 when "Migration from IPV4 to IPV6 in India" was listed as one of the items in the Ten Point Agenda given by Hon'ble Minister of Communications & Information Technology, Government of India. After due deliberations a Committee under the Chairmanship of Advisor(T), DoT was formed in DoT and recommended for preparing a suitable Roadmap to achieve transition from IPV4 to IPV6, clearly bringing out the steps involved.

Policy for IPv6

National IPv6 deployment Roadmap (v-1) was released in July, 2010 with the target to start offering IPv6 services by March, 2012. Subsequently, in March, 2012, National IPv6 deployment Roadmap (v-II) was released. In this Roadmap, Government organizations have

been recommended to follow a phased transition approach depending on the complexity and the Ipv6 readiness of their current networks and systems. The approved recommendations for Government Organisations to complete transition to Ipv6 (dual stack) is by December 2017. There is mandated timeline for Service Provider and other stakeholders also. All contents (e.g. websites) and applications providers have also given targeted timeline to adopt Ipv6 (dual stack) for new contents & applications by 30.06.2014 and for existing ones latest by 01.01.2015. All mobile phone handsets/ data card dongles/ tablets and similar devices used for internet access supporting data speeds 2.5G and above sold in India on or after 30.06.2014 shall be Ipv6 ready. Similarly, public cloud computing service / data-centers providers should target to adopt Ipv6 (dual stack) latest by 30.06.2014.

FOREIGN DIRECT INVESTMENT POLICY IN TELECOM SECTOR

Telecom Sector is considered to be one of the most attractive sectors for Foreign Direct Investment (FDI) in the country. To make telecom sector more investor friendly, the Government has raised Foreign Direct Investment (FDI) limit for all telecom services from 74% to 100%. The current FDI policy for the Telecom services, subject to observance of licensing and security conditions by licensee as well as investors as notified by the Department of Telecommunications (DoT) from time to time, is as under:

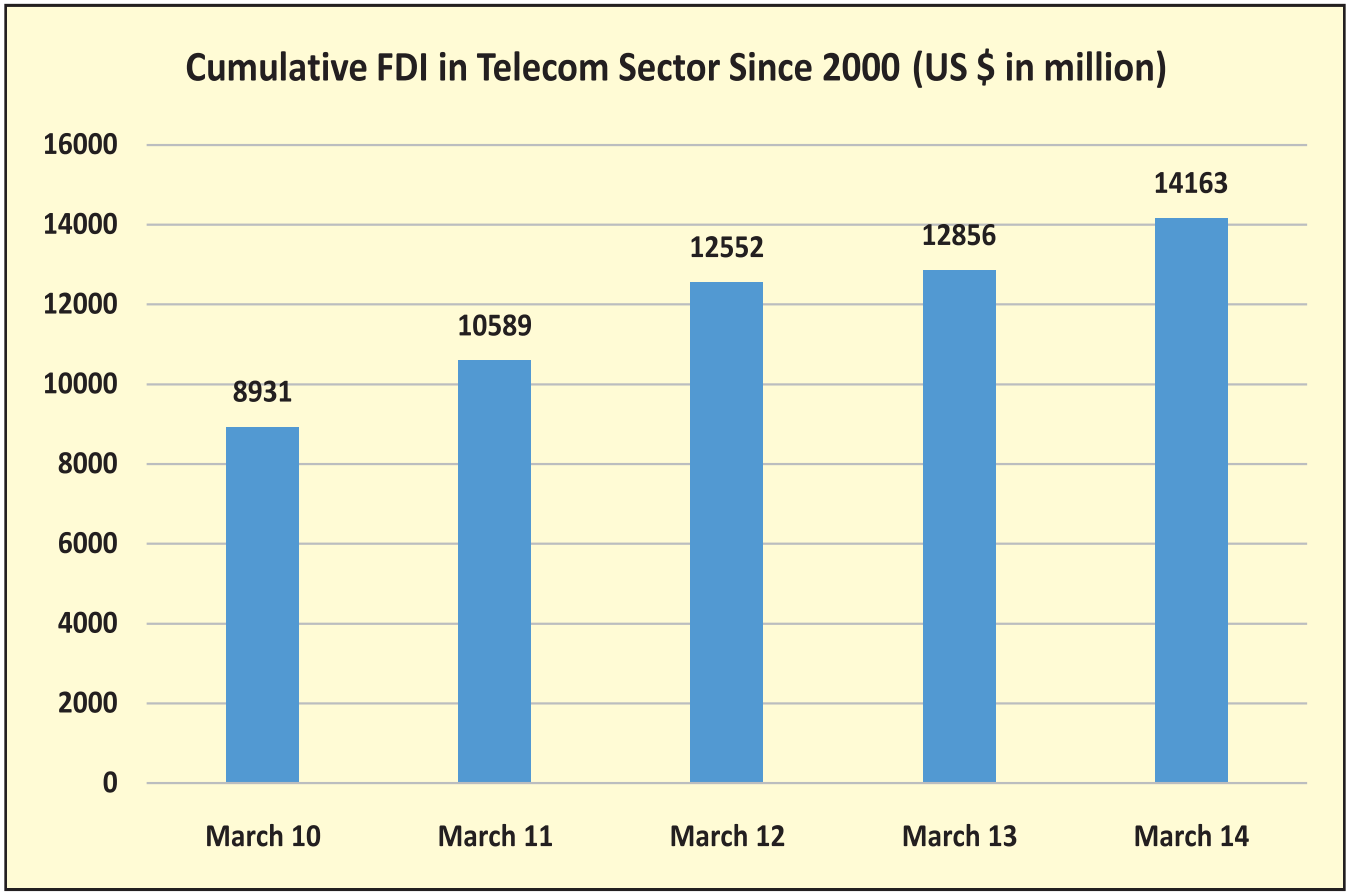
FDI Policy

Sr. No.	Sector/Activity	FDI Cap/Equity	Entry route
1.	Telecom Services (including Telecom Infrastructure Providers Category-I) All telecom services including Telecom Infrastructure Providers Category-I, viz. Basic, Cellular, Unified Access Services, Unified license (Access services), Unified License, National/ International Long Distance, Commercial V-Sat, Public Mobile Radio Trunked Services (PMRTS), Global Mobile Personal Communications Services (GMPCS), All types of ISP licences, Voice Mail/ Audiotex/UMS, Resale of IPLC, Mobile Number Portability services, Infrastructure Provider Category - I (providing dark fibre, right of way, duct space, tower) except Other Service Providers.	100%	Automatic upto 49%. Beyond 49%. Through FIPB route
2.	Manufacture of Telecom Equipments	100%	Automatic

FDI Inflow

Actual inflow of FDI in Telecom Sector from April 2000 to March 2014 is US $14,163 million. The Cumulative FDI data for last four years and current year is as under:

Cumulative FDI in Telecom Sector Since 2000	
Up to Year Ending	**Cumulative FDI (US $ in million)**
March 10	8931
March 11	10589
March 12	12552
March 13	12856
March 14	14163



Source: DIPP web-site

MANUFACTURING OF TELECOM EQUIPMENT

With the advent of next-generation technologies and operators looking to roll out 3G and broadband wireless access services, the demand for telecom equipment has increased rapidly. In an attempt to capitalize on this opportunity, the government and policy makers are focusing on developing the domestic manufacturing industry.

For the implementation of objectives and strategies outlined in NTP-2012 related to R&D, Manufacturing and Standardization of Telecommunication Equipment, Department of Telecommunications had constituted a standing Council viz. Telecom Equipment Manufacturing Council (TEMC) consisting of experts from Telecom Service providers, Telecom equipment manufacturing industry, Government, Academia and R&D institutions. The first report of the TEMC was submitted in September 2013 and has been, in principle, accepted.

As envisaged in NTP 2012, to promote setting up of Telecommunications Standard Development Organisation as an autonomous body with effective participation of the government, industry, R&D centres, service providers, and academia to drive consensus regarding standards to meet national requirements including security needs, the Department of Telecom approved the bye-laws and memorandum of association of Telecommunications Standards Development Society, India (TSDSI) as a Telecommunications Standard Development Organisation. TSDSI aims at developing and promoting India-specific requirements, standardizing solutions for meeting these requirements and contributing these to international standards, contributing to global standardization in the field of telecommunications, maintaining the technical standards and other deliverables of the organization, safe-guarding the related IPR, helping create manufacturing expertise in the country, providing leadership to the developing countries (such as in South Asia, South East Asia, Africa, Middle East, etc.) in terms of their telecommunications-related standardization needs.

The harmonized master list of infrastructure "Telecommunication & Telecom Services" was added in 2013 which would extend the definition of infrastructure for the financial infrastructure to provide infrastructure loan to speed up the telecom sector growth in the country.

In August 2013, the Govt. has approved FDI in telecom sector from 74% to 100% through FIPB route, which would further boost the telecom sector.

Import and Export of Telecom equipments including mobile phones, parts and telecom cables

The import of Telecom equipments including mobile phones, parts and telecom cables during 2012-13 was ₹ 559933 million and 2013-14 (March 2014) is ₹ 716448 million. The Export of Telecom equipments including mobile phones, parts and telecom cables during 2012-13 is ₹ 208504 million and 2013-14 (March, 2014) is ₹ 195792 million. The details of import and

export are as under:

Import of Telecom equipments including mobile phones, parts and telecom cables			
HS Code	**Description**	**Value (₹ Million)**	
		2012-13	**2013-14 (March,14)**
851711	Line telephone sets with cordless handsets	2587	2452
851712	Telephones for cellular networks or for other wireless networks	258351	357210
851718	Others	3113	2404
851761	Base stations	2028	3199
851762	Other data, including switching machines for the reception, conversion and transmission or regeneration of voice, images or other data including switching	63767	87571
851769	Others	49422	46455
851770	Parts	158196	162588
852560	Transmission apparatus incorporating reception apparatus	2244	1425
854420	Co-axial cable & other coaxial electric conductors	5763	5480
854449	Other electric conductors for voltage <= 80 v	11501	12470
90011000	Optical fibres, optical fibre bundles & cables	2961	3839
	TOTAL	**559933**	**685093**

Source: DGFT web-site

Export of Telecom equipments including mobile phones, parts and telecom cables			
HS Code	**Description**	**Value (₹ Million)**	
		2012-13	**2013-14 (March,14)**
851711	Line telephone sets with cordless handsets	3835	9169
851712	Telephones for cellular networks or for other wireless networks	144871	118542
851718	Others	1042	2530

HS Code	Description	Value (₹ Million)	
		2012-13	2013-14 (March,14)
851761	Base stations	128	329
851762	Machines for the reception, conversion and transmission or regeneration of voice, images or other data including switching	4923	6067
851769	Others	6647	7659
851770	Parts	34769	37395
852560	Transmission apparatus incorporating reception apparatus	572	731
854420	Co-axial cable & other coaxial electric conductors	1555	1235
854449	Other electric conductors for voltage <= 80 v	2520	2503
90011000	Optical fibres, optical fibre bundles & cables	7642	9632
	TOTAL	**208504**	**195792**

Source: DGFT web-site

INDIA TELECOM 2013

Department of Telecommunications in association with Federation of Indian Chambers of Commerce and Industry (FICCI) organized the 8th edition of India Telecom exhibition and conference i.e. "India Telecom 2013" from 5th to 7th December, 2013 at Vigyan Bhawan, New Delhi with the objective of promoting and showcasing capabilities and opportunities in the Indian Telecom sector. The theme of "India Telecom 2013" was **"Internet of people to Internet of Things: Future of Communications"**. The conference brought the government, policy makers, potential investors, operators, manufacturers, infrastructure providers, content providers, academia and non-governmental organization together at a common platform to discuss how telecommunications can lead to an "all-inclusive growth" of the Indian economy in terms of GDP, growth, employment and revenues, among others. The Prime Minister of India, Dr. Manmohan Singh inaugurated "India Telecom 2013" on 5th December, 2013. The event consisted of (i) CEOs Round Table Conference with Union Minister of Communications & Information Technology, (ii) Thematic Conference Sessions & Technical Seminars and (iii) new initiative like Roundtable of Principal Secretaries (IT) of the States alongwith Telecom Service Providers, Telecom Manufacturing Companies and industry. The exhibition witnessed the participation of 104 domestic and international IT/Telecom companies from various countries.

Hon'ble Prime Minister at India Telecom 2013.

International Relations

The year 2013-2014 was marked with several important activities and visits in the sphere of International Relations for DoT. There were significant activities in bilateral cooperation with strategic countries and in multilateral cooperation with Intergovernmental Organizations such as ITU, APT, ITSO etc. Indian high level delegations visited important foreign countries in strengthening the bilateral relations and technological cooperation. Several foreign dignitaries also visited India reflecting the growing prominence of India.

Strategic Activities

Several high level engagements with some of the strategically important countries such as Japan, Israel, and Vietnam took place during the year 2013-14. India made a joint statement with Japan in the India-Japan Partnership mission held at New Delhi. India also signed two MoUs with Vietnam in ICT cooperation.

The visit of Dr. Hamadoun Toure, Secretary General, ITU in May 2013 cemented high level engagement between India and ITU for collaboration on several fronts. India has been elected to Chair APT, consisting of 38 member states, in preparatory process during 2013 and 2014 for the Plenipotentiary conference scheduled in October 2014. India played a significant role in APT preparatory process for World Telecommunication Development Conference (WTDC-2014) and also in the WTDC conference held during March-April 2014. India has been appointed as Vice Chair for the Telecommunication Development Advisory Group (TDAG) from Asia Pacific Region to advise ITU-D on programs and its activities during 2014-2018.

Bilateral Cooperation

Indian Delegations visited abroad

Important Indian delegations that visited abroad are as given below:

i) **USA:** Indo-Strategic Dialogue on Cyber Crime and Indo-US ICT working group meeting was held at Washington during June 2013.

ii) **Pakistan:** Bilateral meeting took place in Pakistan in September 2013 the on issues which, inter alia, included mobile roaming implementation between the countries.

iii) **Canada:** Canada Comprehensive Economic Partnership Agreement (CEPA) meeting was held at Ottawa, Canada during November 2013 as part of an Indian composite delegation. Both sides discussed the draft text in respect of cooperation in the field of Telecommunications and IT to be incorporated in CEPA.

iv) **Bangladesh:** An inter-ministerial delegation comprising DoT, MEA, Government of Tripura State and BSNL members visited Bangladesh during July, 2013 to discuss the issue of Agartala-Kolkata telecom link through Bangladesh for BSNL.

v) **Japan:** A bilateral meeting was held in Japan in January 2014 taking forward the objectives expressed in the joint statement between India and Japan during Public Partnership Program held in Delhi in October, 2013. Joint Working Groups are proposed to be formed in important areas such as Green Telecom, Japan-India combat spam project, Detecting symptoms and quick response to cyber-attacks, and Traffic prediction and control with GPS probe data.

Foreign delegations visited India:

Important foreign delegations that visited India are as given below:

i. **Japan:** H.E. Mr. Kimiaki Matsuzaki, Senior Vice Minister for Internal Affairs and Communications, Japan met Hon'ble MoC&IT in April 2013 in New Delhi. Both leaders discussed on issues for enhancing cooperation in the field of Telecommunications and IT in the years to come.

ii. **Lao PDR:** Mr. Hiem Phommachanh, Lao PDR Minister of Post-Telecommunications and Communication visited New Delhi to participate in India-ASEAN Meeting held under the aegis of Ministry of External Affairs. During his visit to India, he met with the Top Management of MTNL in December 2013 and visited MTNL's Network Operation Centre (NoC) and Data Centre.

iii. **Panama:** Mr. Eduardo E. Jaen, General Administrator, National Authority for Governmental Innovation, Government of Panama met Hon'ble MoS (C&IT) in December 2013.

iv. **Ecuador:** Mr. Adolfo Mariscal, Advisor to the Vice-President of Ecuador met Additional Secretary (Telecom)in November 2013 and discussed how India can cooperate Ecuador in building their Telecom and IT infrastructure.

v. **Australia:** Mr. Robert O'Farrell, Premier of Australian State of New South Wales met Hon'ble MoS (C&IT) in December 2013.

vi. **Canada:** Chief Trade Commissioner Ms. Susan Bincoletto met Secretary (Telecom) in January 2014 to discuss trade aspects.

vii. **USA:** Mr. Steve Van Andel, Chairman Board of US Chamber of Commerce met Hon'ble MoC&IT in October 2013.

viii. **Catalonia:** Catalonian Minister of Labour called on Hon'ble MoC& IT in November 2013.

ix. **Vietnam:** Dr. Nguyen Bac Son, Minister of Information and communications, of Socialist Republic of Vietnam, met Hon'ble MoC&IT on ICT Co-operation in July 2013 in New Delhi. During the discussions, both sides unanimously agreed that Electronics manufacturing, Capacity building, Software services, Standards setting, Cyber Security, Spectrum management, ICTs Regulation, Co-operation on multilateral platforms such as ITU, APT etc., and Disaster management in coastal areas are some of the many areas for cooperation. On the occasion, two MoUs were also signed - one on cooperation in the field of telecom regulation signed between TRAI & VNTA and on cooperation in spectrum management between ARFM Vietnam & WPC, DoT.

x. **Japan:** The India-Japan ICT Public-Private Partnership Mission was held on in October 2013 for two days in New Delhi. This was followed by a bilateral meeting between India and Japan.

Multilateral Cooperation

i. Visit of SG, ITU

Secretary General, ITU, Dr. Hamadoun Toure, was on his official mission to India during May 2013 accompanied by Dr. EunJu Kim, Regional Director, Asia Pacific Region, Bangkok. He had meetings with Hon'ble MoC&IT, Hon'ble MoS (C&IT) (D) & Hon'ble MoS (C&IT) (K) and with the senior officers of DoT. Meetings were held with industry leaders, industry associations and he participated in functions organized by industry, academia during the mission. He also addressed the senior officers of DoT and addressed the students and academic community in the school of International Studies, JNU along with Shri Kasturi Rangan, Member, Planning Commission.

ii. Preparatory meetings for PP-14 and WTDC

The First preparatory meeting was conducted at Seoulin April 2014. The DDG (IR), DoT has been elected as the Chairman of APT preparatory process for the region for PP-

14 conference. The 2nd Prep meeting for PP-14, steered by India, was held at Australia in October 2014.

iii. WSIS-WTPF May 2013

A high level delegation participated in this ICT event. India hosted a joint seminar along with Onmobile India on Mobile VAS services and opportunities in India for the global audience during the event. The event was well received and the Deputy Secretary General, ITU also attended the event.

Indian delegation made an effective participation along with PMI in the strategic dialogue event of the World Telecommunication Policy Forum (WTPF) during the program.

iv. ICTs, Environment and Climate change, Workshop

DoT delegation participated in the Symposium on ICTs, the Environment and Climate change, Workshop on Human Exposure to Electromagnetic Field in May 2013. The delegation delivered a lecture on the subject to the global audience with a comprehensive contribution on Indian experience.

v. International advisory committee meeting

DoT delegation participated in the International advisory committee meeting on Human exposure to electromagnetic fields at Paris in June, 2013. They held detailed discussions with WHO and other participating organizations on the important subject.

vi. ITU Council Session 2013

High level DoT delegation participated in the ITU council session in June 2013. As a council member of ITU, India participated in the Council meeting and contributed in important ITU Management activities.

vii. ICANN Meeting

DoT delegation participated in the ICANN-47 meeting held in Durban in July 2013 and the meeting reviewed various activities and plans of ICANN.

viii. Connect Asia Pacific Summit & ITU Telecom World 2013 at Bangkok

DoT delegation participated in the Connect Asia Pacific Summit and ITU Telecom World 2013 held at Bangkok in November 2013. Several partnership opportunities were discussed during the event to bridge the digital divide. India supported the Vision and Summit Leaders' statement regarding the need for mobilizing the resources and for developing strategic partnership with all stakeholders in the ICT eco system.

ix. GSMA MWC

The Mobile World Congress event, held at Barcelona in February 2014, is an important event for India considering its strategic importance in telecommunications. The event brought Policy makers, Service providers, Operators, technology and application

providers at one place. A high level delegation led by Secretary (Telecom) participated in the event.

The Secretary (Telecom) also visited ITU HQ at Geneva and had important meetings with Secretary General, ITU and three directors of Standardization, Radio, Development bureaus and with PMI Geneva. The discussions were focused on developing India-ITU collaboration in different areas in Telecom. India expressed its willingness to host some of the ITU events in India to enhance the participation, and strategic involvement.

x. The World Telecommunication Development Conference (WTDC-14)

ITU Regional Development forum and 2nd Prep meeting for WTDC at Cambodia in April 2013. A high level delegation led by Secretary (Telecom) participated in the conference. India made several contributions for regional initiatives, study group questions and programs.

The 3rd and 4th Preparatory meetings for WTDC-14 were held in Australia and Thailand in October 2013 and January 2014, respectively. India participated actively in the preparatory process and as Vice-Chair for the working group on Strategic Plan made significant contribution for the ITU-D strategic plan. India has been nominated as the Vice Chair for important Committee 3 for WTDC-14 and it has been elected as the Vice Chair for the TDAG from Asia Pacific Region.

xi. ITSO IAC meeting:

India is a member of International Telecommunications Satellite Organization (ITSO) Advisory Committee and participated in the 18th meeting of its Advisory Committee held at Washington in February 2014 that dealt important aspects such Iran-USA Intelsat issue etc.

Study Group meetings

The ITU study group meetings are aimed to build capacity and contribute for harmonizing standards, share best practices and learnings for ICT growth. The issues discussed in these meetings are important for India as an emerging country to develop the ICT eco system and take challenges and issues to this international discussion forum. The DoT delegation participated in the following ITU study meetings in different sectors.

- ITU-T study group 17 meeting on Security aspects at Geneva April 2013
- ITU-T study group 15 meeting at Geneva July 2013
- ITU-D study group meetings held in September 2013

Trainings

The DoT officers participated in the Capacity Building programs abroad organized by the

international organizations such as ITU, APT, PURC in the following areas:

i. Innovative Applications for Rural Broadband Community

ii. Mobile Internet

iii. Infrastructure sharing models and practices

iv. Mobile security Training

v. Advanced International Practices Program on 'Telecom Policy and Regulation for Next Generation Network'

vi. Enabling Frame Works for ICT Development-The Singapore Experience

vii. NDAS training from Blackberry3gpp meeting for security standards in testing of Telecom/ IT elements used in Telecom

viii. Practical Technologies and their Implementation of small Scale Telecommunications for the Rural areas

ix. Licensing and access price regulation of submarine cable landings

x. World Telecommunications/ICT Indicators Symposium (WTIS)

xi. Action for Next Generation Mobile Communication System

xii. Strengthening Disaster Preparedness in Asia Pacific region Utilizing ICT for Public Safety

xiii. Utilization of ICT Service & E-Applications for Overcoming Digital Divide

xiv. Cyber Security Policies and Technologies for the Broadband Communications

6. Events

Senior Officers from DoT participated in the following important events abroad in the context of Investment Promotion, Opportunities in India, Technology and Products etc.:

i. Leaders Forum at Zanzibar in May 2013

ii. Asia Pacific 2nd Mobile Asia Expo and Public Policy forum in China in June 2013

iii. 17th Global Standards Collaboration meeting at Jeju, South Korea in May 2013

iv. Communicasia in June 2013 at Singapore

v. Futurecomm in Brazil in October 2013

vi. GITEX-2013 at Dubai in October 2013

vii. Africacom-2013 at South Africa in November 2013

viii. Vietnam ICT event in November 2013

OFFICIAL LANGUAGE (HINDI)

The Official Language Division is under the overall administrative charge of Deputy Director General (C&A). It is presently headed by a Director assisted by one Deputy Director, Two Assistant Directors, One Section Officer and other supporting staff. During the year 2013-14, the following items of important work relating to the progressive use of Hindi were undertaken by the Official Language Division:-

(i) Monitoring and Inspection

The Official Language Division worked as a co-ordinator during the course of inspections conducted by the Second sub Committee of the Committee of Parliament on Official Language (CPOL) of the various Offices/Corporate Offices under the Department. In the Parliamentary Committee Meetings, the Department was represented by Joint Secretary (Admn.)/DDG (C&A) and a representative of Official Language Division. Twenty two such inspections were carried out throughout India.

(ii) Training in Hindi Language, Hindi Computer/Typewriting

Five stenographers were nominated for training in Hindi Stenography Classes during this period.

(iii) Official Language Implementation Committee

Quarterly meetings of the Official Language Implementation Committee (OLIC) of the Department were held at regular intervals wherein the progress relating to the use of Hindi in official work in the Department was reviewed. During the year, two such meetings were held on 02.05.2013 and on 01.08.2013 respectively. The Official Language Implementation Committee (OLIC) of DoT for its Public Sector Undertakings (PSUs) has been reorganized on 14th November, 2013 and its first meeting was held on 10th December, 2013. In the above meeting, two following important decisions have been taken:-

- To prepare glossary of technical words which are used in DoT and its Public Sector Units in pursuance of the decision taken in the meeting of Hindi Salahakar Samiti held on 13.08.2013.
- To send quarterly progress report of Hindi and data base information of technical words through online system.

(iv) Hindi Workshop

One Hindi Workshop regarding the use of software and Unicode facility for facilitating the use of Hindi on computers was organized on 07.10.2013 and another workshop was conducted on 17.02.2014 for providing the facility/know-how for filling up the proforma of Quarterly Progress Report of Hindi so that the same may be submitted accurately and in time.

(v) Celebration of 'Hindi Pakhwara'

'Hindi Pakhwara' was organized from 16.09.2013 to 30.09.2013 in the Department. Fourteen competitions for the purpose of the promotion of Official Language in the Department were organized. 216 officers/officials participated in these competitions, out of which 86 were declared successful for Cash Awards with Certificates of Appreciation. Prizes were distributed to the successful participants by the Joint Secretary (Admn.) in the Prize Distribution Function held on 30.10.2013.

(vi) Hindi Salahakar Samiti

Hindi Salahakar Samiti of this Department was re-constituted on 21st October, 2010 as per the guidelines issued by the Department of Official Language. During the year 2013-14, meeting of the Salahakar Samiti was held on 13th August, 2013 at New Delhi under the chairmanship of Shri Milind Deora, the then Hon'ble Minister of State for Communication & I.T.

(vii) Notifying the offices under rule 10(4) of O.L. Rules, 1976

During the period under report, 7 offices have been notified under rule 10(4) of the Official Languages (use for official purposes of the Union) Rules, 1976, where more than 80% staff have acquired working knowledge of Hindi.

STAFF WELFARE AND SPORTS ACTIVITIES

Under the Welfare Programmes, Scholarship, Book Awards and Incentives are granted to meritorious school / college going children of the DoT employees. Besides this, conveyance allowance / hostel subsidy is also granted to mentally / physically challenged children of the employees. The programme also includes financial assistance to employees in distress and provides subsidies for recreation tours etc. During January 2013 to March 2014, the following activities were undertaken under the Welfare Programme:

- Financial Assistance of ₹ 1,40,030/- (One Lakh Forty Thousand Thirty Only) was provided to the families of deceased employees.
- Book Award of ₹ 13, 59,800/- (Thirteen Lakh Fifty Nine Thousand Eight Hundred Only), Scholarship of ₹ 11, 06,000/- (Eleven Lakh Six Thousand Only) & Incentive of ₹ 1,92,200/- (One Lakh Ninety Two Thousand Two Hundred Only) were distributed to the meritorious school going children of DoT employees.
- This year, DoT has organized different inter departmental sports tournaments for the employees of DoT and upto March 2014 an amount of ₹ 76, 462/- (Seventy Six Thousand Four Hundred Sixty Two Only) was incurred on organizing these tournaments.
- All other activities of the previous year were also duly performed.

Gender Budgeting and provisions for SC & ST

The Welfare schemes are largely gender neutral and composite in nature. However, some of the schemes namely Book Award and Scholarship Award contains pro women & SC / ST orientation by way of relaxation in marks for these categories. There is no earmarked amount for these categories as Book Award / Scholarship are awarded to the deserving applicants fulfilling the eligibility criteria. The expenditure incurred out of Staff Welfare Fund in respect of Women & SC / ST during the year 2013-14 is as under:

Women Welfare:	₹ 10,17,200/-
Development of SC / ST:	₹ 4,77,700/-

An assistance of ₹ 40000/- (Forty Thousand Only) i.e. ₹ 20000/- in the month of March 2013 & ₹ 20000/- in the month of March 2014 was also provided on woman day for various activities.

ABSORPTION OF GROUP 'A' OFFICERS IN BSNL/MTNL

Consequent upon formation of Mahanagar Telephone Nigam Limited (MTNL) in 1986 and Bharat Sanchar Nigam Limited (BSNL) in 2000, Group 'A', 'B', C' and 'D' employees of the Government Department were transferred to these companies on 'as is where is basis' along with their posts on deemed deputation. About 3,97,000 Group 'B', 'C' and 'D' employees already stand absorbed in BSNL/MTNL.

Group 'A' officers of various services under this Ministry including Indian Telecom Service (ITS) officers were asked to exercise their option for absorption in BSNL/MTNL as per the terms and conditions approved by the Cabinet initially in the year 2005 and later in 2008 and 2011. However, the response of Group 'A' officers, particularly ITS officers towards absorption remained very poor. Accordingly, unabsorbed Group 'A' officers were ordered to be repatriated to this Department in November, 2011.

BSNL and MTNL intimated that in the event of immediate repatriation of all the unabsorbed ITS officers working on deemed deputation in these organisations (945 officers working in BSNL and 83 officers working in MTNL), it would not be possible for them to find suitable replacements immediately to occupy vital positions at middle and senior management levels and a sudden vacuum at these levels would seriously affect their functioning. The matter was considered by the Government and pursuant to the decision taken, the following orders, among others, were issued by the Department of Telecommunications on 11.3.2013:-

- Completion of the process of absorption of Group 'A' officers in BSNL/MTNL under Rule 37-A of CCS (Pension) Rules, 1972 and consequent repatriation of all Group 'A' officers including ITS officers on deemed deputation in BSNL and MTNL who have not opted for absorption in these organisations to the DoT with immediate effect.

- Deployment of all the ITS officers repatriated from BSNL and MTNL in pursuance of order at (a) above in BSNL and MTNL for a period of 10 years on year to year diminishing basis on the terms and conditions approved by the Government as per the requirement plans given by these organisations to meet their exigent requirements.

With the issue of the above orders, the process of absorption of Group 'A' officers in BSNL and MTNL has been concluded.

SPECTRUM AUCTION

- The quantum of spectrum on offer for auction in 1800 MHz band was 385.20 MHz in 22 Service Areas while the quantum of spectrum on offer for auction in 900 MHz band was 46 MHz in 03 Service Areas.

- Bidding started on 03-02-2014 and continued for 68 rounds over 11 days. 07 bidders won spectrum out of 08 participating bidders. In 1800 MHz band, auction closed at the reserve price in 11 service areas out of 22 Service Areas while closing price in remaining 11 Service Areas increased in comparison to reserve price of these Service Areas. This increase ranges from 6.7% to 415.7%. In 900 MHz band, closing price increased in all 3 Service Areas, in comparison to reserve price of these Service Areas. This increase ranges from 55.7% to 105.8%.

- A total of 79.8% of the spectrum (307.2 MHz out of 385.2 MHz) in 1800 MHz band and the entire available spectrum (46 MHz out of 46 MHz) in 900 MHz band has been won by the bidders in the auction. Overall 81.9% of the spectrum on offer has been won by the bidders.

- The total value of spectrum sold is ₹ 61,162.22 crore (27.6% more than the value of the spectrum on offer at reserve price) out of which amount corresponding to the spectrum in 1800 MHz is ₹ 37,572.60 crore (6.8% more than the value of spectrum at reserve price) and amount corresponding to the spectrum in 900 MHz is ₹ 23589.62 crore (84.9% more than the value of spectrum at reserve price).

- Upfront payment of ₹ 182267 approx. and Bank Guarantees of ₹ 8352 were received from the successful bidders.

TRENDS IN LICENCE FEE COLLECTIONS

Majority of the licenses are under revenue share regime of license fee. License Fee is based on fixed percentage of Gross Revenue / Adjusted Gross Revenue. License Fees is payable in four quarterly installments during each financial year. Quarterly installment of license fee for the first three quarters of a financial year is paid within 15 days of the completion of the relevant quarter. However, for the last quarter of the financial year, the licensee has to pay the License Fee by 25th March on the basis of expected revenue for the quarter. For telecom

networks licensed for Captive use and CMRTS licenses, the license fee is levied at fixed rates depending upon the number of terminals, channels and / or network's capital cost. The LF collections for the year 2012-13 and 2013-14 and its percentage of growth are as under:

(₹ in crore)

Particulars	2012-13	2013-14	% of Growth
LF Collections	11439.27	12959.61	13.29%

ASSESSMENT OF LICENSE FEE

The provisional assessment of License Fee up to the year 2011-12 in respect of 122 cancelled licences and up to the year 2010-11 in respect of most of the other licences have been completed. However, the work relating to final assessment of license fee from the year 2006-07 was pending as the Hon'ble TDSAT in its judgment dated 30.08.2007 relating to definition of AGR, had excluded certain revenue streams from the AGR which otherwise are included as per the terms and conditions of License Agreement. The Hon'ble Supreme Court of India judgment dated 11.10.2011 set aside the TDSAT order dated 30.08.2007 paving way for finalization of assessment of license fee from the year 2006-07 onwards. The assessment is being done on the basis of Supreme Court of India judgment in AGR matters. Some Civil Appeals were delinked by the Supreme Court of India order dated 11.08.2011 and 17.08.2011. The assessment of these companies is also being done on the basis of Supreme Court of India judgment dated 11.10.2011 subject to outcome of pending delinked appeals.

RIGHT TO INFORMATION ACT

A separate RTI Unit has been established in DoT and is functional since January 1, 2007. RTI Unit of DoT is continuously in the process of strengthening the system of disposal of RTI applications to the satisfaction of the public. An RTI Unit with Deputy Secretary/ Director as CPIO, Under Secretary as APIO and RTI Section headed by a Section Officer is functioning as the Nodal Unit for the Department. In addition to the above, 70 CPIOs with First Appellate Authorities are functioning in DoT to facilitate quick disposal of RTI applications/appeals.

The facility of online receiving and processing of RTI applications/appeals through RTI web-portal of DoT has been started w.e.f. 21.08.2013.

During the period April-March 2014, 8247 applications were received in the DoT, out of which 5572 were transferred to other departmental Public Authorities and PSUs. Balance applications have been disposed of as per the RTI Act. There was no denial of information except as per the provisions of the RTI Act.

PUBLIC GRIEVANCES AND REDRESSAL

DoT receives complaints directly in its Public Grievances Cell from the office of the Hon'ble Prime Minister, Minister of Communications and IT, MPs, MLAs, VIPs, Chairman's Office,

Department of Administrative Reforms and Public Grievances (DARP&G) and from the public. The details in respect of complaints handled for the year 2013-14 are given as under:

Opening Balance as on April 01, 2013	Grievances booked during 2013-14	Total	Grievances closed during 2013-14	Balance as on March 31, 2014
4230	81447	85677	82106	3571

IMPLEMENTATION OF RESERVATIONS ORDERS FOR SCHEDULED CASTES/ SCHEDULED TRIBES AND OBC EMPLOYEES

In accordance with the policy of the Government of India, a SC/ST Cell is functioning in the DoT under the supervision of Director (Staff Relations) who has been appointed as Liaison Officer for SC/STs. The Liaison Officer provides relevant guidelines not only to the officers in the Department but also to all Public Sector Undertakings, Autonomous Bodies, Statutory Bodies, Attached and Subordinate Offices under the DoT.

RESULT FRAMEWORK DOCUMENT

The High Power Committee (HPC) on Government Performance reviewed the performance of the DoT on the basis of the data submitted by the department. The Result Framework Document showing inter-se priority among key objectives, success indicators, targets and performance is at Appendix-I.

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III. 1 WIRELESS PLANNING AND COORDINATION

The Wireless Planning and Coordination Wing of the DoT deals with the spectrum management, wireless licensing, frequency assignments, international coordination for spectrum management and administration of Indian Telegraph Act, 1885 and Indian Wireless Telegraphy Act, 1933.

The National Frequency Plan (NFAP)

The National Frequency Allocation Plan (NFAP) is a policy document, which forms the basis for development, manufacturing and spectrum utilization activities in the country. NFAP-2011 is in force with effect from 1st October, 2011. The NFAP-2011, however, is under process of review/revision, to take into account the national requirements and within the overall framework of ITU's Radio Regulations (RR) comprising decisions of the World Radio Communication Conference-2012.

SACFA Siting Clearance

Standing Advisory Committee on Frequency Allocations (SACFA) clearances are granted for fixed wireless stations considering aviation hazard, interference free operations and line of sight obstruction. Wireless users have to abide by other local by-laws regarding structural safety, environment and pollution.

Satellite System Coordination

International coordination of satellite systems is required to be undertaken as per the provisions of the RR of the ITU. Coordination of frequency assignments for the individual satellite networks is necessary with satellite networks of other administrations for mutual coexistence and interference free operations of these networks.

Satellite Coordination with other Administrations

Operator level coordination meeting took place with China, Malaysia and Japan to resolve technical issues. Coordiantion of INSAT series of satellite network was taken with almost all countries of the world including France, USA, Saudi Arbia, Australia, Canada, Russia, Germany, Israel, Turkey, Spain, Belarus, Iran and Pakistan.

Conferences

National preparation, participation and follow-up action for various international and regional conferences under aegis of International Telecommunication Union (ITU) and Asia-Pacific Tele-community (APT) were undertaken to protect national interests especially in the context of spectrum management and radio communication related matters.

World Radiocommunication Conference 2015 (WRC-15)

National Preparatory Committee has been constituted for WRC-15 to coordinate and

harmonize the view of stakeholders to finalize national viewpoints on various agenda items of WRC-15.

PROJECT IMPLEMENTATION

Under, the project Design, Supply, Installation & Commissioning of "National Radio Spectrum Management & Monitoring System (NRSMMS)" spectrum management and monitoring functions have been automated with a view to making these activities effective and efficient.

Arbitration Tribunal for settlement of disputes relating to NRSMMS Project between M/s HFCL, India and DoT, has been set up. The Arbitration Tribunal passed the Order during 7th sitting stating that Arbitration proceedings shall continue in accordance with law. The Tribunal intimated the schedule for further proceedings. The department has filed the Statement of Claim on 22.08.2013. The Arbitration Tribunal conducted its 8th sitting in March 2014.

Achievements of the Wireless Planning and Coordination (WPC) Wing during the year 2013-14 are given below:

Achievements of WPC (2013-14)

Particulars	Achievements
1.1 Radio Frequency Spectrum Management	
• No. of New Radio Frequency authorized to various users	12,410
• No. of Frequency assignments intimated to Radio-communication Bureau of ITU for registration	588
• No. of Radio Frequency Assigned for visits of VVIPs	104
• No. of SACFA (Standing Advisory Committee on Frequency Allocations) meeting held	01
• No. of Inter-departmental meetings held	12
• No. of Sites cleared for new wireless stations	2,04,144
1.2 Wireless Licenses Issued	
• No. of Import Licenses Issued	2389
• No. of Licenses issued to new Wireless Stations	80,906
• No. of Licenses Renewed (for Wireless Stations)	57,944
1.3 Certificate of Proficiency (COP) Examination/Licences	
• No. of COP Examination conducted	66
• No. of candidates admitted	9,654
• No. of Licenses issued	2339
• No. of Licenses renewed	4215
• No. of Licenses issued to New Radio Amateur Stations	366
• No. of Licenses renewed for Old Radio Amateur Stations	414

WIRELESS MONITORING ORGANISATION (WMO)

Wireless Monitoring Organization (WMO) continues to ensure interference-free wireless services in the increasingly crowded radio environment besides providing vital technical data for the introduction of new services such as 3G, BWA etc. to WPC wing. Achievements of the WMO during the year 2013-14 are given below:

Achievements of WMO (2013-14)

S. No.	Particulars	Achievements
1.	No. of Monitoring Assignments Handled.	10132
2.	No. of Wireless Transmission monitored.	109320
3.	No. of Technical assistance to users to maintain their operation within specified standards.	731
4.	No. of Infringements communicated to various wireless users for remedial action.	4008
5.	No. of Channel days utilized for Radio Monitoring.	5375
6.	No. of Wireless Stations Inspected.	4948
7.	No. of Radio Noise measurements.	133926
8.	No. of high priority interference complaint resolved.	190
9.	No. of standard interference complaint resolved.	44
10.	No. of Man days devoted for high level technical work.	480
11.	No. of training courses conducted.	05
12.	No. of man days for training.	575

Radio Monitoring - A regulatory and treaty requirement

Radio monitoring service, a regulatory and treaty requirement, is carried out by the WMO of the WPC Wing only. It is essentially technical in nature and its broad objectives are derived from the international treaty document - Radio Regulations of the ITU. The major functions of the WMO are as under:

- Resolution of the harmful interference;
- Monitoring for identification of frequency sub-bands for introduction of new services and/or for additional allocation to existing services;
- Monitoring for spectrum recovery - unused/under-used frequency authorizations;

- Monitoring for ensuring adherence to licensing conditions;
- Monitoring / measurements for sharing studies;
- Assistance to domestic wireless users;
- Assistance to foreign administrations;
- Participation in special monitoring campaigns of the ITU;
- Measurements on radio emissions (intentional & non-intentional) for the possible introduction of new radio communication standards, and also for studying the EMC compatibility of the proposed new installations;
- Inspection of licensed installations; and
- Monitoring of space emissions to protect authorized satellite transmissions.

Challenges before WMO

WMO's primary focus, at present, is on public mobile radio communication services, public broadcasting services and safety-of-life services. WMO is earnestly gearing up its resources — manpower and machine-power — to ensure that these services continue to operate in interference-free environment. The primary reason for the interference protection to these services lies in their critical importance to the society as a whole. With respect to public mobile cellular service, WMO has twin objectives: (i) to identify and eliminate the sources of interference occurring and (ii) to find unused spectrum for expansion of existing 2G and 3G services. In so far as public broadcasting is concerned, its transmissions have been found to be affecting aeronautical mobile communications (civil aviation) and also infringing licensing parameters. To address the needs of such crucial services, WMO is in the process of procuring custom-designed radio monitoring products. Beside the service-aspect of radio monitoring, WMO has to ensure the quality of the spectrum.

International Satellite Monitoring Earth Station at Jalna (Maharashtra) had revived the S-Band, C-Band and Extended C-Band facilities for monitoring and analyzing satellite downlink signals along with decoding of digital video broadcast signals from all satellites located in the GSO-arc of interest to India in 2012-13. The capability has been further enhanced by introducing Ku-Band Satellite Spectrum Monitoring facility for DTH, DSNG, VSAT services etc. Its measurement functionality is proposed to be enhanced in near future. A Real-Time Spectrum Analyzer has been procured in this step.

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III. 2 TELECOMMUNICATIONS ENGINEERING CENTRE

Telecommunications Engineering Centre (TEC) is the technical wing of the DoT. Its responsibilities, among other things, include:

I. Preparing Standards and Specifications for harmonious growth of the Indian Telecom Network and Services for the public as well as private sector operators.

II. Carrying out evaluation of equipment and services.

III. According approvals for equipment, technology and services.

IV. Studying new technology and services and give technical advice to DoT for their introduction in the Indian Telecom Network.

V. Technical support for DoT.

VI. Technical advice to TRAI, TDSAT, USOF, BSNL and MTNL, on request of DoT.

VII. Drawing up Fundamental Technical Plans of DoT.

VIII. Interaction with multilateral agencies like APT, ETSI and ITU through DoT.

IX. Creating facilities to further the objectives of Mutual Recognition Assessment.

X. Develop necessary expertise to imbibe the latest technologies and results of R & D.

XI. Coordinate with C-DoT to provide details on the technological developments in the Telecom Sector for policy planning at DoT level.

Quality Policy

TEC is committed to develop standards for the telecommunication sector in India, to ensure development of world class telecom network and smooth interconnection of individual networks. It discharges its function as a testing & certification body. TEC will endeavor to do continual improvement in its processes by means of ICT implementation and will strive to achieve e- TEC system. It is committed to provide timely support and advice to DoT on technical and licensing issues in addition to the core issues mentioned above. This shall be achieved through proactive, stakeholder sensitive & responsive approach, technological and infrastructural up-gradation, knowledge sharing, competency enhancement and continuance of a conducive work culture. TEC has set its Quality Objectives as follows:

I. To ensure timely preparation and updating of new and existing GRs/ IRs /Test Schedules as per the Annual Action Plan.

II. To ensure timely conduct of field trials/testing/validation/ certification.

III. To ensure timely issue of Interface/type Approval and certification.

IV. To establish Next Generation Network (NGN) Lab in TEC to herald the deployment of such networks in the country: also, setting up of labs for the EMF radiation measurements.

V. To ensure continual competency development through training of employees.

VI. To develop TEC's infrastructure to achieve e-TEC. This will lead to paperless office working.

VII. To continually improve the stakeholders' satisfaction.

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

Initially, National Telecom Academy (NTA) was established to meet the training needs of the officers of DoT. NTA commenced its operations on 1st January, 2011 at ALTTC Ghaziabad campus. Considering the enhanced national requirements, the scope of activities of the academy was enhanced, and it was renamed as National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT). During the year, NTIPRIT organised regular in-service and induction trainings, workshop, conference, etc., for the serving Group 'A' and Group 'B' Officers of DoT and other government departments on their contemporary needs. These trainings aim to sharpen the skill of officers in their core areas of work.

Technical Presentations in TEC

Technical Presentations on various topics like Security issues in IPv6, Security lab, Network audit for IPv6 readiness, MPLS-TP Technology etc. were arranged in TEC for updation of TEC officers and Telecom Industry. Presentation by vendors of various test and measuring instruments were also organised in respect of setting up of various laboratories in TEC.

Testing & Certification

The number of approvals and revenue generated during the year 2013-14 is as under:

- Certificate of Approval: 07
- Interface Approval: 79
- Type Approval: 09
- Revenue: ₹ 1.27 crore

Establishment of NGN Lab

To keep pace with the advancement of technology and in order to meet the requirements of setting up NGN test & certifications labs, TEC took the initiative to setup Transport Lab in TEC at Khurshid Lal Bhawan, New Delhi. The purpose of the lab is to carry out tests, and issue test reports, test certificates, etc., with respects to conformance, interoperability,

performance, functionality, regression, stability, etc., of the network components / equipments in accordance with various international standards issued by ITU, IETF, IEEE, IPv6 Forum, ETSI, etc.

Setting up of Specific Absorption Rate (SAR) Lab

A SAR Lab has been installed and commissioned in TEC headquarters at New Delhi to carry out audit of the SAR values of the mobile equipment as declared by the manufacturers. Hon'ble MoC&IT inaugurated the Lab on 21st January, 2013.

IPv6 Ready Logo Accreditation

Internet Protocol Version 6 (IPv6) Lab setup by TEC has earned a unique distinction of being approved by IPv6 Ready Logo Committee under IPv6 Forum which is an International body. This achievement is significant for TEC and the country as only five other labs in the world have achieved this milestone. India has thus joined Europe and a select group of countries which include USA, Japan, China and Taiwan.

Setting up testing infrastructure is one of the objectives of NTP-2012. Establishment and designation of TEC lab as IPv6 Ready Logo lab is one such step which shall enable indigenous vendors/developers to avail the facility of internationally recognized test lab in India. Availability of approved TEST BED shall promote end-user confidence in using IPv6 Ready Logo approved products.

TEC is now well positioned to play a catalytic role in faster uptake of IPv6 implementation in India as well as in International arena, thus fostering development of Next Generation Internet globally.

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III. 3 UNIVERSAL SERVICE OBLIGATION FUND

The USO Fund was established with the fundamental objective of providing access to 'Basic' telegraph services to people in the rural and remote areas at affordable and reasonable prices. Subsequently the scope was widened to provide subsidy support for enabling access to all types of telegraph services including mobile services, broadband connectivity and creation of infrastructure like OFC in rural and remote areas. As per the Rules, the following services shall be supported by the Fund:

Stream-I: Public Telecom and Information Services

Stream-II: Household telephones in rural and remote areas

Stream-III: Creation of infrastructure for Mobile Services in rural and remote areas

Stream-IV: Broadband connectivity to villages in a phased manner

Stream-V: General infrastructure in rural and remote areas for development of telecommunication facilities

Stream-VI: New technological developments in the telecom sector in rural and remote areas

The implementation of USO related activities is carried out by the "eligible operators" as per the aforesaid Indian Telegraph (Amendment) Rules covering Basic Service Operators, Cellular Mobile Service Providers, Unified Access Services Licensees, Infrastructure Providers (IP-I) and Internet Service Providers (ISPs). These Telecom Service Providers are both public and private sector companies.

Progress of ongoing schemes of USOF

(a) National Optical Fibre Network (NOFN)

NOFN project is planned to connect all Gram Panchayats (approx. 2.5 Lakh) in the country through optical fibre utilizing existing fibers of PSUs viz. BSNL, RailTel and Power Grid and laying incremental fiber wherever necessary to bridge the connectivity gap between Gram Panchayats (GPs) and Blocks.

Non-discriminatory access to the network will be provided to all categories of service providers. These access providers/service providers like mobile operators, Internet Service Providers (ISPs), cable TV operators, content providers can launch various services in rural areas. Various applications for e-health, e-education, e-governance etc. will be provided.

The project was approved on 25.10.2011. The project is being executed by a Special Purpose Vehicle (SPV) namely Bharat Broadband Network Limited (BBNL), which has been incorporated on 25.02.2012 under Indian Companies Act 1956.

NOFN Project has been envisaged as a Centre-State joint effort. State Governments are expected to contribute by way of not levying any RoW charges. This requires suitable tri-partite MoU to be signed by GOI, State Governments & BBNL. Tri-partite MoU has been signed with all states and Union Territories except Tamil Nadu and Lakshadweep.

Three Pilot Projects have been sanctioned to cover Gram Panchayats of Arain Block in Ajmer District (Rajasthan), Panisagar Block in North Tripura District (Tripura), Paravada Block in Vishakhapatnam District (A.P.). As on 15.10.2012, a total of 59 Gram Panchayats have been provided with 100 Mbps bandwidth each in these three blocks.

The project will be completed by 31.12.2016 in phased manner as follows:

Phase I	1,00,000 Gram Panchayats	by 31.03.2015
Phase II	Another 1,00,000 Gram Panchayats	by 31.03.2016
Phase III	Remaining 50,000 Gram Panchayats	by 31.12.2016

(b) Optical Fibre Network Augmentation, Creation and Management of Intra-District SDHQ-DHQ OFC Network in North Eastern Region

Scheme has been launched to provide sufficient back-haul capacity to integrate the voice and data traffic from the access network in the rural areas to their core network by strengthening the Optical Fibre Cable (OFC) network. OFC Schemes in North Eastern region are undertaken on BOO model, i.e. build, operate & own basis. The scheme considers OFC Network augmentation between the blocks' HQ and Districts' HQ. USOF shall provide subsidy support on the condition that it will be shared with other Telecom Operators at the rates prescribed in the Agreement.

(c) Rural Broadband Scheme for expanding provision of Wireline Broadband Connectivity upto village level

For providing broadband connectivity to rural & remote areas, USOF signed an Agreement with BSNL on January 20, 2009 with validity period of nine years. The Rural Wireline Broadband Scheme will provide wire-line broadband connectivity to rural & remote areas by leveraging the existing rural exchanges infrastructure and copper wire-line network. The speed of each of the broadband connections shall be at least 512 kbps always on.

Under this scheme, BSNL will provide 8,88,832 wire-line Broadband connections to individual users and Government Institutions and will set up 28,672 Kiosks by 2015. The subsidy disbursement is for (i) broadband connections, Customer Premises Equipment (CPE), Computer/Computing devices and (ii) setting up of Kiosks for public access to broadband services. The estimated subsidy outflow is ₹ 1,500 crore in 9 years time that includes subsidy for approximately 9 lakh broadband connections, CPEs, computers/computing devices and Kiosks.

As on 31, March 2014, a total of 5,89,783 broadband connections have been provided and 14,294 kiosks have been set up in rural and remote areas. The subsidy disbursed till 31.03.2014 under this scheme is ₹ 329.55 crore.

(d) Shared Mobile Infrastructure Scheme

A scheme was launched by USO Fund to provide subsidy support for setting up and managing 7,353 infrastructure sites/ towers spread over 27 states for provision of mobile services in the specified rural and remote areas, where there was no existing fixed wireless or mobile coverage. Villages or cluster of villages having population of 2000 or more and not having mobile coverage were taken into consideration for installation of the tower under this scheme.

As on 30.11.2013 i.e. till the closure of the scheme, 7,317 towers have been set up. The infrastructure so created is being shared by three service providers for provision of mobile services. 16,254 Base Transceiver Stations (BTSs) have been commissioned by Service Providers at these towers for provisioning of mobile services.

Public Access: Village Public Telephones

As on 31.03.2014, 5,82,353 out of the 5,93,601 inhabited villages [i.e. 98.11%] of the country as per Census 2001 have been covered with Village Public Telephones (VPTs). VPTs are being provided in remaining inhabited uncovered villages through on-going USOF scheme of VPTs in newly identified uncovered villages as per Census 2001.

USOF Scheme for VPTs in newly identified uncovered villages as per Census 2001: Reconciliation of the VPTs working in the inhabited villages as per Census 2001 was carried out taking into account the existing VPT and those provided under Bharat Nirman. All the remaining inhabited villages as on 01.10.2007 as per Census 2001 irrespective of criteria of population, remoteness, accessibility and law & order situations have been included for provision of VPTs with subsidy support from USO Fund under this scheme. Agreements in this regard were signed with BSNL on 27.02.2009. Rollout period for the scheme was upto 31st March, 2014 which is likely to be extended upto 31st March, 2015.

Pilot Projects

DoT-USOF's Gender Budget Programme: "Sanchar Shakti"

The DoT under its Gender Responsive Budgeting commitments, had decided to launch pilot projects aimed at facilitating Rural Women's Self Help Groups' (SHGs) access to ICT enabled services as an aid to their education, training, employment opportunities, health and safety.

Accordingly, initiated gender specific USOF subsidized pilot projects under the aegis of Sanchar Shakti scheme. The Sanchar Shakti pilot scheme for Mobile Value Added Services (VAS) provisioning envisages development of content/information customized to the requirements of women SHG members engaged in diverse activities in rural areas across India. The scheme

entails innovative application of technology in designing and delivering the VAS content so as to ensure its easier accessibility and effective assimilation among the targeted women beneficiaries.

Four pilot agreements have since been signed between USOF administration and the Service Providers in Pune district (Maharashtra circle), Ajmer district (Rajasthan circle), Uttarakhand and Srikakulam, East Godavari & Vishakhapatnam districts (A.P. circle).

Further MoU of Proof of Concept has been signed in Oct 2013 for extension of Sanchar Shakti to 3200 women beneficiaries each in Azamgarh district (UP East circle) and Saharanpur district (UP west circle).

The subsidy disbursed under Sanchar Shakti till 31st March, 2014 is ₹ 0.41 crore.

New Developments/Initiatives Taken/Planned Schemes

Scheme for Mobile Communication Services in Left Wing Extremism (LWE) affected Areas:

Government, in June, 2013, approved a scheme to install mobile towers at 2199 locations identified by Ministry of Home Affairs (MHA) in 9 States (Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Maharashtra, Madhya Pradesh, Odisha, Uttar Pradesh and West Bengal), which are affected by Left Wing Extremism (LWE).

Work has been awarded to BSNL. USOF would fund the CAPEX and OPEX net of revenue for five years. Estimated project cost is ₹ 3046.12 crore. Installation and rollout in these areas is targeted to be completed in 12 months. Affordable mobile communication services will be available to the general public as well as security personnel in the identified areas.

Scheme for Mobile Communication Services in Uncovered Villages

As per the initial survey carried out by field units of DoT there are about 56,000 inhabited villages in the country which are yet to be connected with mobile communication services. A scheme to extend financial support from USO Fund for provisioning of mobile communication services in inhabited uncovered villages of the country is under formulation. USOF signed an MOU with C-DoT on 1st November, 2012 for preparation of mobile network to be used for benchmarking of USOF subsidy. C-DoT submitted report on 16.08.2013. A Detailed Project Report will be prepared for seeking approval of the Cabinet. Villages in North East Region will be covered in first phase as part of Comprehensive Development Telecom Plan for North-East.

Comprehensive Telecom Plan for North-East

Based on the request of the Department of Telecom, Telecom Regulatory Authority (TRAI) issued Recommendations on "Improving Telecom Services in North-Eastern States: An

Investment Plan", dated 26th September 2013. In its meeting held on 6-11-2013, the Telecom Commission accorded 'in principle' approval for implementation of a comprehensive telecom development plan for the North-Eastern Region (NER) to be funded by USOF, based on TRAI recommendations.

Main thrust areas identified for improvement and augmentation of telecom services in NER are:

- to provide 2G (voice) mobile coverage in uncovered areas.
- to provide seamless mobile coverage (2G voice) along the National Highways in NER.
- to ensure reliability of and redundancy in the transmission network at State capitals and district headquarters in NER.

M/s. Telecom Consultants India Limited (TCIL) has been entrusted with the work of preparation of Detailed Project Reports for the above components.

Fund Status & disbursement figures for various USOF activities

- The Universal Access Levy (UAL) collection in the year 2013-2014 is ₹ 7,885 crore and subsidy disbursed during the said period is ₹ 2163.45/- crore.
- A subsidy of ₹ 17947.85 crore has been disbursed through USOF till 31.03.2014 and a payment of ₹ 6,948.64 crore has been made to BSNL towards reimbursement of License Fee and Spectrum Charges.
- Thus a total of ₹ 24896.49 crore of USOF has been utilised till 31.03.2014 and available potential balance is ₹ 33,671.69 crore.
- National Optical Fibre Network (NOFN) project for providing broadband connectivity to 2.5 lakh gram panchyats is being funded by USOF with an estimated cost of ₹ 20,000 crore in two years. The amount disbursed under NOFN project till 31st March, 2014 is ₹ 919 crore.
- Mobile services will be provided in LWE affected areas identified by MHA with financial support from USOF, for which estimated cost is ₹ 3046.12 crore. Remaining amount will be utilised for implementation of other ongoing and upcoming schemes of USOF.

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III. 4 CONTROLLER OF COMMUNICATION ACCOUNTS OFFICES

There are 26 CCA Offices located across the length and breadth of the country. Even though initially they were established with a view to settle pension and terminal benefits, the Pr.CCA/ CCA circles now play an increased role as a critical professional interface between DoT and its various stakeholders at the ground level on various policy issues such as license fee and spectrum charges management, USO Fund management, USO activities progress review etc. Within a short span of time, the CCA offices have carved out a niche for themselves by serving the different stakeholders of DoT (telecom service providers and in particular BSNL employees) and bringing them closer to DoT with their professional working.

DISBURSEMENT OF TERMINAL BENEFITS

- **Pension:** 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 BSNL. The CCA Unit is responsible for budgeting of pension expenditure and authorization of retirement benefits on CDA and IDA scale. Presently, the CCA offices are disbursing pension to over 2 lakh pensioners. The updated figures are as under:

Financial Year	No. of Pensioners (in lakh)	Pension disbursed (₹ in crore)
2012-13	2.45	5685.34
2013-14	2.60	5674.22

- **Pension Contribution and Leave Salary:** 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.
- **GPF & Long Term Loans Accounting:** The CCA offices are also responsible for maintenance of GPF, long term loans and advances and their recovery/accounting.
- **Audit Functions:** The CCA Offices have been exercising post audit on the disbursements made by the designated banks and post offices on account of the pension and allied benefits of the pensioners. The CCA offices carry out the internal audit of field offices comprising of Wireless Monitoring Services, Telecom Enforcement Resource & Monitoring Cells, Regional Telecom Engineering Centers and Regional Licensing offices.
- **Functioning as CPIOs Under RTI Act, 2005:** Officers in the offices of CCA have been designated as Central Public Information Officers (CPIO) and Departmental Appellate

Authorities (DAA) for ensuring smooth provisioning of information under the RTI Act 2005 for all matters being dealt with by CCA offices.

ACCOUNTS

Controller of Communication Accounts (CCA) office is the basic unit of departmentalized accounts organization and performs the PAO and DDO functions for field office like TERM, WMO and RLO. Preparation and submission of the accounts has been greatly streamlined by employing information system effectively in the CCA offices. Department of Telecom in 2013-2014 achieved complete integration of submission of accounts through COMPACT software, 'with e-lekha'. E-lekha is an e-governance initiative of CGA office, wherein the accounts are uploaded by all the Ministries online. Following this integration, online accounting information is available up to object head level to the management from the e-lekha site. Manual input of data has been completely done away with in the Principal Accounts Office (DoT Accounts HQ). E-payment process has been introduced in the department as per the instructions of Ministry of Finance by using GePG website and completed in seven offices. In respect rest of CCAs, the process is under progress. Implementation of Single window System for payment of Pension to DoT Pensioners through all Public Sector Banks all over India has been implemented for pensioners. Toll Free telephone number Helpline at Pr. CCA/CCA offices for benefit of DOT Pensioners has been installed in 21 offices and installation in the rest of the offices is under progress. Comprehensive Drawing and disbursing office package has been implemented in three offices and in rest of the offices, implementation is under process. E-receipt system for accounting of receipts of DoT has been implemented at DoT HQ and roll out to CCA offices is in the process.

ASSESSMENT & REVENUE FUNCTIONS

- **Collection of License Fee:** The Pr. CCAs / CCAs are responsible for the collection of License Fees and Universal Service Levy from various Telecom Service Providers in respect of all the Type of Telecom Licenses viz. Basic, CMTS, UASL/UL, ILD, NLD, Captive V-SAT, Commercial V-SAT, CMRTS, PMRTS, ISP IT -'A', 'B' & 'C', ISP without Telephony 'A', 'B', & 'C', IP-I & IP-II etc. along with supporting documents viz. Statement of Revenue and License Fee (Adjusted Gross Revenue statements) and Affidavits etc.

- **Assessment of License Fee:** The Pr. CCAs / CCAs are also responsible for the assessment of license fees in respect of standalone / decentralized licenses viz. ILD, NLD, Captive V-SAT, Commercial V-SAT, CMRTS, PMRTS, ISP IT -'A', 'B' & 'C', ISP without Telephony 'A', 'B', & 'C', IP-I & IP-II etc.

- **Verification of Deductions Claimed by Licensees:** As per the license agreement,

licensees claim deductions while arriving at the AGR for the license fee payment. These deductions, (on account of pass through charges, roaming service charges, sales tax, and service tax) admissible on actual paid basis are verified quarterly by the CCAs. The deductions claimed by the licensees vary from 25% to over 90% of the gross revenue under different categories of licenses.

- **Maintenance of Financial and Performance Bank Guarantees:** The Pr. CCAs / CCAs are also responsible for the safe custody of Financial Bank Guarantees in respect of all the licensees and Performance Bank Guarantees in respect of decentralized licenses. CCA offices are also to ensure for proper maintenance of ledgers / control registers, renewal, revision, invocation etc. of these Bank Guarantees submitted by the licensees.

- **Penalties:** Penalties relating to CAF, EMR and all other penalties imposed by CCA, TERM Cell, Securtiy and TEC and their collections / recovery.

- **Miscellaneous Revenue:** Monitoring of various sources of Revenue and its collections viz. OSP Registration Fee, Testing fee of BASE Transceiver Station (BTS), Survey / Establishment charges from REPC Division, WMO, RLO etc.

- **Representation from the Licensees:** The Pr. CCAs / CCAs are required to give replies to the representation submitted by the licensees with reference to deduction verification reports / queries, collection of License Fees, submission of other documents required for maintenance of PBG / FBGs.

- **Court Cases:** CCA offices also represent the Department of Telecom in legal cases and defending court cases relating to the concerned offices of Pr. CCAs / CCAs before their respective Hon'ble High Courts / Tribunal / Ombudsman. These offices also furnish replies in respect of TDSAT cases containing paras relating to their offices.

- **Posting of Data in LF Software:** The CCA offices are required to post in LF software the data pertaining to LF collections and GR / AGR within 2 working days of its receipt and reconciliation of LF collections with CAC figures. They are also required to post in the LF software the Financial Bank Guarantees in respect of all the licensees and Performance Bank Guarantees in respect of decentralized licenses.

- **Collection of Spectrum Charges:** The work relating to collection of spectrum charges in respect of cellular operators on revenue sharing basis has been delegated to CCA offices since 1st April, 2004. The spectrum fee at a prescribed percentage of the revenue is collected in advance in each quarter.

The license fee and the spectrum charges collected from the Telecom Service Providers are

a major source of non-tax revenue to the Govt. of India. Amount collected during the last five years on this account is given in the following Table:

(₹ in crore)

	2009-10	2010-11	2011-12	2012-13	2013-14 (Prov.)
License Fee	9778.52	10286.43	11790.93	11456.48	14628.41
Spectrum Charges	3809.54	3432.47	5192.30	5679.19	6814.69
Auction Revenue	–	106264.73	–	1722.24	18267.18

USO RELATED FUNCTIONS

Implementation of USOF schemes is monitored at the State level by the offices of CCAs being Designated Monitoring Agency of USOF Schemes. The CCAs also disburse USOF subsidy to Service Providers before disbursing the fund. They also carry out physical inspection of USOF sites for establishing the veracity of the claims. They also interact with State Governments to facilitate smooth implementation of the schemes. Amount of USO Fund disbursed during the last two years is given below:-

	2012-13	2013-14 (Prov.)
USO Fund Disbursed (₹ in crore)	625	2163.45

They also perform the following functions:

- Processing claims submitted by the USPs
- Disbursement of subsidies and claims
- Field visits - Inspection of VPTs/RCPs/RHDELS/Mobile
- Data base management
- Filing of periodical returns to USO Funds Administrator
- Rural Telecom studies.

ADMINISTRATIVE FUNCTIONS

- The CCAs are performing DDO functions for WMO, RLO and TERM Cells, the field offices for DOT. Apart from carrying out other administrative functions as the Heads of the Department (HOD).
- **Legal Functions:** The CCAs also handle court cases at field level where the Govt. of India is a party in service related matters and matters of license fee, spectrum charges, pension, absorption issues etc.
- Arbitrators are appointed by the Department in accordance with the provisions of Section 7-B of Indian Telegraph Act, 1885 to determine a dispute that arises between the Telegraph Authority and user of the facility. On an average, close to 300 arbitrators are

appointed every year by the Department. Recently, the Department has delegated its power to appoint arbitrators under section 7-B of Indian Telegraph Act, 1885, for billing related disputes in respect of BSNL & MTNL, to the Principal Controllers/Controllers of Communications Accounts. This has been done to increase the accessibility for the consumers and to expedite the process of grievance redressal.

- DoT being the owner of huge amount of assets in the form of land & building has embarked on the process of preparing an asset register of land & buildings. CCA offices have carried out verification of the DoT/BSNL/MTNL land with the BSNL/MTNL officers. The Maintenance of the asset register/transfer of land to BSNL is to be carried out by CCAs. DoT land & building asset register has been prepared in DoT asset website developed by National Informatics Centre. The GIS mapping of the land & building assets has been completed by NIC.

Single window system

In accordance with the directions of CGA, Ministry of Finance and Reserve Bank of India, it was decided to disburse pension to Telecom Pensioners through modified single window system through Public Sector Banks. This system enables all public sector banks to disburse pension to all the states and do away with link branches by introducing Central Pension Processing Centres (CPPCs). This facilitates pensioners to settle their grievances, if any, quickly by approaching CPPCs directly. Accordingly, an MOU was signed on 19 September 2012 with 24 Public Sector Banks and with Bank of India on 06 March 2013 for disbursement of pension to Telecom Pensioners and system has been implemented successfully in the department.

E Payment system

As per instruction of Ministry of Finance regarding implementation of e-payment system in the department, necessary steps were taken for the implementation of the system in all Pr. CCA/CCA Offices. As on date e-payment system successfully implemented in PAO, in DoT HQrs, CCA Chhattisgarh, CCA West Bengal Circle and Pr. CCA Kolkata phones. The other Pr. CCA/CCA Offices are in process of implementing the e-payment system.

Allotment of funds under plan & non plan head for the benefit of women for 2012-13 and 2013-14 are given below:

100% Women Specific Scheme

(₹ in crore)

Details of the schemes	BE 2012-13		RE 2012-13		BE 2013-14	
	Plan	Non plan	Plan	Non plan	Plan	Non plan
Amenities to staff	-	0.10	-	0.15	-	0.25
Universal Service Obligation Fund	2.20	-	-	-	1.50	-

NATIONAL INSTITUTE OF COMMUNICATION FINANCE

National Institute of Communication Finance (NICF) is an apex level Central Training Institute of Ministry of Communications & IT recognized by the DoPT. It is National level training institute for imparting training to the IP&TAFS officers and other officials of Ministry of Communications & IT. The Institute is responsible for Training needs Analysis, giving inputs to DoT for policy and Plan formulations, coordination and organization of Training at various levels of Group 'A' and 'B' officers and Group 'C' officials of IP&TAFS and other organized services. The Institute organizes In-service courses, conferences, seminars, workshops, Mid-Career Training, Induction training etc. to various level officers and officials with benchmarking in a scientific way.

Workshops/Seminars

During the year 2013-14, the Institute organized workshops on RTI, Vigilance & Disciplinary proceedings, COMPACT, Pension vouching and Audit (PVA) software. An international workshop on "Spectrum Management" was also organized during 2013-14.

(Mr. M.F. Farooqui, Secretary(T) addressing the audience during international workshop on "Spectrum Management" on 29th - 30th April, 2013 at India International Centre, New Delhi)

Mid Career Training

The mandatory Mid career training for IP&TAPS officers was conducted during May and June, 2013. Exposure was given to the officers in the field of Public Policy, Good Governance, Spectrum Accounting, Spectrum Allocation and Management, Cyber Security & Cyber Laws etc. The participants were imparted class room training, field visits and international exposure to know the best practices on the subject.

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III. 5 VIGILANCE ACTIVITIES

Complaints received by the vigilance wing from various sources are taken up for investigation to identify the delinquent officers/officials and fix responsibility. During the year 2013-14, 109 complaints were added and 95 complaints were investigated. 43 Officers/Officials were charge-sheeted, 47 officers/officials were punished for major/minor penalty after conclusion of disciplinary proceeding and 39 appeal cases were settled during the period.

Staff Training

To increase awareness on vigilance functions among the staff, a 5 days 'Vigilance & Disciplinary Proceedings' training course has been designed. Employees at different level are deputed for this training from various units of DoT (including field units). The course is being conducted as per schedule at National Telecommunications Institute for Policy Research, Innovation and Training (NTIPRIT), and at National Institute of Communication Finance (NICF). 35 officers have been trained. Officers get acquainted with various aspects relating to vigilance and disciplinary proceedings and subsequently provide a pool of officers to work as Inquiry/Presenting Officers and Vigilance Officers.

Vigilance Clearances

This is an important activity of the vigilance wing because vigilance clearance is required at the time of promotion, training/deputation abroad, deputation to other Organizations/ Departments and obtaining passports etc. During the period January, 2013 to March, 2014, 5897 vigilance clearances were granted for various purposes.

Consultation with the Central Vigilance Commission (CVC)

CVC is the apex vigilance institution having jurisdiction over all Ministries/Departments/PSUs etc for vigilance related matters. Action against Government officers/officials is initiated in consultation with the CVC. The vigilance wing of DoT coordinates with the CVC for vigilance related matters. After examination, 35 cases were referred to CVC for advice during the period January, 2013 to March, 2014.

Vigilance Awareness Week

Vigilance Awareness Week was observed from 28th October to 2nd November 2013. Essays, quiz and debate competitions etc. were conducted for spreading the awareness among the staff. Prizes were given and certificates awarded to the winners.

Statistical Summary

The statistical summary of the various activities is given as below:

Activities	From 01.01.13 to 31.03.14
Total No. of Complaint received	109
Total No. of Complaints investigated	95
Total No. of Disciplinary/Other action taken	53

Total No. of Officers/officials charge sheeted	43
Total No. of Major Penalty recommended	29
Total No. of Minor Penalty recommended	24
Total No. of Vigilance Clearance issued	5897

CVC Complaints Received and Disposed of during the period 01.01.2013 to 31.03.2014 are as under:-

Opening Balance as on January 01, 2013	Received up to March 31, 2014	Disposed of up to March 31, 2014	Closing balance March 31, 2014
14	19	16	17

Departmental Vigilance Activities during the period 01.01.2013 to 31.03.2014

Sl. No.	Activities	Category	
1	No. of complaints handled during the period		109 [+ 250 sent for n/a to PSUs & other units]
2	No. of officers charge sheeted for		
	(a) Major Penalty	GOs	29
		NGOs	–
	(b) Minor Penalty	GOs	24
		NGOs	–
3	No. of officers punished with MA/MI penalty		47
4	No. of prosecution sanctioned issued	GOs	05
		NGOs	–
5	No. of investigation reports examined and sent to CVC for advice (other than CVC Cases)		30
6	No. of CBI reports referred to CVC for advice		05
7	No. of cases (received from ACU of PMO) disposed off after investigations		–
8	No. of appeal cases settled	Group 'A'	22
		Group 'B'	17

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III. 6 TELECOM ENFORCEMENT RESOURCE AND MONITORING (TERM)

There are 34 TERM Cells spread across the country each headed by a Dy. Director General (DDG). All 34 TERM Cells are reporting to Sr. DDG (TERM), at DoT Headquarters.

Functions assigned to TERM Cells

Monitoring of compliance to prescribed norms regarding acquisition of subscribers: In the year 2007 it was decided to have a continuous monitoring of compliance to prescribed norms regarding acquisition of subscribers for security related concerns. For this it was decided to verify the Customer Acquisition Forms (CAFs) of all the active subscribers on sample basis every month. In the year 2008 the sample size was revised to 0.1% based on the recommendation of NSSO. Penalties are also being imposed on TSPs for non-compliance to the norms. As a result of this activity the compliance percentage of CAFs which was approx 74% has been increased to approx 95.6%.

During the year 2013-14, approx 1.2 crore number of CAFs have been audited and a penalty of more than ₹ 113 crore has been collected from the TSPs for non-compliance.

Apart from above TERM Cells are also carrying out following activities and penalties are being imposed for non-compliance:

- Analysis of subscriber databases submitted by TSPs
- Inspections of warehouses of the TSPs for having samples directly from the storage
- Investigation of subscriber verification cases reported by various sources including LEAs

An amount of ₹ 7.6 crore has been collected in cases other than monthly CAF audit. In cases where forgery has been observed in CAFs/documents approx 1600 complaints covering approx 55700 connections have been lodged with local police during the period 2013-14.

Service Testing: As per the license agreement all the Access Service Licensees are required to roll out their services within prescribed time periods. For this they have to offer their services in the districts selected by them for cross checking the quality/coverage and other parameters by DoT which is termed as Service Testing. In the year 2007, it was decided that TERM Cells may be entrusted the responsibility to carry out the service testing of the cases offered by TSPs. These are very exhaustive testing and DoT has prescribed charges for these testing. TERM Cells are also issuing Service Test Result Certificates (STRCs) against the cases tested by them.

Apart from this, TERM Cells are also sending compiled data pertaining to roll out obligation for imposing Liquidated Damage (LD) Charges on the TSPs who are not complying to Roll-out obligation conditions.

During the year 2013-14, more than 2080 BTSs have been tested by TERM Cells which have resulted into a revenue generation of ₹ 67 lakh as testing fee.

Checking of compliance to EMF radiation norms: With the increasing concerns over harmful effects of Electromagnetic Radiation on human health, in the year 2010 it was decided that the TERM Cells may be entrusted the work of cross checking the compliance of EMF radiation norms as prescribed by Government. In this regard specific procedures along with testing fee have also been formulated.

During the year 2013-14, highest ever number of over 76200 BTSs have been tested for compliance to radiation norms which have resulted into a revenue generation of ₹ 64 crore approx. as testing fee. Only 79 BTSs were found exceeding the radiation limits.

Handling of Public Grievance (PG) cases: TERM Cells are representing licensor in the field and complaints received through PG portal or from other sources are being analyzed and resolved by TERM Cells. During the year 2013-14, more than 6900 PG cases have been dealt by TERM Cells.

Curbing of illegal set ups causing financial loss to the exchequer: One of the major purposes of creation of TERM Cells was to curb the illegal operations (not permitted under Indian Telegraph Act) and to catch hold of the culprits. More than 500 such illegal setups have been unearthed and raided with the concerned Law Enforcement Agencies (LEAs) i.e. local police, CBI, DRI etc. to catch hold of the culprits. These cases have been handed over to Law Enforcement Agencies (LEAs) for further action against the culprits.

Registration of Other Service Providers (OSPs): With the growth of BPO industry in the country it was decided to decentralize the registration of Other Service Providers (OSPs) which was being done by DoT, HQ. TERM Cells were given the job of OSP registration and also the registration of Tele-marketers. The work regarding registration of Tele-marketers is now being looked after by TRAI. In view of the increasing applications for registration of OSPs, one software has been developed with the help of NIC to have a more transparent, convenient and fast mechanism to dispose of the applications of OSP registration. The government has also prescribed a nominal processing fee of ₹ 1000/- for OSP registration.

During the year 2013-14, more than 1200 number of OSPs have been registered by TERM Cells which has resulted into revenue generation of approx ₹ 13.86 lakh.

Inspections of TSPs/Subscribers: TERM Cells are carrying out following type of inspections for checking compliance to the various guidelines issued by DoT, HQ from time to time:

- Inspection of UASL/CMTS/Basic licensees
- Inspection of NLD/ILD licensees:
- Inspection of ISPs

- Inspection of OSPs/Tele-marketers
- Inspection of Infrastructure Providers-1 (IP-1)
- Inspection of customers like Bulk customers, Heavy users, Internet Leased Lines, V-SAT customers etc.
- Inspection of retailers/distributors

During the period 2013-14, more than 11300 such inspections have been carried out by TERM Cells and the discrepancies have been rectified in coordination with TSPs.

Holding of Tripartite Workshops: A Tripartite workshop was held at Hyderabad to involve stakeholders in implementation of EMF norms and security issues related to subscriber verification.

Two Tripartite workshops have been held at Jaipur and Goa to involve stakeholders in implementation of EMF norms and security issues related to subscriber verification.

Other major works

- Coordination among various network operators, telecomm service providers in the field and monitoring of network parameters
- Checking of the compliance by the licensee of any directions issued by the licensor in public interest.
- Maintenance and update of the Subscriber Database in the respective Licensed Service Area.
- Maintenance and update of the Cell Site / BTS registers of the respective licensed service area.
- Checking of the compliance by the companies in respect of NOC issued by the DoT for selling of the global calling cards, international SIM Cards etc.
- Checking of the compliance by the various companies who have been registered by the DOT under OSP, IP-1, IP-II etc. category.
- To monitor inter operator connectivity to ensure optimum Call Completion Ratio (CCR) for inter operator calls.
- Matters related to national security/Coordination with LEAs and assisting various security agencies/LEAs in providing the information related to the customers, CDRs, exchange records etc.
- Technical arrangement for the lawful interception / monitoring of all communications passing through the licensee's network as and when offered by the licensee.
- Taking over of network in the event of natural calamity or other emergency situation.

- Police verification of franchisee of TSPs in sensitive states (Assam, NE and J&K).
- Analysis of call details records/exchange records / subscription/traffic data of licensees.
- Perform such other functions as may be entrusted from time to time by the DoT in overall interest of the country and consumers.

Issue of Advisory Guidelines to state governments for granting clearance regarding installation of mobile towers:

In order to address large number of complex issues affecting various stake holders like Telecom Service Providers, State Governments, Civil Society etc regarding installation of mobile towers throughout the country, new Advisory Guidelines effective from 01.08.2013 have been issued by TERM Wing to the State Governments for necessary implementation to bring about much needed uniformity in related State policies and streamlining & expediting the whole process of tower clearance.

Rationalization of EMF Penalty Structure

EMF penalty regime was reviewed by TERM Wing and rationalization of penalty structure finalized in order to resolve long pending contentious penalty issues raised by Telecom Service Providers from time to time. This was implemented w.e.f. 20.11.2013.

EMF Committee Report

A multi disciplinary committee headed by Sr DDG (TERM) DoT, set up on issues relating to Electro-Magnetic Field (EMF) radiation in compliance to the directions of Hon'ble High Court of Allahabad brought out the comprehensive report which enabled DoT to take concrete decisions in order to effectively address the widespread burgeoning public concerns on potential ill-effects on human health on account of EMF radiation from mobile Base Station Towers & cell phones.

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III. 7 EMPOWERMENT OF WOMEN

In accordance with the strategic approach of the Government to achieve the goals of gender mainstreaming and gender justice laid down in the National Policy for Empowerment of Women, certain steps have been taken by the Department of Telecommunications and the Public Sector Enterprises under its administrative control. DoT is effectively implementing the guidelines/instructions of the Supreme Court on prevention of sexual harassment of women at work place in all its units. In pursuance of the orders of the apex court, it has constituted a committee on the sexual harassment of women, headed by a woman.

The steps taken for empowerment of women by various organizations of the DoT are given below:

Universal Service Obligation Fund (USOF): Sanchar Shakti Scheme

The Sanchar Shakti pilot scheme for Mobile Value Added Services (VAS) provisioning envisages development of content/information customized to the requirements of women SHG members engaged in diverse activities in rural areas across India. The scheme entails innovative application of technology in designing and delivering the VAS content so as to ensure its easier accessibility and effective assimilation among the targeted women beneficiaries.

Mahanagar Telephone Nigam Limited (MTNL)

Mahanagar Telephone Nigam Limited has always endeavored towards upliftment of social status of Women by innovating and executing action plans falling under its realm. This can be visualized from manpower figures, as 22.34% of total employees of MTNL were women employees as on 31.03.14. In addition, MTNL has also taken several steps towards furthering empowerment of woman employees. A few of those are enumerated below:

- For women working in the same positions, same remuneration is paid and there is no discrimination whatsoever in payment of compensation on the basis of Caste, Gender, Religion etc. Special care has been taken in case of female employee working in night shift and they are provided with rest rooms/Dormitory. Night Shift Allowance is also paid to them. Night shifts are organized in such a fashion that they report for duty and go back in day time.
- In order to redress and prohibit sexual harassment at work place, Sexual Harassment Complaint Committee has been constituted at Unit level as well as in Corporate Office.
- Maternity/Paternity leave is also available to employees.
- Creche facility has also been provided for women employees with infants.
- Special grant is being sanctioned on annual basis for MTNL Woman Welfare Organisation, which in turn provides vocational training to kith and kin of working as well as retired/deceased employees.

Bharat Sanchar Nigam Limited (BSNL)

In BSNL, schemes for the benefit of women, inter-alia, include

- Maternity leave of 180 days to all women employees.
- Child Care Leave as per the provisions of DOP&T, and
- Special allowance for child care for women employees with disabilities @ ₹ 1,000/- per month per child maximum for two children till the child attains age of two years.

Telecommunications Consultants India Limited (TCIL)

TCIL is providing a friendly workplace for employees and safety & security measures are strictly enforced ensuring equal opportunities to all employees. As a welfare measure for Women employees, various benefit schemes are implemented in TCIL including separate rest rooms for women. Women employees are today holding some of the higher management posts and more and more women are involved in decision making. TCIL also has a Sexual Harassment Committee consisting of women employees for addressing the grievances of women employees regarding harassment and for welfare & security of Women employees.

TCIL is planning to connect 272 backward districts of India through an e-network for providing tele-education to weaker sections and females who do not have the facility of going to school/ attaining education.

ITI Limited

ITI Limited, being a socially conscious Public Sector Undertaking, has from its inception being committed to the concept of employees welfare. Due importance is given to the welfare of its women employees. Some of the steps taken by ITI Limited for empowerment of women employees are as under:

- Separate lunch room in canteen, rest rooms and crèches in the Units.
- The Company has comprehensive health care scheme providing medical treatment / reimbursement to the employees and their families. Hospitals have been set up in Bangalore, Naini, Mankapur and Raebareli Plants which emphasize women and child welfare.
- Complaints Committee formed in each Unit to inquire into complaints of sexual harassment lodged by any women employees in the Company.
- Care is taken to ensure that women employees are nominated for training programmes, which are need based.

Centre for Development of Telematics (C-DoT)

C-DoT's Management has always been sensitive to gender issues and has consistently worked towards creating organizational culture reflecting gender equality. Presently, about 31% of staff in C-DoT are women. C-DoT celebrated Women's Day at its Delhi office on 10th March 2014 presided over by Ms. Annie Moraes, Member (Finance), Commission.

Ms. Annie Moraes, Member (Finance) Telecom Commission with Senior Officers and women employees

Existing Policies in C-DoT

- All female staff members are allowed to avail up to 180 days maternity leave.
- C-DoT offers accommodation and transport benefits to all its women employees with different options that may be availed as per individual needs. This ensures the safety and security of all women employees in the company.
- Reimbursement for residential telephone expenses is admissible to about 100% women staff.
- Multifunctional allowance is admissible to 40% of the women employees.
- Career growth opportunities are available to women employees in C-DoT. In the last financial year, of the total employees promoted to higher grades, 25% of them were women.
- In management cadres (Team Leaders, Group Leaders, Technical Experts and Sr. Technical Experts), about 17% are women.
- In order to address issues relating to sexual harassment of women staff at work place, a committee has been constituted by Board to take a fair and justified view of the cases and recommend suitable action on the same.

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III. 8 PERSONS WITH DISABILITIES

Department of Telecommunications provides reservation to the physically challenged in appointments for effective implementation of the Persons with Disabilities Act, 1995. The steps taken by various organizations of DoT for helping persons with disabilities are given below:

Centre for Development of Telematics (C-DoT)

For recruitment of persons with disabilities (PWD), C-DoT follows government rules providing for reservation in jobs in C-DoT. The organization also has a system in place to look after the welfare of persons belonging to these categories and address any problems / complaints that may come up. The C-DoT Campus at Delhi has been constructed in such a manner so as to ensure barrier free environment for the persons with disabilities. The main entrance/ exit can be approached through a ramp together with stepped entry. Even elevators connecting the various working areas have been installed in a way to facilitate persons with disabilities to move around freely from one wing to another.

Bharat Sanchar Nigam Limited (BSNL)

In respect of schemes for the benefit of persons with disabilities the following schemes are existing in BSNL:-

- Double the rates of Transport Allowance are allowed for Physically Handicapped employees and,
- As far as possible, subject to administrative constraints, persons with disabilities are posted near their native place within the region.

Mahanagar Telephone Nigam Limited (MTNL)

Mahanagar Telephone Nigam Limited has always endeavored towards upliftment of social status of Physically Disabled people by innovating and executing action plans falling under its realm. There are the several steps taken by MTNL in fulfilling its social responsibility for providing a respected status in the society to these people.

The provisions of reservation for such candidates, as per Government of India Rules, have been made in recruitment of officers in various streams. Further, to avoid delay in allotment of PCOs, mobile Booths are being provided to Physically Challenged people based on CDMA/ GSM technology.

As on 31.03.14, 0.487% of the MTNL's manpower consists of Physically Challenged employees.

ITI Limited

As per the Government Directive, ITI has been maintaining 3% reservation for PWD in

recruitment. Reservation in promotion has also been maintained wherever applicable. For PWD candidates, the Company has been relaxing 10 years in age in recruitment for Group C & D posts and 5 years in case of Group A & B posts. In case of candidates belonging to SC / ST / OBC, an additional relaxation in age by 5 years for SC / ST and 3 years for OBC (Non-Creamy layer) is given for posts in Group A & B.

Other facilities being provided to persons with disabilities are detailed below:

- PWD employees who are residing in the township are given special allowance at the rate of 5% of the Basic Pay subject to maximum of ₹ 75/- per month.
- Those employees who are not residing in Company's township but are utilizing Company's Transport for commuting between residence to factory are given special allowance at the rate of 5% of Basic Pay subject to maximum of ₹ 100/- per month.
- PWD employees are permitted 10 minutes grace time to punch IN and OUT for marking their attendance at the commencement and closure of shift respectively.
- PWD employees are allotted quarters on Out of Turn basis.

Telecommunications Consultants India Limited (TCIL)

TCIL considers selection of physically disabled as per Govt. of India reservation guidelines at entry level positions. There is no disparity between general and physically disabled candidates in TCIL. Everybody is given equal opportunity. No physically disabled employee is posted in remote sites where harsh conditions/hardships are involved. Whenever possible, they are mostly put in non technical jobs. A liberal view is taken while forwarding application of physically disabled candidates outside.

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III. 9 CITIZEN CHARTER & GRIEVANCE REDRESSAL MECHANISM

The Citizen's / Client's Charter is a written declaration by a Government department that highlights the standards of service delivery that it subscribes to, availability of choice for consumers, avenues for grievance redressal and other related information.

Though not enforceable in a court of law, the Citizen's / Client's Charter is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organizations. The basic thrust of the Citizen's/ Client's Charter is to render citizen centric public services by making them demand driven rather than supply driven.

Central Ministry/Departments are expected to design a Client's Charter instead of a Citizen's Charter in case they are not dealing with the public directly.

DoT has formulated its Citizen/Client Charter for 2013-14 listing 37 main services being delivered by DoT in Result framework document (RFD) Format. All these services have been documented with associated process details which includes details of documents required, applicable fees, if any, along with its mode of payment for availing each of the services. The Charter specifies the standard of services delivery, the contact details of the centers responsible for delivery of these services, performance evaluation criterion in respect of delivered services etc. The Charter also contains the details of clients, expectations there from for availing the service and the details of Grievance Redressal Mechanism in accordance with the guidelines of the Government on the subject matter.

The Citizen's/ Client's Charter of Department of Telecom 2013-14, has been placed in public domain on DoT's website www.dot.gov.in under "Citizen's Charter-RFD format" link. A summarized version thereof is given in Appendix-II.

Grievance Redressal Mechanism

The responsibility of redressal of grievances lies with the concerned organizations/ subordinate units/ PSUs/administrative sections of the Department/ Service providers (in case of a service grievance). However, PG cell of DoT, without prejudice to the right of a complaint to approach an appropriate court of law, acts as a facilitator for resolutions of grievances so received. A complaint may approach to public grievance cell of along with documentary evidence for non-redressal of grievance at concerned Organization/Service Provider level through following means:

(a) By post: Public Grievances Cell, Deptt. Of Telecom, Room No. 518, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001.

(b) By hand: Information & Facilitation Counter, Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001.

(c) By Web Portal: **www.pgportal.gov.in**

i) With an objective of speedy redressal fast access and effective monitoring of grievances, DoT has implemented an integrated application system based on Web technology (CPGRAMS) which primarily aims at submission of grievances by the Citizens from anywhere and time (24 x 7) basis for instant and easy communication between DoT & Citizens.

ii) The system facilitates generation of unique registration number upon the online submission of grievances from aggrieved citizens through internet using any Browser Interface.

iii) The system provides the online facility to a citizen to monitor the progress of redressal process in respect of the grievance lodged by him.

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IV. TELECOM REGULATORY AUTHORITY OF INDIA

The Telecom Regulatory Authority of India (TRAI) was established under the TRAI Act 1997. Subsequently, Broadcasting and Cable Services were also brought within the definition of 'telecommunication service'. The mission of TRAI is to ensure that the interests of consumers are protected and at the same time to nurture conditions for growth of telecommunications, broadcasting and cable services in a manner and at a pace which will enable India to play a leading role in the emerging global information society.

TRAI has played catalystic role in the development of the telecom, broadcasting and cable services. It has been its endeavour to provide an environment, which is fair and transparent, encourages competition, promotes a level-playing field for all service providers, protects the interest of consumers and enables technological benefits to one and all. Under the TRAI Act, 1997, TRAI is mandated, inter-alia, to ensure compliance of the terms and conditions of license, lay down the standards of quality of service to be provided by the service providers and ensure the quality of service, specify tariff policy and recommend conditions for entry of new service providers as well as terms and conditions of license to a service provider. The Authority, has given recommendations, framed Regulations and issued tariff orders.

An important aspect of TRAI's functions as mandated under the TRAI Act is to make recommendations to the Government on diverse subjects including market structures and entry of new operators in the sector, the licensing framework, management of scarce resources such as spectrum, consumer safety and security. Under this mandate, several significant policy regulatory recommendations were made during the year.

RECOMMENDATIONS

The Authority made following recommendations during the year 2013-14:-

(i) Value and Reserve Price of Spectrum

(ii) "Full Mobile Number Portability (Pan-India Number Portability)"

(iii) Improving Telecom Services in the North Eastern States: An Investment Plan.

REGULATIONS

The Authority issued following regulations during the year 2013-14:-

(i) The Telecom Commercial Communications Customer Preference (Eleventh Amendment) Regulations, 2013 dated 23rd May 2013

(ii) The Telecom Commercial Communications Customer Preference (Twelfth Amendment) Regulations, 2013 dated 24th May 2013

(iii) The Telecommunication Consumers Education and Protection Fund (Second Amendment) Regulations, 2013 dated 10th July 2013

(iv) The Telecommunications Mobile Number Portability (Fifth Amendment) Regulations, 2013 dated 22nd July 2013

(v) The Telecom Commercial Communications Customer Preference (Thirteenth Amendment) Regulations, 2013 dated 22nd August 2013

(vi) Telecom Consumers Complaint Redressal (Second Amendment) Regulations, 2013 dated 11th September 2013

(vii) The Mobile Banking (Quality of Service) (Amendment) Regulations 2013 dated 26th November 2013

(viii) The mobile Banking (Quality of Service) (Amendment) Regulations 2013 dated 26th November, 2013

(ix) Telecom Consumer Protection (Seventh Amendment) Regulation 2013 dated 3rd December 2013

(x) The Telecom Commercial Communications Customer Preference (Fourteenth Amendment) Regulation, 2013 issued on 3rd December 2013

Telecommunication Tariff Orders

During the year 2013-14, the Authority issued the following Telecommunication Tariff Amendment Orders:-

(i) The Telecommunication Tariff (Fifty Fifth Amendments) Order, 2013 dated 17th June 2013

(ii) The Telecommunication Tariff (Fifty Sixth Amendments) Order 2013 dated 26th November, 2013

OTHER ACTIVITIES

Following are the other activities undertaken by the TRAI:-

(i) Consumer Outreach Programmes

128 Consumer Outreach Programmes were organized in different part of the country by the Authority to protect the interest of consumer and for their capacity building during 2013-14.

(ii) Study paper on *"Shareholding Pattern, Financing Pattern and Capital Structure of Indian Private Telecom Access Service Providers"*

Through this study the Authority assessed the financial health of the sector and the impact

of intense competition, entry of new players, and auction of 3G and BWA spectrum on indebtedness, debt coverage ability and profitability of telecom companies in India. The study provides an overview of the capital structure of twenty-four private telecom access service providers operating in the telecom sector based on the annual accounts and other information provided for 2007-08 to 2011-12. The study has also been uploaded on TRAI's website on 20th November, 2013 for information of the Stakeholders.

(iii) Bilateral Meetings

- A three member delegation from Korea Communications Standards Commission (KCSC) headed by Mr. Hyuk Boo Kwon, Vice-Chairman visited TRAI for the bilateral meeting with Authority on 21st June, 2013.
- A delegation from Maldives Broadcasting Commission (MBC) visited TRAI on 5th July 2013 for the bilateral meeting with Shri R.K. Arnold, Member TRAI.
- A team led by Shri R.K. Arnold, Member TRAI participated in the bilateral meeting with Mr. Masahiko Yoshizaki, Vice Minister for Internal Affairs and Communications (MIC), Japan on Japan-India ICT Public-Private Partnership Mission" on 4th October 2013 in the Hotel(Taj Mansingh), New Delhi.
- Ms. Yoko Kamikawa, Senior Vice Minister for Internal Affairs and Communications (MIC), Japan had visited Telecom Regulatory Authority of India Office for a meeting with Chairman TRAI on 16th January 2014 in New Delhi.
- On request of World Bank, a meeting and discussion for Afghan Delegation of Infrastructure sharing Coordinators was organized on 26th March, 2014.
- Director, ITU-R visited TRAI for a bilateral meeting with the Authority on 27th March 2014.

(iv) Memorandum of Understanding

- TRAI signed Memorandum of Understanding (MoU) with Georgian National Communications Commission, Georgia on 4th July 2013 in Warsaw, Poland. The MoU has been signed in order to strengthen the ties in the field of telecommunications between the two countries, by means of the establishment of technical and technological cooperation.
- TRAI signed MoU with Viet Nam Telecommunications Authority (VNTA), on 4th July 2013 in New Delhi, India. The MoU has been signed in order to strengthen the ties in the field of telecommunications between the two countries, by means of the establishment of technical and technological cooperation.
- An amendment MoU had been signed between TRAI and NTRA, Egypt on 25th Feb., 2014 in Barcelona, Spain.

(v) International Events hosted by TRAI

- Telecom Regulatory Authority of India (TRAI) and International Telecommunications Union (ITU) jointly organized a training on "Digital Broadcasting and Technologies and Implementation", held at Commission Room of FICCI, New Delhi from 5-7 February 2014.
- Jointly organized South Asian Telecommunication Regulators' Council (SATRC) Working Group Meeting on "Policy, Regulation and Services" from 13-14 February 2014 at New Delhi.

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V. TELECOM DISPUTES SETTLEMENTS & APPELLATE TRIBUNAL

The Telecom Regulatory Authority of India (TRAI) Act, 1997 (as amended) provides for the establishment of the TRAI and the Telecom Disputes Settlement and Appellate Tribunal (TDSAT) to regulate the telecommunication services, adjudicate disputes, dispose of appeals and to protect the interests of service provides and consumers of the telecom sector in order to promote and ensure orderly grown of the telecom sector and for matters connected therewith or incidental thereto.

The TDSAT was created in the year 2000 by the Central Government under the TRAI Act, 1997 to settle and adjudicate disputes involving licensor licensee, and a group of consumers. In January, 2004 the jurisdiction of TDSAT was extended to include broadcasting and cable services besides telecommunication services.

The jurisdiction of TDSAT is exclusive and its orders can be challenged before Supreme Court of India on points of law only. Statutory appeal does not lie against the interim orders of TDSAT. TDSAT is an expert body and comprises of a Chairperson and two Members. The Chairperson happens to be a former Judge of the Supreme Court of India while two Members happen to be experts in the field of administration/telecommunications.

TDSAT is not bound by the provisions of Civil Procedure Code. It has formulated its own Procedure (TDSAT Procedure 2005) which is simple and is based on the principles of natural justice. Court fee for filing a petition, appeal and Misc. application before TDSAT is ₹ 5,000/-, ₹ 10,000/- and ₹ 1,000/- respectively.

The world over the disputes in telecom and broadcasting sector are resolved by the regulator or normal courts. However, in India the unique Institution in the form of TDSAT exists for speedy settlement and adjudication of disputes on telecom and broadcasting sector. As such, the dispute resolution in India is outside the purview of the telecom regulator.

TDSAT, since its inception, has delivered land mark judgments in cases of Telecom as well as Broadcasting & Cable Sectors.

As sector Member of International Telecommunication Union (ITU), TDSAT has been participating in the international seminars, conferences and events organized by ITU and other international bodies.

TDSAT maintains its own website with all judgments and other activities of the Tribunal uploaded on it at www.tdsat.nic.in.

TDSAT has recently set up a Mediation Centre for speedy settlement of disputes between the parties. The Mediation Centre has started functioning w.e.f. 29.7.2013 and it has been successful in settlement of 49 cases till 31.3.2014.

The number of cases in the Tribunal has been increasing every year since its establishment in May, 2000. In the last year .i.e., from 01.01.2013 to 31.12.2013 a total of 940 cases were filed. The disposal of cases has kept pace with the filing and all efforts are made to ensure that there is speedy disposal. The number of cases filed, disposed of and pending till 31st March, 2014 are shown in Table below:

INSTITUTION, DISPOSAL AND PENDENCY OF CASES AS ON 31st March, 2014

S.No.	Discription	Institution					
		2011	2012	2013	2014	Total	
1	Petition	523	981	478	195	2177	
2	Review Petition	14	19	9	1	43	
3	Appeal	2	22	19	0	43	
4	Received on Transfer from TRAI	0	0	0	0	0	
5	Received on Transfer from High Court	0	0	13	0	13	
6	On Remand from SC	0	0	0	0	0	
7	Executition Applicaton	24	46	15	15	100	
	Total	**563**	**1068**	**534**	**0**	**2376**	
	M.A.	348	718	406	92	1564	
	Grand Total	**911**	**1786**	**940**	**303**	**3940**	
S.No.	**Description**	**Disposal**					**Pendency**
		2011	**2012**	**2013**	**2014**	**Total**	
1	Petition	496	551	164	11	1222	955
2	Review Petition	14	16	9	1	40	3
3	Appeal	2	22	15	0	39	4
4	Received on Transfer from TRAI	0	0	0	0	0	0
5	Received on Transfer from High Court	0	0	10	0	10	3
6	On Remand from SC	0	0	0	0	0	0
7	Executition Applicaton	23	38	0	0	61	39
	Total	**535**	**627**	**198**	**0**	**1372**	**1004**

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VI. AUDIT OBSERVATION OF C AND AG

Status of C&AG's audit paras pending as on 31st March, 2014 is as under:

Audit Paras

S. No.	Year	Report No.	No. of paras/ PA on Reports which ATNs have been submitted to PAC after vetting by Audit (from April 2013-March, 2014)	Details of the Paras/PAC reports** on which ATNs are pending as on 31st March 2014.		
				No. of ATNs sent by the Ministry even for the first time	No. of ATNs sent but returned with observation and Audit is awaiting their resubmission by the Ministry	No. of ATNs which have been finally vetted by audit but have not been submitted by the Ministry to PAC
1	1996-97	6 of 1998	Nil	Nil	01	Nil
2	1998-99	6 of 2000	01	Nil	Nil	Nil
3	2002-03	2 of 2004*	01	Nil	01	Nil
4	2003-04	2 of 2005	Nil	Nil	01	Nil
5	2004-05	9 of 2006 (NTR)	Nil	Nil	01	Nil
6	2006-07	CA 1 of 2008	Nil	Nil	01	Nil
7	2009-10	19 of 2010-11#	Nil	Nil	Nil	Nil
		Total	**02**	**Nil**	**05**	**Nil**

1. *Total C&AG Audit Paras of DoT pending as on 31st March 2014 = 09*
   ** 1 ATN on Para No. 1.3 of C&AG Report No.2 of 2004 have been sent to O/o DG Audit (P&T) for vetting remarks.*
   # 03 ATNs on Para No. 3.1 to 3.3, 4.1 to 4.11 and 5.1 to 5.5 of C&AG Report No. 19 of 2010-11 have been sent to O/o DG Audit (P&T) for vetting remarks.
2. *Total Paras of PAC Report pending as on 31st March 2014 = 3*
   *** 3 Paras pending for the 49th Report of PAC on 'Administration of Universal Service Obligation (USO) Fund'. Advance copies of ATNs furnished.*

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VII. CENTRE FOR DEVELOPMENT OF TELEMATICS (C-DoT)

C-DoT, DoT's R&D centre, set-up 26 years back, is committed to providing a wide range of cost-effective, indigenously developed and state-of-the-art total telecom solutions. Starting from the single mission of providing a dial tone, C-DoT has grown, over the last 26 years, to the level of a national centre for Research and Development in communication technology in many areas -Satellite communications, IN, ATM, DWDM, NMS, Wireless Broadband, GPON, NGN and Mobile Cellular systems.

MAJOR ACHIEVEMENTS DURING THE YEAR 2013-14

The significant progress made during the year 2013-14 in the development of state-of-the-art cutting edge technologies, technology trials, efforts in the commercialization of technologies are detailed below:

Communication and Security Research and Monitoring

Major development activities and enhancements completed include Centralised Monitoring System (CMS) Law Enforcement Monitoring Function (LEMF), LEMF alarm viewer, helpdesk, ISDN PRI LEMF, Intelligence Manager for LEMF, encryption-decryption tool, etc.

Broadband Technology

Broadband technology development include terabit router (commercial-grade multi-terabit routing system) and routing platform for the National Knowledge Network (NKN), required for building a high capacity network, addressing the application needs of Defence networks, Secure networks, NKN, etc.

Next Generation Mobile Technology

Next generation mobile technology comprises of development for Long Term Evolution-Advance (LTE-A), 4th generation mobile technology and fixed-and-mobile converged platform for delivery of services to fixed and mobile subscribers. LTE-A technology development activities accomplished during the year include integration and testing of femto system with Evolved Packet Core (EPC) from other vendors, femto solution demonstration for voice, data and video services, and proto-type femto e Node B system piloting. Besides, development also completed for core network platform for fixed and mobile convergence. This platform is ready for field trial with soft switch and access node suitably enhanced to support copper access node.

Carrier Networks' Transport Technologies

The technology development is ongoing for Optical Aggregation and Access System (OAAS), with a focus on next generation PON - 32G PON technology based on WDM. Under the OAAS

project, the development was completed for some GPON variants, namely, Optical Network Termination (ONT-R), Bhawan Damini 3 (BD-3) (OLT for residential use), Optical Time Domain Reflectometer (OTDR), etc, catering to various requirements, like, ring topology, fibre cut localization, residential building respectively, etc. ToT agreements were signed with 6 manufacturers for the GPON variants.

Technology development for Optical Core Network (OCN) - a 100G DWDM transport network system - is also in progress. The achievements include completion of system specifications and architecture design. Besides, specifications were also finalized for major components, like, multiplexers, de-multiplexers, amplifiers, etc. Controller card hardware design completed and software design is in-progress. Hardware testing of 100G multiplex-ponder card is ongoing.

Telecom Services and Applications

This development scheme focuses on software intensive services and applications catering to changing technology trends towards convergence of applications, networks, contents and value-added services creating differentiation.

UNMS (Unified network Management system) software release has been integrated with TAMS (Telecom asset Management System) and deployed as pilot in the NOFN trial block. The UNMS release for Proof-of-Concept (PoC) demonstration in Indian Army's Network for Spectrum (NFS) has been partially made ready with the completion of the application module.

Technology development for Customized Platform for Rural Services (CPRS) is also ongoing and during the year client, hardware system engineering has been completed. Services and features, like, user feedback collection, e-notice board, etc, have been completed and demonstrated on site as pilot.

Power Efficient and Green Telecom Technologies

Technology development for high efficiency RF amplification technology to improve the efficiency of legacy power amplifier used in existing and future BTS (such as in LTE) especially in the remote / rural areas, has been completed. System integration and testing activities have been completed and field trial is in progress. Power amplifiers of 120W for 1800 MHz and 900 MHz for GSM BTS have been developed and field tried.

Secure wireless and wire-line network

The technology schemes aims at creating for intra and inter department communication within various ministries of the government. Under the scheme, project WiPS (Wireless Phone Secure) is ongoing for design and development of a secure mobile wireless network, including development of secure handset using standard wireless technologies e.g. 3G / WiFi. During the year, integration testing of secure table (ver. 1) has been completed with C-DOT's secure core network and its field testing also completed. Further, development also completed for client and core software for WiPS as well as integration of hardware and software.

Enhancements, new features, upgradations, adaptations, technical support for developed technologies

(i) SG-RAN system trials were completed at Sakalwara with BSNL, and trials with 3 operators (Tata, Reliance, and BSNL) are ongoing at Hosur. GPRS and EDGE functionalities also integrated in base system. Further, SG-RAN Technology has also been enhanced with design and development of a small outdoor poll-mounted BTS and a small 10W Tower Mounted Amplifier (TMA) to address uncovered areas of GSM network for low density and small count subscribers. Testing for these elements are in-progress. ToT support was provided to BEL for assembly of 5 large capacity systems.

(ii) 164 BBWT systems were installed in Parwada, Panisagar and Arain blocks of NOFN. Trials were completed for IISc and MSRIT for campus applications. Pilot trial of CORAL-3P system has been successfully completed in C-DoT campus.

(iii) SDCN VoIP phone field issues related to heating up of earphone, receiver signal strength, etc, have been resolved.

(iv) Regular on-site and off-site technology support is being provided.

(v) Requirements specifications and architecture design were completed for NOFN DCN (Data Communication network) NMS. Integration of NOFN network elements with NOFN GPON EMS was successfully completed for IPv6 support. Tender for NOFN NMS test-bed has been floated and the test-bed is ready. Technology evaluation for NOC setup at Delhi and Bangalore has been completed.

(vi) Integration of MAX-NG system and BSNL's Clarity system for provisioning has been successfully completed. The MAX-NG subscriber provisioning at Katpadi is now done through Clarity system. PoC for the inter-operational testing between C-DoT's softswitch and BSNL's IP-TAX has been done successfully at Gurgaon. Testing of lawful interception has been successfully demonstrated to BSNL AT team. Inter-working testing between C-DoT's SSP and Tekelec's SSTP server for the Mobile Number Portability (MNP) over IP has been completed.

Business Promotion

C-DoT celebrated its foundation day on 23rd August, 2013, followed by a technical symposium on 24th August, 2013 and showcased its state-of-the-art technologies. Significant efforts were made for promoting C-DoT technologies, which include trials, exhibitions and demonstration of technologies in exhibitions, seminar, etc. These efforts resulted in following major accomplishments during the period:

(i) C-DoT received order for supply of 168 BBWT systems from M/s BSNL to provide horizontal wireless extension in NOFN project.

(ii) BBWT technology also tried in NDMC Delhi, for wireless networking of its IT infrastructure.

Efforts are also ongoing in providing last mile wireless connectivity for animal husbandry department, government of Madhya Pradesh.

(iii) C-DoT signed agreement with DEAL Dehradun, under DRDO, for joint R&D development of satellite-based hub baseband development.

(iv) Approval received for trial of GPON technology at Military College of Telecommunication Engineers (MCTE) at Mhow, Indore. Further, Navy has also shown keen interest in the trial of C-DoT GPON and BBWT technologies for onboard communication in ships.

(v) C-DoT participated in India Telecom 2013 from 12th to 14th December 2013 and DEFEXPO 2014 from 6th to 9th February 2014 at Pragati Maidan, New Delhi, showcasing its technologies.

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VIII. PUBLIC SECTOR UNDERTAKINGS (PSUS)

VIII. 1 BHARAT SANCHAR NIGAM LIMITED (BSNL)

Bharat Sanchar Nigam Limited (BSNL) was formed on 1st October 2000 by Corporatisation of the erstwhile Department of Telecom operation & Department Telecom Services. The company has taken over the erstwhile functions of the Department of Telecom in respect of provision of telecom services across the length and breadth of the country excluding Delhi and Mumbai. BSNL has large no. of work force of around 2.38 lakh as on 31.03.2014. BSNL is a 100% Govt. of India owned Public Sector Undertaking.

BSNL is a technology-oriented company and provides all types of telecom services namely telephone services on wireline, WLL and Mobile, Broadband, Internet, leased circuits and long distance telecom Service. The company has also been in the forefront of technology with 100% digital new technology switching network. BSNL nation-wide telecom network covers all District headquarters, Sub-Divisional headquarters, Tehsil headquarters and almost all the Block Headquarters.

HIGHLIGHTS

The details of physical targets and Achievement for the year 2013-14 are given as under:-

S. No.	Item	Unit	MOU for the year 2013-14			
			Target (2013-14)	Status as on 01.04.2013	Status as on 31.03.2014	Achievement
1	Total Telephone Connection	Lakh	80	1216.53	1131.38	(-) 85.15
1 (a)	Wire-line	Lakh	-	204.46	184.88	(-) 19.58
1 (b)	WLL	Lakh	-	27.02	22.49	(-) 4.53
1 (c)	Mobile	Lakh	80	985.05	924.00	(-) 61.05
2	Broadband (DSL)	Lakh	30	99.28	99.65	0.37
3	Rural Telephone	Lakh	-	414.93	384.21	(-) 30.72
4	* VPT	No.	-	577,882	578,267	385

** This includes VPTs provided by Private Basic Service Operators (PBSO).*

FINANCIAL PERFORMANCE

The details of profit/loss during the year 2012-13 and 2013-14 is given as under:

(Figures in ₹ crore)

	2012-13	2013-14*
Income	27,128	28,325
Expenditure	34,900	35,380
Profit After Tax	(-) 7,884	(-) 7,084

** Data is Provisional & Un-audited*

Computerization & Information Technology

- BSNL has launched the Loyalty Management Scheme in CDR System for Landline and Boadband customers to encourage customers to use landline more and also increase retention by way of rewarding loyalty. The scheme has been implemented w.e.f. 1st April 2013.
- BSNL has signed an agreement with M/s Hungama Digital Media Entertainment Pvt. for the period 01.04.2013 to 31.05.2015 for provision of MOD/VOD/Movies on Demand Services to BSNL's broadband (on wireline & FTTH) customers.
- BSNL had signed an agreement with M/s Sri Balaji Max Mail Private Limited on 29.10.2013 for provision of Online Education Services to BSNL's boadband (on wireline & FTTH) customers.
- 10190 additional customers opted for Broadband Value Added Service (BBVAS) during 2013-14. Total customers as on 31.03.2014 are 1,00,802.

Enterprises Resources Planning (ERP) System Implementation

The implementation of ERP in BSNL was planned in two Phases i.e. Phase -1 Proof of Concept (POC) and Phase - 2 Rollout. The ERP has been implemented in all seven Proof of Concept (POC) Circles viz; Telecom Factory, Mumbai, ALTTC Ghaziabad, WTP Mumbai, STR, Karnataka, Telecom Circle, BSNL Corporate Office and Maharashtra Telecom Circle. Rollout PO for undertaking implementation of ERP in remaining Circles/Units is already placed. The ERP has also been implemented in NATFM Circle out of 42 Rollout Circles/Units.

Training

BSNL has 30 Telecom Training Centres countrywide comprising of three APEX level Training Centres namely (i) Advanced Level Telecom Training Centres (ALTTC), Ghaziabad (ii) Bharat Ratna Bhim Rao Ambedkar Institute of Telecom Training (BRBRAITT), Jabalpur (iii) National Academy of Telecom Finance and Management (NATFM) Hyderabad.

In terms of training in the current year 2013-14, 43,671 of personnel have been imparted training totaling to 3,07,527 mandays. In addition 8,27,306 mandays of training have been accorded to external trainees. Another innovative scheme 'EETP' in the form of joint initiative between AICTE and BSNL was also introduced during 2013-14, which spanned 17 training centres and 9 other cities.

Foreign Deputations

A total of 40 BSNL officers were deputed abroad during 2013- 14 for various events exhibitions/meetings/conferences/business meetings to have first hand information on latest

developments taking place in telecommunications. In addition, one BSNL officer was nominated for the ITU Asia Pacific of Excellence online training on "4G (IMT) Mobile System and Applications.

DEVELOPMENT OF TELECOMMUNICATION FACILITIES IN SELECTED AREAS

BSNL pays special emphasis on accelerated growth of telecommunication facilities under Special Component Plans in (i) North Eastern Region and (ii) Tribal Sub-plan in Tribal Areas. The status of telecom facilities as on 31.03.2014 in each of the state of North East Region is shown in the following table:

Network Status of NE Region States (as on 31.03.2014)

S. No.	Name of State	Telephone Exchange (Wire-line)	Total Capacity (Wire-line+ Wireless)	Total DELs (Wire-line+ Wireless)	Broadband Connections	VPTs (As per census 2001)
1	**Assam**	**584**	**21,52,273**	**14,63,773**	**94,174**	**24,688**
2	**NE-1**					
(2a)	Meghalaya	71	3,39,315	2,27,533	13,347	5,249
(2b)	Mizoram	65	2,20,532	1,82,010	13,096	704
(2c)	Tripura	84	4,49,217	3,53,508	13,995	858
	Total	220	10,09,064	7,63,051	40,438	6,811
3	**NE-2**					
(3a)	Arunachal Pradesh	105	3,44,019	3,51,888	8,837	2,774
(3b)	Manipur	50	2,57,084	2,27,537	7,547	2,171
(3c)	Nagaland	64	3,20,820	3,19,238	5,902	1,263
	Total	**219**	**9,21,923**	**8,98,663**	**22,286**	**6,208**
4	**Sikkim**	**48**	**1,64,448**	**1,45,567**	**4,604**	**429**
	NE Region	**1,071**	**42,47,708**	**32,71,054**	**1,61,502**	**38,136**

Development Status: Target and achievement during the year 2013-14 for the North East Region are as follows:

Item	2013-14	
	Target (As per MOU)	Achievements up to 31.03.2014
Net Switching Capacity		
(i) (Wired +WLL)	-	(-) 37,110
(ii) GSM	2,86,486	78,781
DELs (Nos.)	3,72,300	(-) 2,45,783
(i) (Wired +WLL)	0	(-) 49,155
(ii) GSM	3,72,300	(-) 1,96,628
VPTs (Nos.) as per census 2001	0	147
Broadband Capacity (ports)	28,200	500
Broadband Connections (Nos.)	67,202	3,697

Tribal Sub Plan

The Tribal Sub Plan (TSP) is a part of the Annual Plan which laid emphasis on providing telecom facilities in the tribal areas. Tribal areas fall in the States of Andaman & Nicobar, Andhra Pradesh, Assam, Chhattisgarh, Gujarat, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Maharashtra, Madhya Pradesh, NE-I, NE-II, Odisha, Rajasthan, Tamil Nadu, Uttaranchal, U.P (East) & West Bengal. The main objectives are (i) to provide the telephone facility on demand in tribal areas (ii) to provide NSD facility to all exchanges in tribal areas and (iii) to provide public telephone in all tribal villages. The achievements under TSP are detailed below:

Achievements under Tribal-Sub-Plan (2013-14)

Sl.No.	Items	Target	Achievement
1.	Wireline Telephone exchanges	-	(-) 44
2.	Switching Capacity (Wireline + Wireless)	8,43,558	(-) 4 904
3.	DELs (Wireline + Wireless)	9,87,983	5,175
4	OFC (RKms)	3,368	1,436

Staff Strength

Total number of working employees as on 31.03.2014:

Group	Number of employees	Employees-Scheduled		Ex-Servicemen	Women Employees
		Scheduled Caste	Scheduled Tribe		
Executive	47,768	7,668	2,341	113	7,711
Non-Executive	1,90,509	35,363	9,960	490	27,418
Total	**2,38,277**	**43,031**	**12,301**	**603**	**35,129**
Number of Disabled employees as on 31st March 2014 is 573.					

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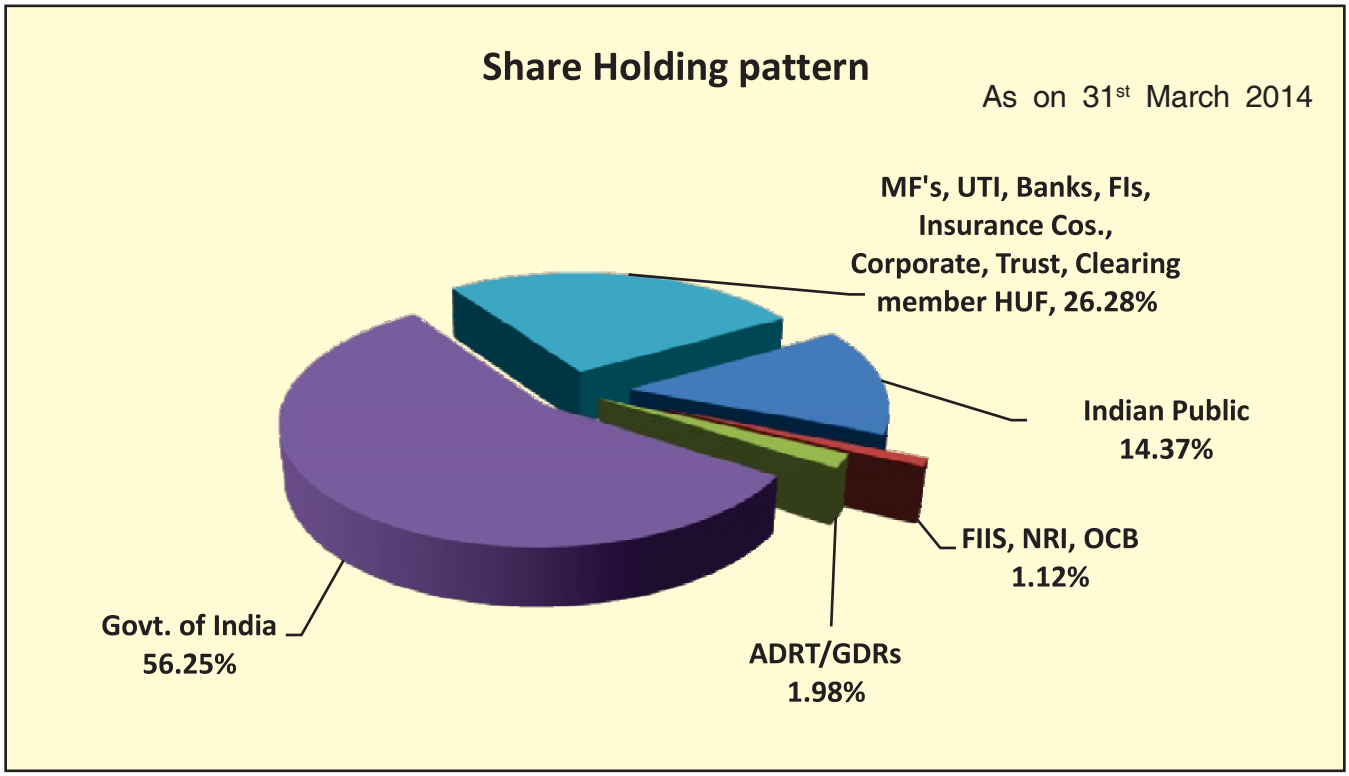
VIII. 2 MAHANAGAR TELEPHONE NIGAM LIMITED (MTNL)

Mahanagar Telephone Nigam Limited (MTNL) was incorporated on February 28, 1986 under the Companies Act as a wholly owned Govt. Company and on April 01, 1986, assumed responsibility for the control, management, operation of the telecommunications networks in Delhi and Mumbai. MTNL is the principal provider of fixed-line telecommunication service in these two metropolitan cities of Delhi and Mumbai and for GSM Mobile services (four peripheral towns Noida, Gurgaon, Faridabad & Ghaziabad along with Delhi city) and the areas falling under the Mumbai Municipal Corporation, New Mumbai Corporation and Thane Municipal Corporation along with Mumbai city, also come under the jurisdiction of the company.

Further, MTNL is providing dial up internet services in Delhi and Mumbai under separate non-exclusive license agreement. MTNL launched Broadband service based on the state of the art ADSL2+ technology in the year 2005. MTNL launched 3G services in 11.12.2008 against the spectrum allotted in August 2008.

The authorized capital of the Company is ₹ 800 crores. The paid up share capital is ₹ 630 crores divided into ₹ 63 crore share of ₹ 10 each. At present, 56.25% equity shares are held by President of India & his nominees and remaining 43.75% shares are held by FIIs, financial institutions, banks, mutual funds and others including individual investors.



Physical Performance

A variety of phone plus services have been made available by MTNL to the customers connected to modern state of art technology digital exchanges e.g. computerized morning alarm, voice mail, automatic changed number announcement, computerized fault booking/ payment system etc.

During the year 2013-14, due to deletion of 16,81,365 dormant GSM Subscribers, the net addition has been negative i.e 15.44 Lakh connections (including fixed line, WLL & GSM). However, MTNL maintained positive growth in Broadband subscribers where it has added net 52,559 Broadband subscribers during the year 2013-14. During this period as sufficient spare capacity was available for all type of services, no addition in the Networks installed Capacity was made. With sustained efforts and timely implementation of various projects, the waiting list is "NIL" in Delhi & Mumbai. MTNL is providing telephone on demand in its service areas.

Details of achievements of MTNL Delhi & Mumbai during 2012-13 and 2013-14 are as follows:

Achievements

S.No.	Items	Achievements 2013-14	
		Delhi	Mumbai
A	Switching (in thousand lines)		
	(i) Net Capacity Landline	(-)214872	9768
	(ii) Net Capacity GSM	(-)225000	0
	(iii) Net Capacity WLL	(-)150000	0
B	DELs (in thousand)		
	(i) Gross	238364	339630
	(ii) Net	(-)18348*	154724**
C	Tax / Tandem (in thousand lines)		0
D	Transmission		
	(a) SDH System		
	(i) STM-16	0	4
	(ii) STM-4	0	17
	(iii) ADM-1/STM-1	126	76
	(iv) TMs-1	0	
E	Optical fiber Cable(in Route Kms)	61.714	100.96
F	Optical fiber Cable(in Fiber Kms)	1401.226	3447.55
G	ISDN	(-)99	(-)714
H	Waiting List	0	0
I	Broadband subscribers	35991	16568
J	Internet connection	(-)4	103

* *This does not include the deletion of 2,59,629 dormant GSM Subscribers who were inactive for more than a year. This step was taken for efficient use of allotted numbering Plan and the system.*

** *This does not include the deletion of 14,21,736 dormant GSM Subscribers who were inactive for more than a year. This step was taken for efficient use of allotted numbering Plan and the system.*

Different Services and projects

GSM services / 3G services: MTNL was awarded 3G spectrum in the year 2008 and for allotment of 3G spectrum for Delhi and Mumbai LSAs together it had paid ₹ 6,564 crore. For deployment of 3G services, MTNL has been earmarked 1 carrier of 5 MHz each in Delhi and Mumbai in the 2100 MHz frequency band.

The 3G technology which is the natural evolution of 2G services not only facilitated better and efficient utilization of spectrum but also provided higher speed and data throughputs and enable to provide a host of video related & enriched value added services 3G services with the brand name "Jadoo" are available in entire service area of MTNL Delhi & Mumbai.

3G is a new technology in India. MTNL has allowed all its GSM mobile subscribers access to 3G services, in order to make the 3G services popular among its subscribers. After this step, the data usage by GSM subscribers has increased exponentially.

Broadband Network: Broadband services based on ADSL2+ are being provided by MTNL. High speed Internet is being offered on this broadband network. Since launch of its ADSL2+ based Broadband services, MTNL has maintained a healthy positive growth in Broadband subscriber base. MTNL had a installed broadband capacity of around 16.34 lakh ports and customer base of around 11.72 lakh, as on 31.03.2014.

Fiber to the Home (FTTH): To meet the ever increasing demand for the bandwidth, achieve higher level of customer satisfaction and providing wide range of services to its esteemed customers MTNL is aggressively laying and extending the reach of optical fiber in its network and is deploying GPON based FTTH network. It is a centrally managed network designed to provide reliable fiber routes to cover all possible destinations within MTNL. This will help in meeting the increased bandwidth requirement for both data and video applications. The work of deployment of active network portion of GPON based FTTH network is in the advance stage of its completion. FTTH offers Broadband up to 100 Mbps, High-speed Internet, Voice, IPTV, Video on Demand and other content-based services, such as, e-education, gaming and video surveillance, advertisement, etc. As a matter of fact, by the end of March 2014, MTNL had 4171 FTTH connections.

IPv4 to IPv6 Migration: DoT has directed all major service providers to make their core network infrastructure ready, so that they are able to offer IPv6 services across all segment. IPv6 migration is a challenging task as MTNL has many legacy networks and equipments for various line of business i.e. broadband, wireless, leased circuit etc. Given these challenges, MTNL is striving hard to achieve the objective. MTNL has taken proactive steps in this direction and has already replaced it's core network (IPv4 only) with dual stack MPLS network and has also done testing for it's Broad-band network along with other equipments. Peering at ISP for IPv6 has already been completed. CPE procurement is being done as

IPV6 / IPV4 compliant. The broadband network of MTNL is IPv6 ready on dual stack, without NATing. NATing equipment for IPv6-IPv4 interoperability is under procurement stage.

Utilization of MTNL's Assets: MTNL has been making conscious efforts to maximize revenue by gainful utilization of its assets. Along with other initiatives, MTNL has started sharing its assets such as staff quarters, office space with other Govt., semi-Govt., autonomous organizations & public sector Banks. During the year 2013-14, MTNL has earned ₹ 63.61 crore from gainful utilization of assets (including rental income, sale of Scrap etc.).

JOINT VENTURES

MTNL-STPI IT Services (MSITS): MSITS was incorporated on 31.03.2006 under the Companies Act, 1956, as a JV of MTNL & STPI, with authorized Capital of ₹ 50 crore. The main objective of the company is to provide data center services, messaging services, business application services etc. In order to implement its objectives, MSITS has established the physical infrastructure of the Data Center at Chennai on space taken on lease basis from STPI. The Data Center has server farm area of around 3400 sq. ft. and the total investment made in this regard is of ₹ 477 lakh. The Data center is maintaining 99.98% uptime on 24X7. The commercial operation of the Data Center commenced in 2009. The Ministry of External Affairs (MEA) has hosted its Passport Seva Project at MSITS Data Center through M/s TCS.

United Telecom Limited (UTL): The Joint Venture is working for providing telecom service in Nepal based on CDMA technology. UTL has total voice customer base of more than 506,459 in number and total data customer base is more than 56,059. UTL has more than 118 personnel consisting of telecom engineers and finance professionals and other support staffs. Apart from this, more than 110 people are working through outsourcing agencies for Fault Repair Services, Customer Care and Marketing of phones, security and campaigns. The Management closely monitors the overall performance of the network, quality of services, subscriber complaints, fault rates, BTS wise traffic and ILD traffic. The Company is sustaining its operational expenses from internal revenue generation. As on date, MTNL holds 26.68% of Equity Share in UTL. During the period ending 31st March 2014, the company has reported a net loss of ₹ 267.95 million.

Millennium Telecom Limited: It is a wholly owned subsidiary of MTNL, incorporated in February 2000 under the Companies Act 1956. It has its registered office located in Mumbai. Services being offered by MTL are:-

a. Telecom consultancy & engineering: e.g. Outdoor plant, OF laying etc.

b. IT Consultancy and Project Management execution.

Subsidiary Companies

Mahanagar Telephone Mauritius Limited (MTML): MTML is a 100% subsidiary of MTNL. The company is having license for mobile services, international long distance services and internet services. The customer base of MTML has grown to 191,262 from 141,699 of last year. The market share has crossed 15% in Voice and more than 30% in ILD Sector. MTML has launched its 3G GSM Services in this fiscal year.

Capital Expenditure on Technology

During the year 2013-14 MTNL has spent an amount of ₹ 361.20 crore as against ₹ 388.88 crore in the previous year on the Capital Expenditure. This was achieved largely through other resource (Long term Loan) generation.

Manpower

The total employees of MTNL as on 31.03.14 were 36,523 belonging to different categories. Employees belonging to Scheduled Caste are 5633, which constitute 15.42% of the total employees. The total number of employees belonging to Scheduled Tribes is 1290, which is 3.53% of total employees.

Man Power Details

Group	Total Working Strength	SC	ST	Women	Persons with disabilities
A	951	137	59	53	4
B	4124	520	71	582	13
C	21709	2760	391	6406	137
D	9721	2216	769	1117	24
TSM	18				
Total	**36523**	**5633**	**1290**	**8158**	**178**

MTNL has endeavored to fulfill the statutory requirement with regards to implementation of reservation policy for Candidates belong to SC/ST/OBC communities as per GoI Rules have been made in recruitment of Officers in various streams. These are the several steps taken by MTNL in fulfilling its social responsibility and few other innovative schemes are being devised for providing a respected status in our society.

Financial Performance

The Financial performance of MTNL is detailed below:

(Figures in ₹ crore)

Items	2011-12	2012-13	2013-14
Income from Services	3624.68	3496.43	3475.66
Other Income	251.16	286.69	396.49
Total Income	**3875.84**	**3783.12**	**3872.15**
Expenditure	7985.64	9086.45	6959.60
PBT	(4109.80)	(5303.33)	8533.25
Net profit	**(4109.80)**	**(5322.03)**	**7820.72**

Despite stiff competition, from other operators, MTNL has achieved a financial turnover of ₹ 3872.15 crore during the year 2013-14, as compared to the previous year's turnover of ₹ 3783.12 crore. During the said period MTNL posted a Profit of ₹ 7820.72 crore basically because of the following reasons:

- Amortization of intangible assets (BWA spectrum) written back for ₹ 1404.88 crore.
- Pension and Gratuity provision written back for ₹ 9013.39 crore.
- Pension payout by MTNL recoverable from DOT (Net of Pension Contribution) ₹ 1102.67 crore.
- Recoverable from Gratuity Trust in respect of combined service optees for ₹ 99.99 crore.

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VIII. 3 ITI LIMITED

ITI Limited is India's pioneering venture in the field of telecommunications. ITI started its operations in Bangalore in 1948, which were further extended to other areas by setting up the manufacturing plants at Srinagar in Jammu and Kashmir (1968), Naini (1971), Rae Bareli (1973) and Mankapur (1984) all in Uttar Pradesh and Palakkad (1976) in Kerala. The establishment of manufacturing plants at various remote locations was not only aimed at augmentation of manufacturing capacity but also development of social infrastructure.

Apart from the above manufacturing Plants, ITI has a dedicated Network Systems Unit for execution of turnkey projects and installation and maintenance support of all products supplied by ITI, three separate Project Divisions at Mumbai, Pune and Bangalore for deployment of GSM equipments of BSNL and MTNL and Marketing division having 8 Regional Offices and 27 Area Offices spread across the country.

The Company is a Schedule 'A' CPSE in Medium and light Engineering Sector with 90% shareholding by the Government of India. Its Registered & Corporate Office is located at Bangalore, Karnataka.

Key Performance Factors

The Company was having MoU target of ₹ 4500 crore (sales) for the year 2013-14. Against this MoU target, the Company has achieved sales (including ED & Service Tax) of ₹ 770.00 crore during the year with a loss of ₹ 344 crore.

CAPITAL STRUCTURE

The Authorized Share Capital of the Company as on 31.03.2014 was ₹ 700 crore. The paid-up Share Capital as on that date was ₹ 588 crore. (₹ 288 crore equity shares of ₹ 10/- each and ₹ 300 crore as preference shares of ₹ 100/- each). The percentage share of Central Government in equity as on 31.03.2014 is 89.89%.

Financial Highlights

Particulars	Performance during the year (₹ crore)		
	2011-12	2012-13	2013-14
1. Turnover & Other income	1027	955	810
2. Expenditure	1397	1137*	1154
3. Net Profit/Loss	(-) 370	(-) 182	(-) 344

**Net of Extraordinary income of ₹ 130 crore and prior period income of ₹ 47 crore.*

Note: Turnover included Excise Duty and Service Tax.

PROJECT / PRODUCT UNDER EXECUTION

- **National Population Registration (NPR) and Socio Economic & Caste Census (SECC) projects**

  ITI is one among the consortium of three PSUs (other two PSUs being M/s BEL & M/s ECIL) for the execution of prestigious National Population Register (NPR) Project under Ministry of Home Affairs (MHA). The job involves collection of citizen data including biometrics which is under execution. The above consortium is also executing SECC project for the Ministry of Rural Development.

- **Managed Leased Line Networks (MLLN)**

  ITI has successfully rolled out countrywide MLLN network for BSNL in technical collaboration with a technology partner. Recently, ITI has received an expansion order from BSNL which is under execution.

- **Gigabit Passive Optical Network (G-PON)**

  ITI has been a major supplier of this product to BSNL and MTNL. Requirements are anticipated for this product in future also for applications like FTTH.

- **Defence projects**

  ITI is the leader in supplying encryption equipments for the secured communication in the Defence networks. ITI has supplied telecom equipment like Telephones, Ruggedized Telephone Exchanges, Transmission equipments, VSAT etc. to the Defence sector. ITI has also executed ASCON project (Phase I, II, & III) successfully.

- **Data center & IT Projects**

  ITI has already established Tier 3+ state-of-art Data center at Bangalore on PPP model. Presently this Data Center is fully booked for co-location services. ITI is also playing a major role in implementing IT projects. All the State Governments are pursuing E-Governance projects for taking the benefit of IT to the Village Panchayats and they have made a substantial budget provision for the same. ITI is aggressively pursuing this Market segment. ITI has executed SWAN (State Wide Area Network) projects of Maharashtra, Odisha and Mizoram. ITI is also executing Accelerated Power Development and Reform Programme (APDRP) of Tamil Nadu state.

HUMAN RESOURCES DEVELOPMENT

Manpower strength as on 31st March, 2014 is detailed in the table given below:

Group	Total Working Strength	SC	ST	Women	Persons with Disabilities (PWD)
Officers	3790	590	43	382	43
Non-Officers	3521	810	23	245	60
Total	**7311**	**1400**	**66**	**627**	**103**

Smt. Rita A Teaotia, IAS, Additional Secretary (T), Department of Telecommunication visited ITI Limited, Bangalore-Corporate Office on 3rd July 2013 alongwith Shri V. Uma Shankar, IAS, Joint Secretary (T) DoT, Shri N.K. Joshi, DDG (SU) and R.K. Kaushik Director (PSU-IV).

Shri R. Chandrashekhar, Secretary, DoT and Chairman, Telecom Commission and Shri K.L. Dhingra, CMD, ITI Ltd, signed the Memorandum of Understanding (MoU) with Government of India for the year 2013-14 on 22.03.2013 in New Delhi.

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VIII. 4 TELECOMMUNICATIONS CONSULTANTS INDIA LIMITED (TCIL)

Telecommunications Consultants India (TCIL) was set-up on 10.03.1978 with the main objective to provide world class technology in all fields of telecommunications and information technology to excel in its operations in Overseas and in the domestic markets by developing proper marketing strategies, to acquire State of the Art technology on a continuing basis and maintain leadership. It also aims to diversify into Cyber Parks / Cyber Cities and upgrading legacy networks by focusing on Broadband Multimedia Convergent Service Networks, entering new areas of IT as systems integrator in Telecom billing customer care value added services; e-governance networks and Telecom fields by utilizing TCIL's expert technical manpower, Developing Telecom and IT training infrastructure in countries abroad and aggressively participating in SWAN projects in various States.

TCIL is a Schedule-A Miniratna CPSE in Technical Consultancy service sector, under the administrative control of Department of Telecommunications under Ministry of Communications & IT with 100% shareholding by the Government of India. Its registered and corporate office is at New Delhi.

Vision/Mission

The vision of the company is "To excel in providing solutions in Information and Communication Technology, Power and Infrastructure Sectors globally by anticipating opportunities in technology". The mission of the company is 'To excel and maintain leadership in providing optimal solutions on turnkey basis in Telecommunications and Information Technology Service Sector globally and to diversify by providing excellent Infrastructure facilities particularly in the high tech areas.'

Industrial / Business Operations

TCIL is undertaking turnkey projects in all fields of Telecommunications & IT in India and abroad. The core competence of the company is in core and access network projects, Telecom Software, Switching and Transmission Systems, Cellular Services, Rural Telecommunications, Optical Fibre based Backbone Transmission System, IT and Networking solutions, E-governance, Civil and Architectural Consultancy for Cyber Cities, Telecom Complex etc. The company has also diversified into Architectural Consultancy and Civil Construction.

The company operates through its 6 Branches. It also has 5 Joint Ventures namely Bharti Hexacom Ltd., United Telecom Ltd., TCIL Bellsouth Ltd., Intelligent Communication System India Ltd. and TCIL Saudi Co. Ltd. TCIL is in the process of acquiring 60% shareholding of Nesma group in TCIL Saudi Co. Ltd. Thereafter TCIL Saudi Co. Ltd will become subsidiary company of TCIL. In addition, the company has 4 subsidiary companies namely TCIL Oman

LLC, Tamil Nadu Telecommunications Ltd., TCIL Bina Toll Road Ltd. (TBTRL) and TCIL Lakhnadone Toll Road Ltd.

Achievements, activities and performance

During the year 2013-14, Company has secured orders of over ₹ 1457.00 crore.

Financial Performance

TCIL earned a profit (before tax) of ₹ 19.50 crore over a turnover (including other income) of ₹ 815.00 crore during the year 2013-14 (Provisional).

Manpower

As on 31st March 2014, TCIL has got sanctioned strength of 891 personnel and working strength of 891 comprising of 409 Executives and 482 Non-Executives. TCIL continues to pay great importance to implementing the directives and policies of Government of India regarding reservation of SC/ST and physically handicapped.

Signing of MoU 2014-2015 between TCIL & DOT on 27.03.2014 at Sanchaar Bhawan

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VIII. 5 BHARAT BROADBAND NETWORK LIMITED (BBNL)

Bharat Broadband Network Limited (BBNL) has been incorporated on 25.02.2012 under Indian Companies Act, 1956. BBNL has been given responsibility to connect 2,45,748 Gram Panchayat (GPs). As per approval of the Government, in September 2013, the work execution of connecting the GPs has been phased out to be completed in 3 phases as follows:

- Phase I – 1,00,000 GPs
- Phase II – 1,00,000 GPs
- Phase III – 45,748 GPs

The Survey Work has been completed for more than 2,00,000 GPs out of 2,45,748 GPs. Out of these Technical Sanction Provisional (TSP) has been issued for 1,74,745 GPs covering 4146 Blocks, distributed in 516 Districts. For phase I, TSP has been issued for 87674 GPs covering 2468 Blocks out of 2780 Blocks and final Technical Sanction has been issued for 501 Blocks.

The CPSUs have finalised and awarded works of Trenching & Cable Laying for 87 Blocks of phase I out of which work has started in 20 Blocks.

Tender for Optical Fibre Cable (OFC) & Accessories has been finalised by BBNL, APOs issued for around 4,00,000 kms of OF Cable and corresponding accessories and Purchase Order placed for 50% quantity i.e. around 2,00,000 kms of OF Cable covering phase I requirement.

Tender for GPON Equipment has been finalised and APO shall be issued shortly. CPSUs have placed PO for 16000 kms of PLB Duct & APO have been issued for another 51000 kms. Agreements have been signed between BBNL and 3 CPSUs for execution of work.

Agreement has been signed between BBNL and USOF for execution of work and funding by USOF.

Right of Ways (RoWs) have been signed with 26 States and 5 Union Territories.

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IX. STATISTICAL SUPPLEMENT

Table-1

Telephone per 100 Population-Urban/Rural (Tele-density) as on 31st March 2013 & 2014.

Sl.No.	Service Area	Tele-Density						Telephones						% of Rural Phones to Overall Phones	
		Overall		Urban		Rural		Overall		Urban		Rural			
		March'13	March'14	March'13	March'14	March'13	March'14	March'13	March'14	March'13	March'14	March'13	March'14	March'13	March'14
1	ANDHRA PRADESH	77.19	79.52	169.00	167.61	41.83	45.53	66602985	69194450	40546640	40610155	26056345	28584295	39.12%	41.31%
2	ASSAM	46.51	48.74	130.92	126.27	31.13	34.36	14582059	15462192	6327093	6265741	8254966	9196451	56.61%	59.48%
3	BIHAR[1]	45.72	46.10	160.28	150.96	27.54	29.41	60695988	61966991	29146942	27863955	31549046	34103036	51.98%	55.03%
4	GUJARAT	87.23	90.54	136.39	137.63	53.12	57.44	53485394	56227514	34257428	35279750	19227966	20947764	35.95%	37.26%
5	HARYANA	76.44	81.44	113.51	121.39	56.78	59.77	20104063	21751303	10348181	11400273	9755882	10351030	48.53%	47.59%
6	HIMACHAL PRADESH	105.39	105.59	347.42	325.88	74.50	77.08	7296012	7373458	2721722	2608116	4574290	4765342	62.70%	64.63%
7	JAMMU & KASHMIR	58.57	66.80	116.91	130.69	36.72	42.61	7041418	8125041	3830219	4365465	3211199	3759576	45.60%	46.27%
8	KARNATAKA	91.24	92.45	170.38	167.20	43.00	46.24	55358183	56637842	39151280	39131321	16206903	17506521	29.28%	30.91%
9	KERALA	96.09	96.19	196.11	189.65	61.93	64.34	33757486	34006214	17541057	17040735	16216429	16965479	48.04%	49.89%
10	MADHYA PRADESH[2]	53.55	56.04	115.09	116.34	30.91	33.67	53284642	56584457	30795197	31792710	22489445	24791747	42.21%	43.81%
11	MAHARASHTRA	73.97	77.32	113.60	116.26	52.43	55.82	70866861	74903431	38323465	40065662	32543396	34837769	45.92%	46.51%
12	NORTH-EAST[3]	67.78	69.97	151.53	153.02	40.57	42.68	9150426	9551079	5016351	5165564	4134075	4385515	45.18%	45.92%
13	ORISSA	60.21	60.90	164.01	161.14	38.72	39.87	24976362	25473028	11671677	11690415	13304685	13782613	53.27%	54.11%
14	PUNJAB	103.00	107.23	151.96	154.34	67.16	71.96	30784480	32433318	19193802	19982848	11590678	12450470	37.65%	38.39%
15	RAJASTHAN	70.85	75.39	153.82	160.01	44.63	48.58	49612171	53569781	25865537	27361586	23746634	26208195	47.86%	48.92%
16	TAMIL NADU[4]	108.17	111.14	139.93	138.16	66.33	74.02	75522087	78087652	55540091	56176488	19981996	21911164	26.46%	28.06%
17	UTTAR PRADESH - [East]	56.83	57.27	137.69	131.53	33.34	35.55	74872453	77783016	39932099	39461026	34940354	38321990	46.67%	49.27%
18	UTTAR PRADESH - [West][5]							49166603	49297455	27719149	26601057	21447454	22696398	43.62%	46.04%
19	WEST BENGAL[6]	54.18	55.13	135.73	135.27	40.58	41.72	41708107	42797168	14940548	15056367	26767559	27740801	64.18%	64.82%
20	KOLKATTA	145.86	142.67	#	#	#	#	22404319	22147379	21455326	20382016	948993	1765363	4.24%	7.97%
21	DELHI	221.64	226.85	#	#	#	#	43388800	45688835	41253860	43323453	2134940	2365382	4.92%	5.18%
22	MUMBAI	152.44	151.90	#	#	#	#	33357850	33953534	33226721	33606889	131129	346645	0.39%	1.02%
	ALL-INDIA	73.32	75.23	146.64	145.46	41.05	44.01	898018749	933015138	548804385	555231592	349214364	377783546	38.89%	40.49%

Note:Teledensity is calculated for UP(E) & UP(W) jointly due to non availabilty of separate population data for UP(E&W). 1.Includes Jharkhand, 2.Includes Chhattisgarh, 3.Includes North East I&II, 4. includes Chennai, 5.Includes Uttrakhand and 6.Includes A&N Islands. # Rural-urban break up of population for Kolkata, Delhi and Mumbai service areas is not available.

Source: Population Projections for India & States 2001-2026,O/o the Registrar General of India and subscribers' data from BSNL(PSU), MTNL(PSU), AUSPI (Private-Wireline,WLL & GSM) and COAI (Private-GSM).

Table-2

Number of Telephones as on 31st March 2013 & 2014.

Sl.No.	Service Area	Wireline Phones						Wireless Phones						TOTAL TELEPHONES	
		TOTAL		PSUs' Operators		Private Operators		TOTAL		PSUs		Private Operators			
		March'13	March'14	March'13	March'14	March'13	March'14	March'13	March'14	March'13	March'14	March'13	March'14	March'13	March'14
1	ANDHRA PRADESH	2239363	2044305	1848510	1657496	390853	386809	64363622	67150145	9380164	9919531	54983458	57230614	66602985	69194450
2	ASSAM	194395	183984	193915	182904	480	1080	14387664	15278208	1236162	1280869	13151502	13997339	14582059	15462192
3	BIHAR[1]	394129	381591	378374	363665	15755	17926	60301859	61585400	5907091	3246007	54394768	58339393	60695988	61966991
4	GUJARAT	1792030	1690065	1565727	1459828	226303	230237	51693364	54537449	4299022	4137901	47394342	50399548	53485394	56227514
5	HARYANA	560474	499908	504057	452043	56417	47865	19543589	21251395	3110251	3331626	16433338	17919769	20104063	21751303
6	HIMACHAL PRADESH	280669	253744	273941	246352	6728	7392	7015343	7119714	1634163	1433602	5381180	5686112	7296012	7373458
7	JAMMU & KASHMIR	196811	186655	196811	186655	0	0	6844607	7938386	1159503	1271143	5685104	6667243	7041418	8125041
8	KARNATAKA	2443394	2318079	1691273	1535931	752121	782148	52914789	54319763	7126983	7350172	45787806	46969591	55358183	56637842
9	KERALA	3064818	2885942	2943505	2773148	121313	112794	30692668	31120272	7723156	7951150	22969512	23169122	33757486	34006214
10	MADHYA PRADESH[2]	1120350	1103538	835271	833717	285079	269821	52164292	55480919	5244870	4948640	46919422	50532279	53284642	56584457
11	MAHARASHTRA	2466496	2309779	2046050	1882033	420446	427746	68400365	72593652	6875597	6583446	61524768	66010206	70866861	74903431
12	NORTH-EAST[3]	189884	139937	189884	139877	0	60	8960542	9411142	1756598	1521837	7203944	7889305	9150426	9551079
13	ORISSA	374427	347455	364132	335875	10295	11580	24601935	25125573	4513362	3333678	20088573	21791895	24976362	25473028
14	PUNJAB	1320185	1222091	983646	876585	336539	345506	29464295	31211227	4432323	4629083	25031972	26582144	30784480	32433318
15	RAJASTHAN	1011041	924311	887216	798265	123825	126046	48601130	52645470	5966452	6054920	42634678	46590550	49612171	53569781
16	TAMIL NADU[4]	3109695	2913185	2398676	2218136	711019	695049	72412392	75174467	9597898	9828051	62814494	65346416	75522087	78087652
17	UTTAR PRADESH - [East]	1048303	801992	943196	693951	105107	108041	73824150	76981024	10434924	10436240	63389226	66544784	74872453	77783016
18	UTTAR PRADESH - [West][5]	767118	541216	728589	504292	38529	36924	48399485	48756239	4902736	4480281	43496749	44275958	49166603	49297455
19	WEST BENGAL[6]	548248	506151	542345	500140	5903	6011	41159859	42291017	3609491	2050565	37550368	40240452	41708107	42797168
20	KOLKATTA	1144255	1076955	930944	847254	213311	229701	21260064	21070424	2295879	860703	18964185	20209721	22404319	22147379
21	DELHI	2962600	3103986	1593551	1601739	1369049	1502247	40426200	42584849	2593896	2307731	37832304	40277118	43388800	45688835
22	MUMBAI	2985057	3063976	1866498	1940336	1118559	1123640	30372793	30889558	2405455	1064605	27967338	29824953	33357850	33953534
	ALL-INDIA	30213742	28498845	23906111	22030222	6307631	6468623	867805007	904516293	106205976	98021781	761599031	806494512	898018749	933015138

Note: 1. Includes Jharkhand, 2. Includes Chhattisgarh, 3. Includes North East I&II, 4. includes Chennai, 5. Includes Uttrakhand and 6. Includes A&N Islands.

Table-3

Department of Telecommunications
Number of Employees-Total, Scheduled Caste/Tribe, Ex-servicemen (Abled & Disabled), Women and their %age to respective numbers as on 31st March 2013

Group	No. of Employees	Scheduled Caste	% to Total Employees	Scheduled Tribe	% to Total Employees	Ex-servicemen (Abled)	% to Total Employees	Ex-servicemen (Disabled)	% to Total Employees	Women Employees	% to Total Employees
A	2230	392	17.58%	130	5.83%	0	0.00%	3	0.13%	131	5.87%
B	691	78	11.29%	17	2.46%	0	0.00%	0	0.00%	141	20.41%
C	1090	221	20.28%	66	6.06%	19	1.74%	0	0.00%	154	14.13%
D	15	3	20.00%	0	0.00%	0	0.00%	0	0.00%	3	20.00%
Total	**4026**	**694**	**17.24%**	**213**	**5.29%**	**19**	**0.47%**	**3**	**0.07%**	**429**	**10.66%**

Table-4

Number of Disabled Employees of Department of Telecom as on 31st March 2013

Class	Strength		Difference
	% of Sanctioned	Working	
Blindness of Low Vision	7	4	3
Hearing Impairment	6	0	6
Locomotors Disability or Cerebral Palsy	29	16	13
Total	**42**	**20**	**22**

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X. ACRONYMS

2G	Second Generation
3G	Third Generations
ACC	Accounts Calling Card
ADC	Access Deficit Charge
ADSL	Asymmetrical Digital Subscriber Line
ALTTC	Advanced Level Telecom Training Centre
APT	Asia Pacific Telecommunications
ATM	Asynchronous Transfer Mode
ATNs	Action Taken Notes
BBNL	Bharat Broadband Network Limited
BRBRAITT	Bharat Ratna Bhim Rao Ambedkar Institute of Telecom Training
BSNL	Bharat Sanchar Nigam Limited
BTSs	Base Terminal Stations
BWA	Broadband Wireless Access
C&AG	Comptroller and Auditor General
CACT	Component Approval Centre for Telecom
CAD	Computer Aided Design
CCEA	Cabinet Committee on Economic Affairs
CCS	Cabinet Committee on Security
CDMA	Code Division Multiple Access
C-DoT	Centre for Development of Telematics
C-DOT	Center for development of Telematics
CIDA	Canadian International Development Agency
CLIP	Callers Line Identification Protocol
CMPs	Cellular Mobile Phones
COMAC	Centralised Operation & Maintenance Centre
CSMS	Customer Service Management System
DCC	Development Coordination Committee
DCME	Digital Circuit Multiplication Equipment
DECT	Digital Enhanced Cordless Telephone
DeitY	Department of Electronics and Information Technology
DIAS	Direct Internet Access System
DLC	Digital Loop Carrier
DoE	Department of Expenditure
DoPT	Department of Personnel and Training
DoS	Department of Space
DoT	Department of Telecommunciations
DPR	Detailed Project Report

DSPT	Digital Satellite Phone Terminal
DWDM	Dense Wavelength Division Multiplexing
EFC	Expenditure Finance Committee
EMTS	Express Money Transfer Service
FAS	Fibre Access System
FDMA	Frequency Division Multiple Access
FRS	Fault Repair Service
GMPCS	Global Mobile Personal Communication by Satellite
G-PON	Gigabit Pasture Optical Network
GPSS	Gateway Packet Switching System
GRs	Generic Requirements
HECS	High Erlang Capacity Switch
HSDL	High bit rate Digital Subscriberline
I&B	Information and Broadcasting
IAPs	Innovation Action Plans
IFRB	International Frequency Regulation Board
ILD	International Long Distance
IMEI	International mobile equipment identity
IMRB	Indian Marketing Research Bureau
IN	Intelligent Network
INSAT	Indian National Satellite
IP and P	Industrial Policy and Promotion
IPv6	Internet Protocol Version 6
IRs	Interface Requirements
ISDN	Intigrated Services Digital Network
ISP	Internet Service Provider
ITI Ltd	Indian Telephone Industries Limited
ITU	International Telecommunications Union
ITU-D	International Telecommunication Union-Development Sector
ITU-R	International Telecommunication Union-Radiocommunication Sector
ITU-T	International Telecommunication Union-Telecom Sector
IUC	Interconnection Usage Charge
IVRS	Interactive Voice Response System
Lab	Laboratory
LMDS	Local Multi-Point Distribution System
LOI	Letter of Intent
LWE	Left Wing Extremism
M2M	Machine to Machine
MCIBS	Microprocessor Controlled Intelligent Building Systems
MCPC	Multi Channel Per Carrier

MHA	Ministry of Home Affiars
MLLN	Managed Leased Line Network
MMS	Multimedia Messaging Service
MNP	Mobile Number Portability
MNRE	Ministry of New and Renewable Energy
MoF	Ministry of Finance
MPLS	Multi Protocol Label Switching
MSS	Mobile Satellite System
MTL	Millennium Telecom Limited
MTNL	Mahanagar Telephone Nigam Limited
MUX	Multiplexer
NHAI	National Highway Authority of India
NIB	National Internet Backbone
NICF	National Institute of Communication Finance
NLDS	National Long Distance Service
NOFN	National Optical Fiber Network
NTIPRIT	National Telecommunications Institute for Policy Research, Innovation and Training
NTP	National Telecom Policy
NTP	New Telecom Policy
NYSF	New York Stock Exchange
OFC	Optical Fiber Cable
OFC	Optical Fiber Cable
OLTE	Optical Line Terminating Equipment
PAC	Public Accounts Committee
PCB	Printed Circuit Board6Pm
PCR	Priority Call Routing
PIA	Photo Identity Address
PMA	Preferential Market Access
PMRTS	Public Mobile Radio Trunk Service
POI	Point of Interconnection
POT	Plain Old Telephone
PRS	Premium Rate Service
PSTN	Public Switching Telecom Network
QOS	Quality of Service
QTS	Quality of Telephone Service
R and D	Research and Development
RABMN	Remote Area Business Message Network
RAN	Radio Access Network
RoW	Right of Way

RTTC	Regional Telecom Training Centre
SACFA	Standing Advisory Committee on Frequency Allocations
SACFA	Standing Advisory Committee on Radio Frequency Allocation
SAR	Specific Absorption Ratio
SAS	System of Accounting Separation
SBM	Signal Base Module
SDCA	Short Distance Charging Area
SDH	Synchronous Digital Hierarchy
SIM	Subscribers Identification Module
SSA	Secondary Switching Area
STM	Synchronous Transport Module
TCP	Transmission Connection Protocol
TDMA	Time Division Multiple Access
TDSAT	Telecom Dispute Settlement Appellate Tribunal
TRAI	Telecom Regulatory Authority of India
TRAI	Telecom regulatory Authority of India
TSP	Tribal Sub Plan
TSPs	Telecom Service Providers
TTL	Telecom Testing Laboratory
TTO	Telecommunications Tariff Order
UHF	Ultra High Frequency
UMS	Unified Messaging Service
USF	Universal Service Fund
USL	Unified Service Levy
USO	Universal Service Obligation
USOF	Universal Service Obligation Fund
UTL	United Telecom Limited
UTs	Union Territories
VCC	Virtual Calling Cord
VMS	Voice Mail Service
VPN	Virtual Private Network
VPT	Village Public Telephone
VRLA	Value Regulated Lead Acid
VSAT	Very Small Aperture Terminal
WLL	Wireless in Local Loop
WPC	Wireless Planning & Coordination
WPHS	Web Page Hosting Service
WSHS	Web Server Hosting Service

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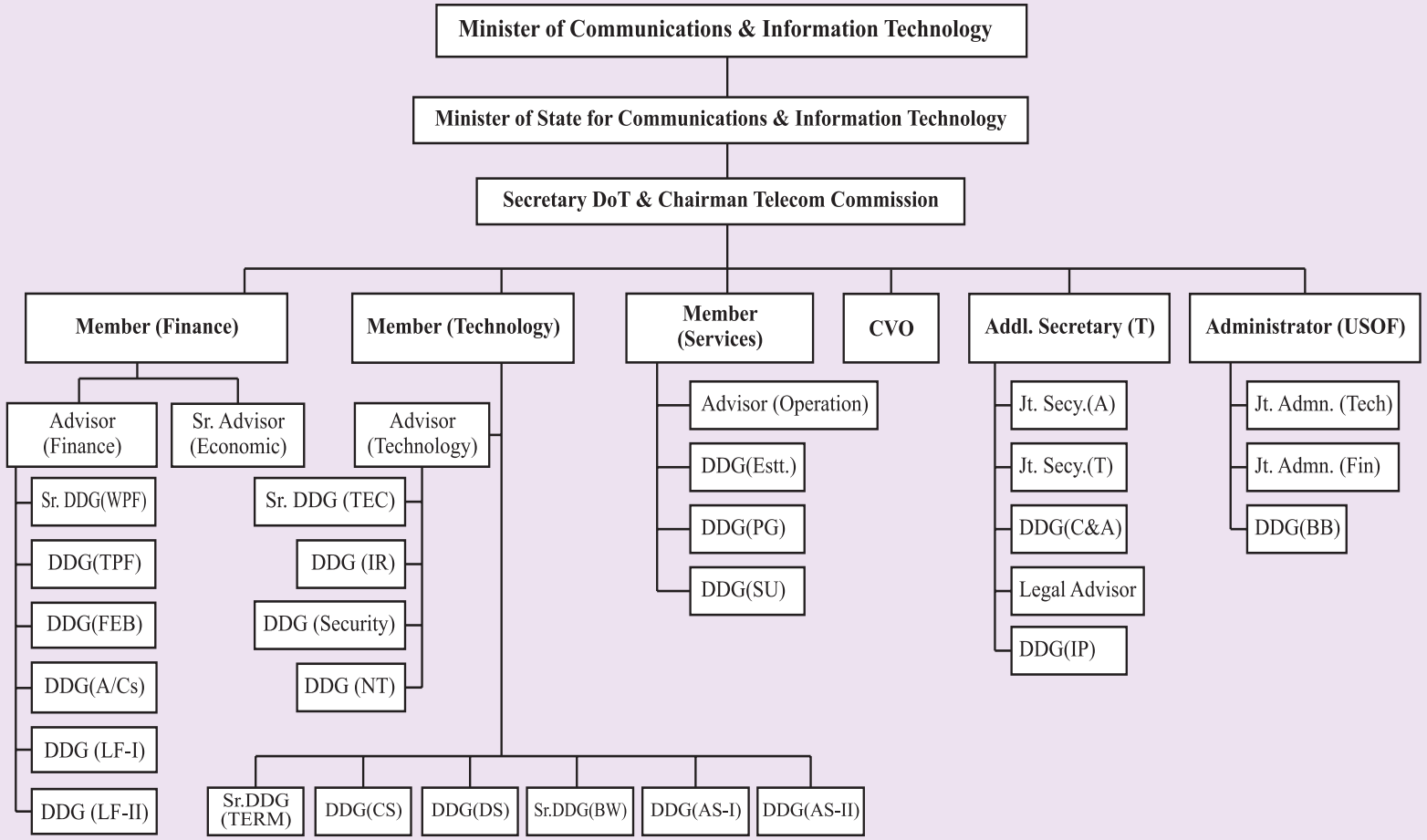
XI. ORGANISATION CHART OF DEPARTMENT OF TELECOMMUNICATIONS-2013-14



LEGEND:

DDG: Deputy Director General
TPF: Tariff Public Enterprises Finance
WPF: Wireless Planning Finance
FEB: Finance, Establishment & Budget
LF: Licensing Finance

CS: Carrier Services
DS: Data Services
BW: Building Works
NT: Network & Technology
AS: Access Services

TEC: Telecom Engineering Centre
IR: International Relations

Estt: Establishment
PG: Public Grievances
SU: Service Unit

Jt Secy: Joint Secretary
A: Administration
T: Telecom
C&A: Coordination & Administration
IP: Investment Policy

USOF: Universal Services Obligation Fund
Jt Adm.: Joint Administrator
Tech: Technology
Fin: Finance
BB: Broadband

Appendix-I

RESULTS FRAMEWORK DOCUMENT - 2013-2014

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Achiev-ement	Performance		
						Excellent	Very Good	Good	Fair	Poor		Raw Score	Weigh-ted Score	As Approved by HPC
						100%	90%	80%	70%	60%				
1 Rapid Expansion of Telecom Infrastructure for Voice, data & Broadband with Special emphasis on rural areas	20.00	Facilitating increase in rural teledensity	Increased rural teledensity	%	3.00	46	45	44	43	42	43.72	77.2	2.32	44
			Receipt of C-DOT project report for providing mobile connectivity to 57000 villages	Date	1.00	30/06/2013	31/07/2013	31/08/2013	30/09/2013	31/10/2013	16/08/2013	84.84	0.85	16/08/2013
			Obtaining Cabinet approval for investment from USO Fund for providing mobile connectivity to the 57000 villages	Date	1.00	13/12/2013	14/01/2014	14/02/2014	15/03/2014	31/03/2014		N/A	N/A	
		Improving Broadband connectivity in Rural and Remote areas	Provision of Wireline Broadband connections of USOF funded schemes	Nos	2.00	225000	200000	175000	150000	125000	112054	0.0	0.0	112054
		Facilitating the establishment of National Optic Fibre Network (NOFN) up to Village Panchayats	Award of work in Districts for laying Optical Fibre Cable	Nos of Districts	2.00	600	575	550	525	500	60	0.0	0.0	60
			Number of Kms of Optical Fibre Cable (OFC) laid	Kms	3.00	200000	180000	160000	140000	120000	0	0.0	0.0	0
			Number of Gram Panchayats covered	Nos	3.00	100000	90000	80000	70000	60000	0	0.0	0.0	0
		Improving connectivity in remote areas in North-East and rest of the country	Providing VPT in North East Region (Total Villages-2590)	%	1.00	100	99	98	97	96	13.63	0.0	0.0	13.63
			Providing VPT in rest of the country (Total Villages-9401)	%	1.00	100	90	80	70	60	2.43	0.0	0.0	2.43

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Achiev-ement	Performance		As Approved by HPC
						Excellent	Very Good	Good	Fair	Poor		Raw Score	Weigh-ted Score	
						100%	90%	80%	70%	60%				
		Provision of 175 million broadband connections in 12th Plan	Finalization of a broad framework for broadband connectivity	Date	3.00	31/01/2014	28/02/2014	10/03/2014	20/03/2014	31/03/2014	20/12/2013	100.0	3.0	20/12/2013
2 Promotion of indigenous R&D and Manufacturing	9.00	Implementation of policy for Indigenous Manufacturing of Telecom Equipment	Issue of PMA Guidelines for security sensitive Telecom Equipments	Date	2.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	
			Creation of fund for promoting R&D and Manufacturing	Date	2.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	
			Setting up of Telecommunication Standard Development Organisation (TSDO)	Date	2.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014	30/10/2013	100.0	2.0	30/10/2013
		Introduction of Indian Standard for Telecom Equipment	Approval of Standards	No.	2.00	10	9	8	7	6	10	100.0	2.0	10
		Organisation of India Telecom 2013	On time completion	Date	0.50	31/12/2013					05/12/2013	100.0	0.5	05/12/2013
			Independent impact assesment	Date	0.50	14/01/2014	14/02/2014	10/03/2014	20/03/2014	31/03/2014		N/A	N/A	
3 Skill development in Telecom Sector	3.00	Formation of advisory Groups on Capacity Building & 'Content, Quality & Examination Framework'	On time set up	Date	1.00	30/06/2013	30/09/2013	31/10/2013	30/11/2013	31/12/2013	28/06/2013	100.0	1.0	28/06/2013
		Commissioning of Skill gap Study for the Telecom Sector	On time Commissioning of Study	Date	1.00	30/09/2013	31/12/2013	31/01/2014	28/02/2014	31/03/2014	16/09/2013	100.0	1.0	16/09/2013
		Finalisation of technical set-up required for telecom domain Knowledge Repository	On time finalisation of proposal	Date	1.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014	27/12/2013	100.0	1.0	27/12/2013
4 Adequate Telecom Network Security	7.00	Issue comprehensive Network Security Policy	On time issue	Date	2.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Achiev-ement	Performance		As Approved by HPC
						Excellent	Very Good	Good	Fair	Poor		Raw Score	Weigh-ted Score	
						100%	90%	80%	70%	60%				
		Subscriber verification	Number of subscribers verified on PIA basis	%	1.00	0.1	0.095	0.085	0.075	0.060	0.1	100.0	1.0	0.1
		Electromagnetic radiation verification	Verification of BTSs with respect to prescribed radiation norms	Nos	2.00	30000	28500	25500	22500	21000	76273	100.0	2.0	76273
		Amendment of Rules 419A and 419B in the Indian Telegraph Rules for lawful interception and collecting, storing and analyzing message related infromation	Publication of the Indian Telegraph (Amendment) Rules in the Gazette of India	Date	1.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014	28/01/2014	90.97	0.91	28/01/2014
		Introduction of Rules 528-538 in the Indian Telegraph Rules for mandatory Testing of Telecom equipment for use in Indian Telecom Network by Licensee	Publication of the Indian Telegraph (Amendment) Rules in the Gazette of India	Date	1.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	
5 Strengthening of PSUs/Autonomous Organisations	8.00	Extension of Reservation Quota for ITI Limited	Submission to CCEA	Date	2.00	30/09/2013	31/12/2013	31/01/2014	28/02/2014	31/03/2014	31/12/2013	90.0	1.8	31/12/2013
		Revival Plan for ITI Limited	Submission to Cabinet	Date	2.00	30/09/2013	31/12/2013	31/01/2014	28/02/2014	31/03/2014	12/02/2014	75.71	1.51	12/02/2014
		Financial assistance to BSNL & MTNL for excess Spectrum in 2G	Proposal to Cabinet	Date	2.00	31/05/2013	30/06/2013	31/07/2013	31/08/2013	30/09/2013	08/05/2013	100.0	2.0	08/05/2013
		Consent to BSNL & MTNL for surrender of BWA spectrum and refund thereof	Submission of proposal to Cabinet	Date	1.00	30/11/2013	31/12/2013	31/01/2014	28/02/2014	31/03/2014	02/01/2014	89.35	0.89	02/01/2014
		Creation of common pension fund in the form of trust for all catagories of absorbed employees in MTNL	Approval by Government	Date	1.00	30/06/2013	31/07/2013	31/08/2013	30/09/2013	31/10/2013	09/01/2014	0.0	0.0	09/01/2014

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Achiev-ement	Performance		
						Excellent	Very Good	Good	Fair	Poor		Raw Score	Weigh-ted Score	As Approved by HPC
						100%	90%	80%	70%	60%				
6 Formulation of Policy on Licensing Framework and Spectrum Management	12.00	Formulation and approval of Policy on Spectrum assignment and pricing	On time approval	Date	5.00	30/06/2013	30/09/2013	31/12/2013	28/02/2014	31/03/2014	12/12/2013	82.07	4.1	12/12/2013
		Finalisation and approval of 2nd phase of Unified Licensing Regime	On time reference to TRAI	Date	1.50	30/04/2013	31/05/2013	30/06/2013	15/07/2013	31/07/2013		N/A	N/A	
			issue of guidelines for the regime	Date	1.50	15/01/2014	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	
		Finalisation and approval of M&A Guidelines in respect of Telecom Licences	On time approval	Date	2.00	30/06/2013	31/07/2013	15/08/2013	31/08/2013	15/09/2013	20/02/2014	0.0	0.0	20/02/2014
		Finalisation of Guidelines for Spectrum Sharing	on time approval	Date	2.00	30/06/2013	31/07/2013	15/08/2013	31/08/2013	15/09/2013		N/A	N/A	
7 Infrastructure Development and promotion of Green Telecom	4.00	Creation of Telecom Finance Corporation	Submission to and decision on proposal by Telecom Commission. Preparation and submission of Cabinet Note	Date	2.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014	20/09/2013	100.0	2.0	20/09/2013
		Formulation of sector specific schemes and targets for promotion of green technologies in consultation with Ministry of New and Renewable Energy (MNRE) and other stakeholders	Submission to and decision on proposal by Telecom Commission	Date	2.00	31/12/2013	15/01/2014	31/01/2014	28/02/2014	31/03/2014		N/A	N/A	
8 Empowerment of consumers of Telecom Services	6.00	To make mandatory provisions for web based disclosure of wireless coverage by Telecom Service Providers	On time notification	Date	1.00	31/12/2013	31/01/2014	15/02/2014	28/02/2014	31/03/2014	25/10/2013	100.0	1.0	25/10/2013
		Introduction of Inter-circle Mobile Number Portability	On time notification	Date	3.00	31/01/2014	15/02/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Achiev-ement	Performance		As Approved by HPC
						Excellent	Very Good	Good	Fair	Poor		Raw Score	Weigh-ted Score	
						100%	90%	80%	70%	60%				
		Amendment of TRAI Act	Circulation of Draft Cabinet Note for Inter Ministerial Consultation	Date	2.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014	07/05/2013	100.0	2.0	07/05/2013
9 Streamlining of Spectrum Allocation	11.00	Notification of Defence Band	On time notification	Date	2.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	
		Conducting Auction of Spectrum after receipt of Government approval	Issue of Auction guidelines based on Governement approval	Date	1.00	25/04/2013	02/05/2013	09/05/2013	16/05/2013	23/05/2013	12/12/2013	0.0	0.0	12/12/2013
			Finalisation and issue of Notice Inviting Application (NIA).	Date	1.00	20/05/2013	27/05/2013	03/06/2013	10/06/2013	17/06/2013	12/12/2013	0.0	0.0	12/12/2013
			start of Auction	Date	1.00	08/07/2013	15/07/2013	22/07/2013	29/07/2013	05/08/2013	03/02/2014	0.0	0.0	03/02/2014
			Receipt of Upfront Payments	Date	1.00	01/08/2013	08/08/2013	15/08/2013	22/08/2013	29/08/2013	03/03/2014	0.0	0.0	03/03/2014
		Review Standing Advisory Committee on Frequency Allocation (SACFA) clearance process	Completion of review	Date	1.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	
		Prepare Roadmap for availablity of additonal Spectrum	Preparation of Roadmap	Date	3.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A	
		Identification of frequency bands for delicensing	On time approval	Date	1.00	30/06/2013	30/09/2013	31/12/2013	28/02/2014	31/03/2014	26/06/2013	100.0	1.0	26/06/2013
10 Implementation of IPv6	5.00	IPv6 workshops for the benefit of stakeholders	Successful conduct of 20 workshops	Date	1.00	31/01/2014	28/02/2014	10/03/2014	25/03/2014	31/03/2014	31/12/2013	100.0	1.0	31/01/2014
		Compendium on IPv6 based solutions/architecture/case studies for different industry verticals	Approval of Compendium & publication	Date	1.00	28/02/2014	10/03/2014	20/03/2014	25/03/2014	31/03/2014	20/12/2013	100.0	1.0	28/02/2014
		Centre of Innovation for IPv6	Approval of Centre of Innovation	Date	1.00	28/02/2014	10/03/2014	20/03/2014	25/03/2014	31/03/2014		N/A	N/A	

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Achiev-ement	Performance		
						Excellent	Very Good	Good	Fair	Poor		Raw Score	Weigh-ted Score	As Approved by HPC
						100%	90%	80%	70%	60%				
		Certified course on IPv6 for all stakeholders in PPP mode	Empanelment of training Organisations to provide IPv6 Certified training	Date	1.00	31/01/2014	28/02/2014	20/03/2014	25/03/2014	31/03/2014		N/A	N/A	
		Cloud Policy for Telecom Sector	Submission of the proposal to the Telecom Commission	Date	1.00	28/02/2014	10/03/2014	20/03/2014	25/03/2014	31/03/2014		N/A	N/A	
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft RFD 2014-15 for Approval	On-time submission	Date	2.0	05/03/2014	06/03/2014	07/03/2014	08/03/2014	11/03/2014	05/03/2014	100.0	2.0	05/03/2014
		Timely submission of Results for 2012-13	On-time submission	Date	1.0	01/05/2013	02/05/2013	03/05/2013	06/05/2013	07/05/2013	01/05/2013	100.0	1.0	01/05/2013
* Transparency/Service delivery Ministry/Department	3.00	Independent Audit of implementation of Citizens'/Clients' Charter (CCC)	% of implementation	%	2.0	100	95	90	85	80	100	100.0	2.0	100
		Independent Audit of implementation of Public Grievance Redressal System	% of implementation	%	1.0	100	95	90	85	80	100	100.0	1.0	100
* Administrative Reforms	6.00	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	1.0	100	95	90	85	80	80	60.0	0.6	80
		Implement ISO 9001 as per the approved action plan	% of implementation	%	2.0	100	95	90	85	80	00	0.0	0.0	80
		Implement Innovation Action Plan (IAP)	% of milestones achieved	%	2.0	100	95	90	85	80	100	100.0	2.0	100
		Identification of core and non-core activities of the Ministry/Department as per 2nd ARC recommendations	Timely submission	Date	1.0	27/01/2014	28/01/2014	29/01/2014	30/01/2014	31/01/2014	18/10/2013	100.0	1.0	18/10/2013

* Mandatory Objective(s)

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Achiev-ement	Performance		
						Excellent	Very Good	Good	Fair	Poor		Raw Score	Weigh-ted Score	As Approved by HPC
						100%	90%	80%	70%	60%				
* Improving Internal Efficiency/Responsiveness.	2.00	Update departmental strategy to align with 12th Plan priorities	Timely updation of the strategy	Date	2.0	10/09/2013	17/09/2013	24/09/2013	01/10/2013	08/10/2013	10/05/2013	100.0	2.0	10/05/2013
* Ensuring compliance to the Financial Accountability Framework	1.00	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG .during the year.	%	0.25	100	90	80	70	60	100	100.0	0.25	100
		Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC .during the year.	%	0.25	100	90	80	70	60	100	100.0	0.25	100
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	0.25	100	90	80	70	60	18	0.0	0.0	18
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRS disposed off during the year.	%	0.25	100	90	80	70	60	0	0.0	0.0	0

* Mandatory Objective(s)

Total Composite Score : 47.99

PMD Composite 49.2

Appendix-II

CITIZEN'S/CLIENT'S CHARTER

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
1	**Issue of Internet License**	Time taken after the submission of complete application to the issue of letter of Intent (LOI)	60	Days
		Time taken after compliance of LOI conditions and necessary clearances to signing/or offering to sign the licence agreement with applicant company	45	Days
2	**Issue of IP TV permission under Internet License**	Time taken to issue IPTV permission after receiving of the application along with required documents	30	Days
3	**Security clearance for foreign nationals under Internet License**	Time taken to issue Security clearance for foreign nationals after receiving the clearance from security agencies	30	Days
4	**Merger/demergers and amalgamation of licensee company holding Internet License**	Time taken after receiving application with required documents and necessary clearance to issue of Merger/demergers and amalgamation of license	60	Days
5	**Request for Name change for company holding Internet License**	Time taken to take the name change of the licensee company on record after receiving the application along with required documents	45	Days
6	**Request for registered office address change for company holding Internet License**	Time taken to take the registered office address change of the licensee company on record after receiving the application along with required documents.	30	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
7	**Request for surrender of the Internet license**	Time taken after receiving application with required documents and necessary clearance to issue of cancellation	60	Days
8	**Issuing of direction to Internet service providers for blocking of website/ URL/IP address**	Time taken after receiving the direction for blocking of website/ URL/IP address to issue of letter for blocking to Internet service providers	15	Days
9	**Issue of CUG VSAT License**	Time taken after compliance of LOI conditions by company and necessary clearances to signing of the licence agreement with applicant company	60	Days
10	**Issuance of Mobile Satellite Service-Reporting (MSS-R) License**	Time taken after compliance of LOI conditions by company and receiving necessary clearances to signing of the licence agreement with applicant company	60	Days
11	**Issuance of Permission for Private Captive CUG networks on OFC or Wireless**	Time taken after taking the approval and receiving of necessary clearances to signing of the licence agreement with applicant company	60	Days
12	**Issue of In-principle Clearance to Licensees for addition of new satellite services / network**	Time taken to issue In-principle Clearance to Licensees for addition of new satellite services / network after approval by Apex Committee	60	Days
13	**Processing of Foreign Direct Investment (FDI) application**	Time taken for scrutinizing the application and pointing out discrepancy, if any, or seeking additional information required, if any	15	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
		Time taken to reject the application due to non compliance of discrepancy even after issue of reminders.	90	Days
		Time taken to consult other Divisions of DoT to seek comments/ views on FIPB application, if any.	21	Days
		After receipt of complete application in IP Unit in DoT, time taken to process the application referred by FIPB(DEA) and sending comments.	30	Days
14	**Processing of application from exporters for input-output norms submitted to DGFT**	Time taken for scrutinizing the application and pointing out discrepancy, if any, or seeking additional information required, if any	15	Days
		Time taken to reject the application due to non-compliance of discrepancy even after issue of reminders.	90	Days
		After receipt of complete application in IP Unit in DoT, time taken to process the application referred by DGFT and sending comments.	30	Days
15	**Grievance Redressal / Facilitation of Grievance Redressal Process.**	Time taken to acknowledge and forward a grievance to the concerned units / subordinate organizations.	3	Working Days
		Interim/Final response to complainant within 60 days of registration/receipt of grievance in PG cell.	95	%

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
16	**Retirement benefits/ revision of pension cases in respect of Government/ BSNL retiring employees/ Pensioners.**	Time taken for Checking of received documents and pointing out deficiencies, if any	15	Working Days
		Time taken for Checking of Employees Service records and pointing out deficiencies, if any in respect of cases received	20	Working Days
		Time taken for issue of request to concerned administrative units for furnishing the requisite information/ documents and to follow-up for the same.	10	Working Days
		Time taken for preparing the pension calculation sheet after receipt of all the required documents completed in all respect and forwarding to PFP for further action.	25	Working Days
		Time taken to forward the case of BSNL Corporate office to PFP for further action.	7	Working Days
17	**Issuance of Pensioner's Identity card, service certificate, Qualifying service certificate, Circulation of IDA orders for BSNL pensioners. Dissemination of information relating to pension matters through website etc.**	Time taken for preparation of pensioner's Identity cards from the date of receipt of the application form completed in all respects	20	Working Days
		Time taken for preparation of service certificate for availing of Telephone concessional facility provided to DOT pensioners.	15	Working Days
		Time taken to circulate the orders relating to Industrial Dearness Relief from DPE	03	Working Days
		Time taken for uploading the pension related order to the website from the date of issue of the orders	03	Working Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
18	**Redressal of grievances in respect of DOT/BSNL pensioner's/ Family pensioner's**	Time taken for forwarding of the grievance application to the concerned Subordinate Offices from the date of receipt of the grievance.	05	Days
		Time taken for sorting out of such grievances relates to this Section from the date of receipt of the grievances.	30	Days
19	**Appointment of Arbitrator under section 7 B of Indian Telegraph Act 1885 in respect of billing disputes**	Average time taken from the date of receipt of the fully completed proposal in all respects	14	Working Days
20	**Issue of National Long Distance (NLD) License**	Time taken for Scrutiny of the application form and documents by Licensing Cell. Intimation to applicant of deficiencies/ discrepancies, if any.	20	Days
		Time taken for Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	20	Days
		Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/submission of requisite Documents/clarifications.	20	Days
		Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months Request for No dues certificate from LF/ WPC/WPF Cells of DoT.	5	Days
		Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
		Time taken for Signing of the license agreement for NLD services with applicant company after compliance of LOI conditions and necessary clearances.	10	Days
21	**Issue of International Long Distance (ILD) License**	Time taken for Scrutiny of the application form and documents by Licensing Cell. Intimation to applicant of deficiencies/ discrepancies, if any.	20	Days
		Time taken for Scrutiny of the application form and documents by Finance wing of DoT. Intimation to applicant of deficiencies/ discrepancies, if any.	20	Days
		Time taken for Processing and approval of competent authority for issue of letter of Intent (LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/clarifications.	20	Days
		Time taken for issue of LOI to the applicant company by CS cell. Validity of LOI is 3 months. Request for no dues certificate from LF/ WPC/WPF cells of DoT	5	Days
		Time taken for receipt of no dues certificate from LF/WPC/WPF cells of DoT	45	Days
		Time taken for signing of the licence agreement for NLD services with applicant company after compliance of LOI conditions and necessary clearances.	10	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
22	**Security clearance for foreign nationals under NLD/ILD License**	Time taken for Scrutiny of the application form and documents by Licensing Cell. Intimation to applicant deficiencies/ discrepancies, if any.	15	Days
		Time taken for Sending the proposal for the consideration of security agencies. Receipt of Comments/ Approvals from Security Agencies	60	Days
		Time taken for Processing and issuance of approval for issue of Security clearance for foreign nationals.	10	Days
23	**Request for Name change, registered office address change for company holding NLD/ILD License**	Time taken for Scrutiny of the application form and documents. Intimation to applicant of deficiencies/discrepancies, if any.	20	Days
		Time taken for processing and approval for request for name change for company holding NLD/ ILD Licence.	20	Days
24	**Issue of PMRTS/CMRTS License**	Time taken for Scrutiny and ensuring eligibility of applicant to get the licence. Intimation to applicant of deficiencies/ discrepancies, if any. When the application is complete, forwarding same to i) TEC/WPC for examination & comments. ii) Request for "No dues certificate" from LF/WPC/WPF cells of DoT.	30	Days
		Time taken for sending the case for financial vetting/approval on	20	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
		receipt of and subject to fulfillment of all eligibility conditions/ submission of requisite documents/ clarifications.		
		Time taken for Processing and approval of competent authority for issue of letter of intent (LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/ clarifications.	30	Days
		Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months.	5	Days
		Time taken for Signing of the licence agreement for PMRTS services with applicant company after compliance of LOI conditions, no dues clearances.) From the date of receipt of the request from the company to sign the agreement.	10	Days
25	**Issue of Registration Certificate to Infrastructure Provider Category-I**	Time taken for scrutiny of application and scrutiny and intimation to applicant of deficiencies/discrepancies, if any.	15	Days
		Time taken for approval of competent authority sought for issue of Registration Certificate. Based on approval, IP-I certificate is issued.	20	Days
26	**Issue of Voice Mail/ Audiotex/Unified Messaging Service(UMS) License**	Time taken for Scrutiny and ensuring eligibility of applicant to get the licence. Intimation to applicant of deficiencies/ discrepancies, if any.	30	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
		When the application is complete, i) Request for "No dues certificate" from LF/WPC/WPF cells of DoT. ii) Putting up for financial vetting/ approval.		
		Time taken for Processing and approval of competent authority for issue of letter of intent (LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/clarifications.	30	Days
		Time taken for Processing and approval of competent authority for issue of letter of Intent (LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/clarifications.	30	Days
		Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months.	5	Days
		Time taken for Signing of the licence agreement for PMRTS services with applicant company after compliance of LOI conditions, no dues clearances.) From the date of receipt of the request from the company to sign the agreement.	10	Days
27	**Request for Renewal of the NOC for Sale/Rent of International Roaming SIOM Cards and Global Calling Cards.**	Time taken for Scrutiny and intimation to applicant of deficiencies/discrepancies, if any.	10	Days
		Time taken for Processing and approval of competent authority for issue of renewal of NOC	20	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
28	**Issue of NOC for Sale/ Rent of International Roaming SIM Cards and Global Calling Cards**	Time taken for Scrutiny and ensuring eligibility of applicant to get the NOC. Intimation to applicant of deficiencies/discrepancies, if any.	20	Days
		Time taken for Processing and approval of competent authority for issue of NOC subject to fulfillment of all eligibility conditions/submission of requisite documents/clarifications	30	Days
29	**Granting of Wireless Licenses (above 806 MHz)**	Time taken to issue AIP letter. (a) In case of First Timers.(Those who do not have any WOL issued by WPC) (b) Those who are not first timers (holds one or more WOL issued by WPC earlier) (Time taken for the sub judice cases will depend upon the judgement of the Hon'ble Court)	30	Days
		Time taken to issue Wireless Operating License (WOL) against the AIP	30	Days
		Time taken to renew the WOL	15	Days
30	**Granting of Wireless Operating Licenses (below 806 MHz)**	Time taken to issue AIP letter. (a) In case of First Timers.(Those who do not have any WOL issued by WPC) (b) Those who are not first timers (holds one or more WOL issued by WPC earlier)	30	Days
		Time taken to issue Wireless Operating License (WOL) against the AIP	30	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
		Time taken to renew the WOL	15	Days
31	**Granting of Wireless Operating Licenses (GSM/ CDMA/3G/PMRTS)**	Time taken to process the case for issue of Frequency Assignment	30	Days
		Time taken for issue of Operating Licence after receipt of the documents completed in all respects	30	Days
32	**Grant of Wireless Operating Licenses for Satellite Services**	Time taken to issue AIP letter.	30	Days
		Time taken to issue Wireless Operating License (WOL) against the AIP	30	Days
		Time taken to renew the WOL	15	Days
		Time taken for Endorsement of TV Channel	30	Days
33	**Issue of Amateur Station Operator's Certificate (ASOC) licences/ Certificate of Proficiency (COP) licences.**	Time taken for issue of ASOC licenses after receipt of the documents completed in all respects	30	Days
		Time taken for issue of renewal of ASOC licenses after receipt of the documents completed in all respects	30	Days
		Time taken for issue of Radio Telephony Restricted (Permit) after receipt of the documents completed in all respects	30	Days
		Time taken for issue of Radio Telephony Restricted (Conversion) after receipt of the documents completed in all respects	30	Days
		Time taken for issue of Radio	30	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
		Telephony Restricted (Permit) renewal Certificate after receipt of the documents completed in all respects		
		Time taken for issue of Radio Telephony Restricted Conversion) renewal Certificate after receipt of the documents completed in all respects	30	Days
		Time taken Issue of renewal Certificate of Global Maritime Distress and Safety System(General Operator Certificate) GMDSS(GOC) after receipt of the documents completed in all respects	30	Days
		Time taken for Issue of renewal of Radio Telephony Restricted (Aeronautical) -RTR(A) license after receipt of the documents completed in all respects	30	Days
		Time taken for Issue of renewal of Old Maritime Licences i.e COP Second Class (SND), Radio operator General Certificate (ROGC), Radio Telephony Genera (RTG), Radio Telephony Restricted (Maritime) RTR(M), Radio Telephony Inland Maritime (RTIM), COP First Class (FST), COP Special (SPL)	30	Days
34	**Issue of Standing Advisory Committee on Frequency Allocation (SACFA) Clearance Certificate**	Issue of SACFA Clearance (Full site/Mast Height-7/40 category sites i.e. sites/antennae located at least 7 k.m. from nearest Airport	30	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
		Reference Point(ARP) and an effective tower/mast height not more than 40 meters w.r.t. ARP site elevation))		
		Issue of SACFA Clearance (Full site/Mast Height-Sites other than 7/ 40 category)	30	Days
		3. Issue of siting clearance for sites under "Exemption category"	30	Days
		4. Issue of Additional Antenna Clearances	30	Days
35	**Promotion of research and development in Telecommunications through C-DoT**	Timeframe to get the plan approved from the date when complete Business Plan is received.	90	Days
		Timeframe to get the MoU Signed from the date when draft MoU is received.	60	Days
		Timeframe to get the review of performance approved from the date when physical and financial achievement statement is received from C-DOT.	45	Days
		Timeframe to put up the CDOT request for release of Grants for financial scrutiny on receipt from CDOT	15	Days
		Timeframe to obtain the administrative approval from competent authority and issue of sanction Memo after receipt of financial concurrence	15	Days
		Time to get the Annual Report in	60	Days

S. No.	Services / Transaction	Success Indicator	Service Standard	Unit
		Parliament from the date when the audited Annual Report alongwith performance review report is received from C-DOT		
36	**Administration of National Numbering Plan**	Average time taken after receipt of application and allocation of code	40	Days
37	**Security clearance for Lawful interception monitoring capabilities**	Time taken after receipt of application and issuance of letter for fixing demonstration date.	15	Days
		Time taken after receipt of report from security agencies and issuance of directions to licensee	30	Days

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