

F. No. 1-4/2019-DGT/1
Government of India
Ministry of Communications
Department of Telecommunications
(DGT-HQ)

2nd floor UIDAI Building, Bangla Sahib Rd, New Delhi -110001

Dated -: 11.07.2022

OFFICE MEMORANDUM

Subject: Administrative Audit of LSA field units.

This is in continuation of this office letters of even number dated 26.12.2019 & 31.12.2020 regarding Administrative Inspection/Audit of LSA field units wherein the decision of DG(Telecom) for undertaking Administrative Inspection/Audit of LSA field units at least once in a year was conveyed.

2. It has been decided to issue comprehensive guideline in this matter for uniformity among all the LSAs which is given as under:

- i. There shall be one Administrative Audit every year preferably in the 1st and 2nd quarter of the FY.
- ii. The audit team will comprise of one member from DG(T) HQ and 2 members from any other LSAs. The members of Audit team may be any officer of grade JAG/STS/JTS.
- iii. The audit questionnaire proforma will be sent to the auditee LSA at least one week before the starting date of the audit. The auditee LSA will submit the dully filled questionnaire to the audit team before the audit date or on the first day of audit.
- iv. On the first day of audit, the team will meet the Head of auditee LSA and he shall extend all support to audit team including their logistic arrangements. Head of auditee LSA shall also appoint one nodal officer to assist audit team in all matters.
- v. The audit period shall be from 3 to 5 days; however, it may also be extended based on requirement of audit team.
- vi. On the basis of reply of questionnaire, the audit team may issue memo signed by any audit team member to gather information and seek clarification based on the data provided by the auditee LSA. The audit team may also ask for any file for inspection, if required.
- vii. After receiving and scrutiny of the reply of memo, the audit team shall give signed copy of their observation/findings to Head of auditee LSA on the last day of the audit.
- viii. The auditee LSA will have to reply the above observation points within 30 days to the representative of DG(T) HQ. The representative of DG(T) HQ shall examine the reply in consultation with other members of audit team and submit the proposed para to Admin vertical of DG(T) HQ for further necessary action.
- ix. Admin vertical of DG(T) HQ will examine the proposed para and accordingly if deemed fit, it will be put up to DG(T) for taking necessary approval.
- x. The final para will be communicated to concerned LSA for reply and further


11/7

necessary action.

- xi. The Admin vertical shall prepare separate files of each LSA and keep records of all these paras.
 - xii. Reply of audit para from LSA will be processed by Admin vertical of DG(T) HQ.
3. The Questionnaire for above Audit is also attached as Annexure for ready references.
 4. Schedule along with the name of LSAs conducting Audit will be issued separately by DG(T) HQ during starting of each Financial Year.
 5. This issues with the approval of DG(Telecom).



(Shashank K. Namdeo)
ADG (Admn)-I,
DGT HQ
Ph. No-: 011- 23746146

Encl: as above.

To
All Heads of LSA

Copy to:

1. PS to DG(T), DoT Hq.
2. Sr. DDG/DDGs in DG(T) Hq.

**Ministry of Communication
Department of Telecommunications
O/o Director General Telecom**



**Questionnaire for
Administrative Audit of Field Units**

For internal use only

1. Introductory

1.	Date and duration of the present inspection.	
2.	Composition of the present inspection team	
3.	Period of last inspection	
4.	Who has held the charge as the Head of the LSA since the last date of inspection?	

2. Administration

2.1. General

1.	Whether file index register is being maintained by all verticals with proper entries in it? Please supply the same for verification.	
2.	a) Whether Aadhar based Bio-metric Attendance System has been installed in the office? Is it operational? If no, the reasons thereof?	
	b) Are the reports of Aadhar based Bio-metric Attendance system being reviewed regularly?/	
	c) Whether Absentee statements are being prepared as prescribed in Rule 301 of FHB Vol-I?	
	d) Whether the details of staff that are on long leave i.e. More than 30 days during the audit period has been maintained?	
	e) Whether the details of staff that are availed the child care leave for more than 365 days has been maintained?	
	f) Whether the register prescribed for maintained of collective records of various kinds of special leave granted to government servants is in use (DG's Lr. No 53-7/58-SPB-II dated 4-12/1967).	
3.	Whether the office has space as per the requirement and approved Schedule of Accommodation?	
	(a) Whether the any space is allotted as per Presidential Order	
	(b) Whether the space allotted as per PO has been handed over to LSA?	
	(c) If not, Action taken by LSA for PO implementation, please specify.	
4.	If the building is departmental, whether any other offices of DoT/BSNL/MTNL are also functioning in it?	
5.	Whether the office is accessible to physically Challenged person/senior citizen, etc?	
6.	Whether the office premises are regularly cleaned?	
7.	Whether Night Inspection of Office is being done?	
8.	When the internal and outer white wash of building was carried?	

Case - 2

Shant

AD

B

9.	Whether the name/sign boards of the office/officers are bi lingual/trilingual as the case may be?	
10.	Whether the office details are prominently displayed at the entrance of the building?	
11.	Whether the office has proper Reception/waiting area for the visitors?	
12.	Whether punishment register is being properly maintained?	
13.	Whether pay fixation of the staff on promotion has been done as per the guidelines. Test check of cases from the year of inspection	
14.	Whether pay fixation of the staff on deputation has been done as per the guidelines? Test check of cases from the year of inspection	
15.	Whether the annual physical verification of Fixed Assets/ Consumables etc., including equipment supplied to officers 'residence being done?	
16.	Whether the register of unserviceable articles of stock/furniture being maintained and updated?	
17.	Whether a Register of Losses/Thefts being maintained?	
18.	Was there any case of loss or theft since last Internal Audit? If yes, the relevant file may be reviewed.	
19.	Whether reports of Losses/Thefts being sent to Chief Accounting Authority/Audit?	
20.	Whether the cases of Losses/Thefts being reported to police where necessary?	
21.	Whether the follow up action has been taking to regularize the loss/theft?	
22.	Whether the remedial measures have been taken to prevent the recurrence?	
23.	Whether maintenance of files as per manual of office procedure is being maintained?	
24.	History Sheets: a) Whether the history sheets of various apparatus & office equipments as machines, bicycles, vehicle, water cooler, air conditioner, computer & peripherals, Xerox machine, etc. been properly maintained? b) Whether all equipments are in working condition? If not, action taken thereof.	
25.	Inspection Quarters:- Is there any IQ under control of LSA?	
26.	Whether a register of all occupants of inspection quarters are being maintained?	
27.	Whether the said register is being signed every month by the officer-in-charge of the inspection quarters?	
28.	Whether the license fee/rent is being charged at the prescribed rate from all occupants of inspection quarters?	

Kar. R.
Shang

AJ

AB

29.	Whether license fee/ rent is being credited to the relevant head of account as per decided periodicity?	
30.	Whether the tariff card is being displayed in all the inspection quarters?	
31.	Whether a register of all furnishings/materials/equipment supplied in inspection quarters (room-wise) being maintained?	

2.2. Establishment

1. Sanctioned strength and actual working strength of the officer's category wise (A, B and C) may be intimated as per the below proforma:

S. No.	Name of Post/Grade	Sanctioned	In Position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)

2. Rotation of Staff (Details of persons working in the same sections/unit for more than five years):

S. No.	Name & Designation of employee	Name of Section/seat in which working	Date from which working	Whether his/her case of transfer was considered	Justification for such retention
(1)	(2)	(3)	(4)	(5)	(6)

3. Was there any creation of new posts during last two years? If so, relevant files are to be examined.

2.3. Register of Establishment

1.	Whether registers of establishment for permanent and temporary establishment are maintained properly and written up to date?	
2.	Is the retention sanction for all the temporary posts available?	
3.	Whether the Establishment Register is being personally checked by the In-charge of Office to ensure that: <ul style="list-style-type: none"> a) The proposals for renewals of sanctions are being taken up-to six weeks in advance of their expiry (DHG letter No. 32-9/69-O&M dated 23-2-1970) b) The prescribed periodical review of the Establishment of office carried out every year? 	

Kar

Khan

20

Ad

20

	c) Timely action is being taken to sanction the permanency of Temporary posts as existing on 1st March every year (DG's letter No. 43-1/59-PE dated 30-11-1959)?	
4.	Whether quarterly establishment report is being submitted timely to HQ?	

2.4. DDO Functions

1.	Whether regular checking of paid vouchers, PFMS etc. is done	
2.	Whether Pay bill register & other bill registers are maintained	
3.	Whether R.R. of personal advances files and register as Scooter Car advance, Motorcycle advance, Festival advance etc. are being maintained.	
4.	Whether the income tax is deducted from contractors/suppliers.	
5.	Whether Register of increment, leave roster, CGEGIS, absentee statements are being maintained	
6.	Whether TA, LTC advance and adjustment register are being maintained	
7.	Whether Register for the reimbursement of Children Education Allowances is being maintained	
8.	Whether Register for reimbursement towards purchase of Mobile hand set and briefcase is being maintained	
9.	Whether Expenditure statement is maintained	
10.	Whether copy of incoming/outgoing LPCs is kept	
11.	Whether P & T inspection reports/ Internal inspection reports are kept	
12.	Whether Budgeting Account record are maintained	
13.	Whether Staff Norms file/establishment register is maintained	
14.	Whether Space allocation/allotment file is maintained	
15.	Whether Stock register (Rule 211 GFR) of stationery, Furniture, computer, equipment and Books is maintained	
16.	Has physical verification of the items been done annually vide rule 213 of GFR?	
17.	Whether Record of hiring/sanction of vehicle are maintained in case of :-	
	(a) Hired vehicle from private transporters :-	
	i) Agreement file and documents.	
	ii) Log book of vehicle in form S-263.	
	iii) Paid bill register and bill approval file.	
18.	What is the status of implementation of GeM?	
19.	Whether items related to stationary and other office equipment being procured through GeM?	

Ka-

Shankar

26

AD

SR

20.	Whether e-procurement has been implemented in the office?	
21.	Whether Register of items purchased on GeMs and e-Tender procurements is maintained	
22.	No. of online e-Tender uploaded during the year.	
23.	No. of tenders floated offline, if any and reasons thereof	
24.	Whether any committee was constituted for condemnation of LD/ obsolete/unserviceable items? If so, relevant registers are to be verified. Register of unserviceable store and Scrap Register.	
25.	Whether the matters relating to disposal of office sweeping, newspapers and magazines etc. has been done as per the extant rules?	
26.	Whether any arrangement of credit facility with empanelled hospital of CGHS?	
27.	DoT Hq vide Letter No. 16-1/2020-O&M dtd.13.02.2020 directed that all Ministries/ Departments, PSUs, Autonomous Bodies and organizations may make use of printed diaries and calendars supplied by Bureau of Outreach and Communications(BOC) only and may not undertake such activity like printing of calendar and diaries on their own Controller General of Communication Accounts Chapter IV LSA/TERM Cell 257 for the year 2021 and onwards. Whether the instruction has been followed strictly? If not so, please furnish the reason thereof.	
28.	Assets of historical/artistic value held by museum/ government departments in the form GFR 24?	
29.	Details of unsettled advances (Scooter, Car, Motorcycle, Festival, TA, LTC etc.) period ending 31st March of Audit year.	
30.	Whether retrenchment register have been maintained as per (Rule 88 of FHB Vol-I/Form ACG 60)	

2.5. Maintenance of service books

1.	Are the service books of all officials kept by the authorised officer in his personal custody?	
2.	Is an alphabetical index of service books for staff of office maintained in accordance with Rule of FHB Vol-I? Is the register of service books being properly written up?	
3.	Are the service books being maintained as per rules?	
4.	Whether 5% of service books are being checked every year?	

Kae-

Khant

2

AD

AD

5.	Whether Head of LSA inspected at least 10% of the service books in the year of inspection?	
6.	Whether nominations for Group Insurance Scheme/GPF have been obtained from all the employees, countersigned by the Head of LSA and pasted in the service book?	
7.	Are acknowledgements issued to the effect that nominations from Government servants have been received and placed on record?	
8.	Have all nominations in respect of DCRG/ Family pension been obtained and kept on record. If not, how many are pending and what is the action taken to obtain the same.	
9.	Whether annual verification of service is being carried out and certificates recorded in the service book?	
10.	Whether leave records are being regularly updated in the service books?	
11.	Whether entries of Foreign service, LSPC, LTC, promotion and increment are being regularly made in the service books?	
12.	Whether entries of official Laptop for personal use, Mobile phone provided with service connection, etc being made in the service book?	
13.	Whether the service books are being got perused by the concerned officials/ officers every year and his/her signature obtained as required vide SR 202?	
14.	Whether Aadhaar number of all the employees have been entered in the service book?	
15.	Whether past entries found missing in the Service Book, if any, whether the suitable action has been initiated for updating the same?	
(a)	How many such entries detected during the last 6 months?	
(b)	How many such entries have been updated?	

2.6. New Pension Scheme

1.	Whether the PRAN applications of new subscribers are being submitted on time?	
2.	Whether PRAN of all employees under NPS are being entered in service books?	
3.	Is the NPS recovery being made from the month following the month of joining?	
4.	Whether there are any Resignation/superannuation cases of employees under NPS? If so, whether withdrawal forms have been submitted to NSDL and status of the same?	

Kae

May

26

Ad

BR

5.	Whether 10% NPS contribution has been deducted from DA arrears/or any other salary arrears paid and uploaded to the respective PRANs?	
6.	Whether any cases of suspension/ EXOL/ HPL of NPS employees are there? If so, whether NPS contribution for that period is being made as per NPS rules?	
7.	Whether after the end of FY all subscribers are receiving the Statement of Transactions by email/post from NSDL?	
8.	Whether requests from the NPS subscribers for updating personal details (viz. Mobile number, email, address etc), reprint of PRAN card and reset of password etc. are being attended by office?	

2.7. Right to Information (RTI)

1.	Whether the CPIO and FAA has been appointed?	
2.	Whether a Register/File for receipt/disposal of RTI cases being maintained?	
3.	Whether RTI applications are being disposed off within the stipulate time?	
4.	Whether cases of Appeals under RTI being disposed off within the stipulated time?	
5.	Whether quarterly/six-months/annual reports in respect of RTI cases being submitted to DoT HQ in time?	
6.	Whether periodic monitoring of the RTI cases is done by the Head of LSA?	
7.	Whether RTI Portal is regularly monitored by CPIO and FAA?	
8.	Whether RTI fees are credited to Govt. A/c and Register thereof is maintained?	

2.8. Mechanism of Public Grievance and Transparency

1.	Whether a senior officer has been appointed as the Director of Public Grievances?	
2.	Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections?	
3.	Whether a day of the week has been earmarked for attending to public grievances by senior officers?	
4.	Whether a complaint box has been placed at the reception?	
5.	Have suitable arrangements been made for visitors for lodging their complaints?	
6.	Have information and Facilitation Counters been opened?	
7.	Has a Complaint Register been opened and are the complaints being entered therein?	

Kar-

W/Am

Le

AD

8

8.	Has time-frame been fixed for disposal of complaints?	
9.	Does Head of Office/Department review the action taken for redressal of Public Grievances?	
10.	Whether release of information to the public on Department's activities is taking place through (a) Book-lets: (b) Information & Facilitation Counter (c) Internet	
11.	Whether cases received on PG portal (CPGRAMS) are closed within the stipulated time? Summary of cases received and their closure period to be given.	
12.	Whether cases are closed after confirming satisfactory disposal of the grievance from the applicant?	
13.	Whether complaints received from other sources viz letters, emails etc are addressed timely and accounted for?	
14.	Whether record of Grievances received offline (Other than PG Portal) is maintained? Are these cases uploaded in portal?	

15. Summary of complaints received from other sources and their closure period to be given in the format.

Total complaints received	Complaints closed within 30 days	Complaints closed within 31 to 45 days	Complaints closed after 45 days	Remarks

16.	Whether precautionary messages periodically in newspaper/SMS/Other media ?				
17.	VIP References				
Total VIP References received	Complaints closed within 30 days	Complaints closed within 31 to 45 days	Complaints closed	Remarks	

Kar

Shang

26

Ad

Dr

2.9. Legal

- Summary of court cases pending to be submitted in the following format.

Total no. of pending cases in the LSA	No. of cases pending in Supreme Court	No. of cases pending in TDSAT	No. of cases pending in High Court	No. of cases in other lower courts	Total financial implications of the court cases

2.	No. of cases where stay is granted against DoT/UoI orders/ instructions/ License/ Demand notices etc	
3.	No. of contempt cases pending	
4.	Whether the legal fees paid to counsels of various courts is in accordance with the orders/OMs issued by Ministry of Law & Justice? Cases where claims are admitted in excess of the admissibility are to be raised as observation in the IR	
5.	Whether there are cases where implementation of judgements is still pending? Whether further process of legal remedy has been initiated in such cases?	
6.	Whether rulings on legal matters/litigation policy are being maintained separately?	
7.	Whether the rulings on handling of court cases and adherence to litigation policy of government are being followed? Any deficiency noticed in this regard may be commented upon?	
8.	Total no. of pending court cases and no. of cases updated in LIMBS portal period ending 31 st March.	
9.	Whether there are any long outstanding Arbitration cases? Detail thereof.	
10.	How many contempt cases are there and have been disposed during the last 2 years?	
11.	Whether rulings on the legal matters/ litigation policy are being maintained separately?	
12.	Whether there are any cases of delay in taking steps resulting in failure to protect the interests of UoI (like dismissal on account of non-filing of reply statements, imposing fines for delay in filing reply statements etc.,)? Details of the same may be furnished.	
13.	List of cases in which orders of courts/Tribunals were implemented since last date of inspection may be attached.	
14.	Total No. of court cases concluded in the Financial Year & No. of court cases concluded in the favour of Govt.	
15.	Whether any step taken by the LSA (like conference with ASG or filing MA etc.) for the court cases which have not been listed for hearing for the past 2 years?	

2.10. Welfare

1.	Whether the office has a staff Canteen?	
2.	Whether the office has recreation room/club and library? If yes, whether the library contains the Hindi books?	
3.	Whether the office has a crèche?	
4.	Whether differently abled employees provided with all requisite enablers as per directions/guidelines of Gol?	
5.	Whether the office has proper toilet facilities for Gents and Ladies separately?	
6.	Whether requisite amenities for the female employees available in the office?	
7.	Please provide details of facilities available under Gender Budgeting Scheme for Women's welfare working in the office. If yes, the files/records may be supplied to I.A. Team for review	
8.	The forecast of fund under "Gender Budgeting" for 20...-20.... and may be intimated to Audit Team	
9.	Whether relevant registers pertaining to welfare fund are being maintained?	
10.	What was the total amount allotted under welfare fund and how it was spent?	
11.	Matters relating to welfare fund and financial assistance to staff. Few such cases are to be verified.	
12.	Whether the staff has in-house medical facilities?	

2.11. Training of Staff (2020-21)

Groups	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Area/Module of training	Remarks
(1)	(2)	(3)	(4)	(7)

2.12. Compliance of Official Language Policy

1)	Whether the provisions made under Section 3(3) of the official Languages (Use for official purpose of the Union) Amendment Rules, 1963 have been implemented?	
2)	Whether the provisions made under Section 10(4) and 8(4) of The official Languages (Use for official purpose of the Union) Amendment Rules, 1976 have been implemented?	
3)	Whether the provisions made under Section 4 of The official Languages (Use for official purpose of the Union) Amendment Rules, 2011 have been implemented?	
4)	Whether the provisions made under Section 11 of The Official Languages (Use for official purpose of the Union)	

Ka-

Shang

Leo

Ad

SR

	Amendment Rules, 1976 have been implemented? Please furnish the following information:	
5)	Whether any initiatives have been taken to implement official language in connection with training arrangements in the organisation?	
6)	Whether Official Language implementation committee has been constituted? If yes, number of meetings held in a year?	
7)	Whether Hindi Salahkar Samiti has been constituted? If yes, whether meetings are held regularly?	
8)	Is there any annual budget project for implementation of Official Language Act, 2011? If yes, please provide details.	
9)	Number of letters received in Hindi	
10)	Number of letters out of (ix) above replied in Hindi	
11)	Percentage of correspondence in Hindi with Government Offices located in Hindi Speaking States/UTs.	
12)	Whether all the documents like orders, notifications, contracts, agreements etc. are issued bilingually	

2.13. Disposal of representation from the staff (2020-21)

Number of Representations			Number of Representations disposed	Number of Representation pending for disposal					Reasons for pendency of cases over six months	Broad nature Representations
Brought forward	Received during the year	Total		Less than 3 months	between 3 to 6 months	Between 6 to 12 months	Over one year	Total Pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)

2.14. Disposal of Complaints of Women Employees regarding harassment

1. Whether Internal Complaint Committee (ICC) as per The Sexual Harassment of Women at Workplace (PPR) Act, 2013 has been constituted?
2. Whether all provisions made in The Sexual Harassment of Women at Workplace (PPR) Act, 2013 are followed?
3. How many Sexual Harassment cases have been reported during this period?

Kan

Shant

2

Ad

Sh

Number of Complaints			Number of complaints disposed	Number of pending complaints	Details of each pending complaint				Present Status
Brought forward	Received during year	Total			No. of Women employees(S)	Date of receipt of complaint	Whether any hearing has taken place, if so, date thereof	Whether the matter was discussed in the Committee/ Cell set up to look into such complaints	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

4. Whether inquiry has been completed in time i.e. within a period of 90 days and how many of them completed in time? What is the status of incomplete cases?
5. Whether any register is being maintained for this purpose?

2.15. Disposal of Complaints of SC/ST Employees

Number of Complaints			Number of complaints disposed	Number of pending complaints	Details of each pending complaint				Present Status
Brought forward	Received during year	Total			No. of SC/ST employees(S)	Date of receipt of complaint	Nature of complaint	Whether any hearing has taken place, if so, date thereof	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

2.16. Measures for Physical & Electronic Security:

1.	Whether 24x7 physical security arrangements are there in the all office premises of the LSA?	
2.	Whether such guards are ex-service man / professional security guards? Are these guards armed guards?	
3.	Whether CCTV cameras installed covering all the corridors, galleries and gates of the office premises?	

Kee

Shant

Lnc

Ad

B

4.	Whether all employees are having name based and post based nic/gov email ids in accordance with the email policy of government of India?	
5.	Whether all employees are aware that official communications to be done through nic/gov email ids only?	
6.	Whether all employees are aware that no private email IDs/ private clouds/ social media to be used for any exchange of official data?	
7.	Whether all PCs/ Laptops are loaded & updated with proper antivirus software? if so, are records for updates & expiries?	
8.	Whether proper arrangement has been made for electronic data security of the office?	
9.	Whether proper arrangements are in place for avoiding fire hazard? Whether fire-fighting equipment are deployed?	
10.	Whether employees are trained / briefed about fire safety guidelines?	
11.	Whether Fire safety measures exist? Number of firefighting equipment required. Number of firefighting equipment available and type of the same. Whether fire fighting equipments have been refilled on time. If not, number of firefighting equipment due for refilling.	
12.	Whether valid fire safety certificate from concerned authority is available?	
13.	Whether employees are aware about disaster management? Whether any mock drill conducted in coordination with NDRF? What is frequency of drill?	

2.17. Minor works & Capital Expenditure

1.	Whether any additions have been made in the Departmental building during the last FY and current year?	
2.	Whether any new item of work initiated after last Audit? If yes, please provide the detail.	
3.	Whether preliminary estimates have been prepared and Administrative approval & Expenditure Sanction has been obtained from the competent authority before commencement of the work?	
4.	Whether funds were available at the time of incurring expenditure?	
5.	Whether proper entries have been made in the asset register/stock register?	
6.	Whether any annual maintenance/repair has been carried out in respect of Departmental building/IQ during the year?	
7.	Whether expenditure on annual maintenance has been incurred after preparing preliminary estimates and obtaining Administrative approval & Expenditure Sanction	

Kar-

Das

26

Ad

BR

	from competent authority?	
8.	Whether any building work has been commenced/ completed/ work in progress during the year of inspection?	
9.	Whether building project work has been included in Demand of Grant wherever applicable?	
10.	Is regular monitoring of expenditure vis-à-vis physical progress of the project being done?	
11.	Whether expenditure on various components i.e Land/Building/Electric works are according to the sanctioned estimate?	
12.	In case there is variation beyond permissible limit, whether revised approval of the competent authority has been obtained?	

2.18. Miscellaneous

1. Whether reply / input on parliamentary questions/ matters has been provided to DGT HQ DoT in time?
2. Whether register to watch disposal of complaints addressed to MOC, MOS(C) and Secretary (T) are being maintained with up to date entries?
3. Whether any complaint addressed to MOC, MOS(C) and Secretary (T) is pending for a long time? All pending cases are to be examined.
4. Whether any workshop/ conference organised for public awareness on Telecom related issues/ matters?

Details of workshop/conference organized for public awareness on Telecom related issues/matters					
S. No.	Name of LSA	Financial Year	Date of Workshop	Location of workshop	Remarks

5. Are there any cases of commercial employment after retirement? If so, some of the cases are to be examined randomly.
6. How many NOCs were issued during last two years? Some of such cases are to be examined randomly.
7. Are there any cases of compassionate appointments during the current financial year? Details thereof to be provided.
8. Please provide the list of engagement of consultants for the Audit period. Approval orders of appointment of consultants may also be linked.
9. Whether the website is being regularly updated with regard to Officials, directory, contacts, RTI related contact persons like PIOs and appellate authority information?

Kar-

Sham

26

AD

SB

2.16 Standardization & New Technology

1.	Whether the following software/portals have been installed/made operational and used in the office? a. PFMS b. E-Payment c. GPF/Compact d. LIMBS e. Tarang Sanchar f. NEP portal g. Saral sanchar h. Gati sanchar etc.	
2.	Whether "EMF measurement request by Public" for physical on-site EMF exposure measurement is received through Tarang Sanchar web portal? The details thereof regarding number of requests received and number of such requests disposed off.	
3.	Whether sufficient hardware is available in the office and operational with reference to above software and as per the instructions issued by DoT HQ from time to time?	
4.	Whether pay and allowances of all staff being drawn on EIS package?	
5.	Whether all other allowances like TA, Medical etc. are being drawn on EIS package? If not, what are the reasons for the same?	
6.	How many digital signatures are authorized for the office and how many of them are being regularly operated?	
7.	Whether an effective mechanism has been put in place for allocation, management and protection of passwords at different levels, viz., DH, AAO, DDO etc. in COMPACT CDDO Package, e-payment software etc.? Whether the passwords are being changed at prescribed intervals? (NIC guidelines on Digital Signature Certificates enclosed to O.M. dated 27.2.2012 on e-payment procedures).	
8.	Details related to Social media promotion of the LSA activities may be introduced.	

Kan

Shank

2

Ad

25

3. Compliance

3.1. CAF audit

Sr. No.	Description/details of particular	Remarks/submission by LSA
1.	Kindly intimate the specific orders/guidelines issued by the DoT HQ for deciding sample size and random selection of CAFs for the purpose of audit?	
2.	What procedure has been adopted for selection of sample for CAF Audit?	
3.	Whether a signed hard copy of sample sent to licensee is being maintained in the office?	
4.	Are the time lines given by DoT for CAF Audit being adhered to? Test checks the related records.	
5.	What is the status of CAF Audit? Information may be compiled operator-wise (Latest month up to which CAF audit has been completed- report finalized after joint discussion with TSP).	
6.	If CAF Audit is pending the reasons for the same may be ascertained and examined.	
7.	Whether the minutes of joint meeting with licensee are being recorded and kept on office record?	
8.	What is the status of issue of demand notices after CAF Audit? Information may be compiled operator-wise.	
9.	Whether calculation of penalty amount is being done as per prescribed procedure? Test check of cases of the audit month may be done by the IA Team.	
10.	Whether any representation received against the demand note issued by LSA? If yes, details of the revised demand note, if any alongwith the latest penalty status for the same.	
11.	Whether representations against penalty imposed after CAF Audit being disposed off in time?	
12.	Whether any demand notices were modified/cancelled at a later date? If yes, the reasons may be ascertained and final status of the penalty amount may be intimated.	
13.	Details of total penalties imposed on Service Providers i.r.o. CAF Audit, total penalties recovered and total outstanding Penalty Amount. Information may be compiled operator-wise.	
14.	Break-up of outstanding penalty amount into following categories:	
	i. Under representation upto 15 days	
	ii. Under representation >15 days	
	iii. Within due date of payment (21 days from issuance of demand note or within one week of decision of appeal by DDG, which is later	
	iv. In litigation/NCLT cases	

Kar

Shay

210

A2

SB

	v. Outstanding against BSNL/MTNL	
	vi. Outstanding Amount (in Rs.) Which LSA have recommended to CCA for encashment of FBG	
	vii. Remaining amount and its relevant heads	
15.	Status of Special Audit (other than monthly CAF audits including the LEA, LSA referred cases) (a) No. of lists and number of CAFs pending: (b) Last list up to which Special Audit completed (Date of receipt of the list and Date of completion of Audit). (c) Details of Penalty imposed on TSPs on the failure cases.	
16.	TAF COP/DIU portal i. Whether TAF COP /DIU Portal is being made use of? ii. whether TAF COP consumer portal is open to public? iii. Action taken on individual bulk connections exceeding limit of multiple connections (more than 9/6 connections) and requests received through consumer portal?	

3.2. EMR Testing

S.No.	Description/details of particular	Remarks/Suggestions
1.	Kindly intimate the specific orders/guidelines issued by the DoT HQ for deciding sample size and random selection of BTS for EMR Testing?	
2.	What procedure has been adopted for selection of sample for EMR Testing?	
3.	Status of EMR testing vis-à-vis the Testing norms prescribed by DoT HQ (Year-wise details of BTSS physically audited under following heads -Current year and previous year).	
	(i) Total Number of BTSS at the beginning of the year	
	(ii) Target of the year (upto 10% of BTSS)	
	(iii) Number of BTSS audited	
	(iv) Number of BTSS found exceeding DoT prescribed EMF radiation limits	
4.	Details of Penalty imposed and recovered (in Rs.) Current year and previous year).	
	(I) Total penalties imposed under following heads: a) On account of violation of radiation norms b) On account of violation of self-certification norms c) On account of violation of signage norms d) Total penalty amount	
	(II) Total penalty amount recovered	

Kar

Kar

200

Ad

Dr

	(III) Breakup of Outstanding penalty amount: a) Under representation b) Under litigation (including NCLT cases) c) Outstanding against BSNL/MTNL d) Remaining amount and its relevant	
5.	Whether any demand notices were modified/ cancelled at a later date? If yes, the reasons may be ascertained and examined?	
6.	Whether reconciliation of payment received in CCA office against demand notices issued by TERM Cell being carried out regularly?	
7.	How many "EMF measurement request by Public" for physical on-site EMF exposure measurement has been received through Tarang Sanchar web portal? Whether testing fee @4000/- has been received in all the cases? Please furnish the status of all the request along with action taken, if any.	
8.	NARDA tool (EMR measuring tool) (a) Whether EMR meters allotted to LSA are put in good use? (b) Whether timely calibration of the meters have been done?	

3.3. Drive test to ascertain QoS

1. Details of drive test for improving QoS, minimizing call drop:
2. No. of drive test conducted in the major cities of LSA for monitoring of commitments made by the TSPs in improving quality of services (QoS), call drop etc as per the guidelines issued by HQ (current year and previous year).

3.4. Service Testing

1. Details of service testing completed and certificate issued during the year: -

SUMMARY							
Sr. No	Number of DHQs/BHQs/Towns/SD CAs offered for testing	Number of DHQs/BHQs/Towns/SDCAs to be Tested as per guidelines	Number of Towns/DH Qs/BHQs/SDCAs Actually tested	Number of BTSs/eNodeB Tested	Number of Service testing result certificates issued	Total test fee deposited in Rs.	Remarks

Kan

Shamp

2

Ad

Sh

2. Status of progress for pending cases in the format as under: -

S. No.	Name of TSP	Date of registration	No. of Block/DHQ offered for testing	No. of Block/DHQ/Towns/SDCAs to be tested as per guidelines	No. of Block/DHQ/Towns/SDCAs testing completed	Reasons for delay, if any
1						

3.5. MNP

S. No.	Para	Reply
1.	Whether the MNP reports are being received from MCH Zone 1/MCH Zone 2? whenever requested.	
2.	Whether the pending cases of porting are intimated to TSPs	
3.	Number of Meetings conducted with TSPs for resolution of pending MNP cases	

4. Technology

4.1. Inspection of NLD/ILD/TSP/ISP/VSAT/IP-1 etc.

The status of target and achievement for the current FY to be submitted in the format as under.

Sr. No.	Type of License (NLD/ILD/TSP/ISP/VSAT/IP etc.)	Total number of such license in the LSA	Inspection target for the year	Achievement so far	Remarks
1.	TSP				
2.	ISP				
3.	NLD				
4.	ILD				
5.	VSAT				
6.	IP				

4.2. Telecommunication services in response to Disaster

S. No.	Particulars	Status
1.	Whether Disaster Management Committee has been formed in co-ordination with the state authorities?	
2.	If yes, submit the details of the Committee.	
3.	Whether the co-ordination committee meetings are held periodically?	
4.	Whether any necessity of the utilisation of the Committee has arisen in the past and action taken thereof?	
5.	Whether Disaster Drills are being conducted by TSPs/Disaster Agencies at regular intervals.	
6.	Any measures taken to Advocacy and Public awareness.	

Kar

Khar

2

Del

8

4.3. PM-WANI

Registration Certificate under PMWANI Scheme

PMWANI certificates	No. of application received during the audit year under PMWANI (for PDOA /App Provider separately)	No. of Registration Certificate issued within 7 days during the audit year	No. of applications pending for more than 7 days, and certificate issued automatically/default	No. of cases of Application rejected	No. of application pending till the last day of audit year.	Remarks
1. PDOA Registration						
2. App Provider Registration						

4.4. Issue of Registration Certificates to M2M Service Providers

No. of application received during the audit year under M2M framework	No. of Registration Certificate issued within 15 days during the audit year	No. of applications pending for more than 15 days, and certificate issued automatically/default	No. of cases of Application rejected	No. of application pending till the last day of audit year.	Remarks

4.5. Status of signing of ISP Authorizations under. of UL/UL VNO license agreement signed/issued in FY

1. Number of applications received during the FY
2. Number of Authorizations signed
3. Number of Applications rejected
4. Number of applications pending at applicant's end
5. Number of applications at LSA's end and reason for the same

4.6. Smart city Project:

Whether there is any involvement of the LSA in Smart city project. If No, the reason thereof.

Kae

Shant

Lo

Ad

Sh

5. Rural

5.1. Right of Way related issues

1. Whether the State's/UT's ROW policy is aligned with as per the Indian Telegraph Right to Way Rules, 2016? If No, the major deviations and action taken by LSA.
2. Whether Co-ordination meetings are conducted regularly with the appropriate authority and licensees to resolve the pending issues? No of meeting conducted during the inspection year to be submitted.
3. Total no of ROW cases received and resolved during the year.
4. No. and dates of SBC meetings held during the inspection year.
5. Whether State Telecom Coordination Committees & District Telecom Coordination committees formed? If not, reason thereof may be provided. If, yes what is the outcome?

5.2. Network Coverage of Villages

1. Mobile coverage status:

Village Mobile Coverage Status	As on 01 st April of inspection year	As on 31 st March of inspection year	Remarks
Total no. of Villages (inhabited + uninhabited)			
No. of villages covered with 2G/3G/4G mobile Network			
No. of villages covered with 3G/4G mobile Network			
No. of uncovered villages			

2. Whether complaints related to poor coverage received from all sources including Nodal of banks are handled promptly and checked for improvement after compliance by the TSP? Details to be submitted in the format as under.

Total no of cases received during the year	Total no of cases inspected	Total no of cases made over to the TSP	Total no of cases where coverage has improved	Remarks

Kar-

Sharf

20

Ad

20

3. State-wise status of mobile coverage of Border area villages (Applicable for states on international border?)

	As on 01 st April of inspection year	As on 31 st March of inspection year	Remarks
Total no. of border villages/habitations as per https://badp.mha.gov.in/Error/Error			
No. of villages/habitations covered with 2G/3G/4G mobile Network			
No. of villages/habitations covered with 3G/4G mobile Network			

5.3. Environment sustainable technologies

1. Whether the LSA has received half yearly report for utilization of hybrid power form the TSPs? Details to be submitted for all the TSPs.

Reply: -

2. Any other initiative taken up by the TSPs to be submitted in brief.

Reply: -

5.4. Monitoring and compliance of the USOF funded mobile coverage Projects

Name of the USOF Project:

Sr. No.	Particulars	
1.	Total No. of Sites as per agreement	
2.	Total No. of Sites finalised after survey	
3	No. of sites (including PoC site) offered by USP for physical inspection to LSA period ending 31 st March.	
4	No. of sites (including PoC site) for which physical inspection has been done by LSA period ending 31 st March.	
5	No. of sites (including PoC site) for which physical inspection certificate issued by LSA period ending 31 st March.	
6	Whether monitoring report of NOC/NMS is shared with CCAs/USOF Hq?	

Kar-

Harj

Lb

Ad

8

5.5. BharatNet project status

Status of connectivity of villages under BBNL period ending 31st March.

State/UT	No. of GPs in Phase-I			No. of GPs in Phase-II		
	Planned	Service ready	Operational (from NoC)	Planned	Service ready	Operational (from NoC)

6. Security

6.1. Interface with security agencies and TSP.

1. Whether co-ordination meetings are held quarterly with the TSPs and security agencies to resolve their issues? Details of meetings held to be submitted.

Reply:

6.2. Operation and Maintenance of CMS.

1. Whether tender for O&M of Electromechanical services of RMC is in operation? If so the details.

Reply:

2. Whether round the clock manning of RMC is done? If not, the reasons thereof.

Reply:

3. List of LEAs onboarded on CMS, plan of onboarding of remaining LEAs and issues, if any.

Reply:

4. Total No. of targets requested for provisioning by LEAs during the inspection year and no. of targets provisioned within the timelines of SOP. Reasons for delay in provisioning, if any.

Reply:

5. Whether regular fortnightly reconciliation of targets as per SoP is done?

Reply:

6.3. Control over clandestine operations/illegal activities.

1. Whether the cases received from DOT call center (1800110420 or 1963) are Investigated within 60 days? Summary of cases received/transferred/closed/FIR filed etc for the inspection year to be submitted.

Reply:

Kee-

Shay

2

AD

SR

2. Details of illegal setups unearthed during the inspection Year.

State/UT Name	
Inspection / Raid No	
Date of bust/raid	
City/ District	
Brief of the case	
Case registration No. (FIR No)	
Court case filed (Yes/No)	
Name of the petitioner	
No. of persons arrested	
Status of the case	

3. Whether heavy caller report is collected from the TSPs regularly? What is the method adopted for its analysis and action thereof?

Reply:

4. Whether analysis of call/subscriber/traffic data is done from security angle in the LSA? Its periodicity, methodology and action thereof to be submitted.

Reply:

6.4. Inspections

1. Whether targets for security related inspections of Internet Lease line, International / National Private Lease circuit have been decided? Details along with inspection completed during the inspection year to be submitted.

Reply:

6.5. Cross check Network security audit of TSPs & ISPs as per MBSS checklist – targets and details of Cross Check Network security audit conducted.

Reply:

Kae

Shaf

20

Ad

B

6.6. The testing of websites, IPs and domains for TSPs to ensure the compliance of blocking/unblocking of these websites, IPs and domains which were blocked/unblocked as per the section 69A of IT Act.

Sr. No.	No. of DS wing letters received for blocking/ unblocking testing	No. DS wing letters complied.	Remarks

7. Implementation of Suggestions/Recommendation of Last Inspection

(i) Have all the suggestions/recommendations pointed out in the previous inspection been implemented/ rectified.	
(ii) If not, specific reasons for not implementing the same in each case.	

This questionnaire is prepared & submitted by following members of designated committee and signed on this 31st day of May 2022.

M. A. Rehman
31.05.22

Shri. M. A Rehman,
Director (Admn), DGT HQ,
Chairman.

Kar
31/05/22

Shri Karan Goyal,
ADG (LC), DGT HQ,
Member.

Khushboo
31.05.2022

Smt. Khushboo Sharma,
ADG (NT), DGT HQ,
Member.

Ziaur Rehman
31/05/22

Shri. Ziaur Rehman,
ADET(A), Delhi LSA,
Member.

Shashank K. Namdeo
31.05.22

Shri Shashank K. Namdeo,
ADG(Admn)-I, DGT HQ,
Member Secretary.