

Executive Summary

The telecom services have been recognized the world-over as an important tool for socio economic development for a nation. The rapid expansion of Telecommunications infrastructure, especially in the recent years, has been instrumental in connecting India, bridging the rural urban divide and facilitating Socio Economic development of the country. In this regard, DoT is inter-alia responsible for Telecom Policy; Licensing and Coordination matters relating to telegraph, telephones, telecom wireless data; international cooperation in matters connected with telecommunications, promotion of standardization, R&D in telecommunications; and promotion of private investment in the sector. DoT is also responsible for frequency management in the field of radio communication in close coordination with the international bodies. DoT enforces wireless regulatory measures by monitoring wireless transmission of all users in the country.

1. Digital Communications Commission (DCC)

In order to promote rapid development in all aspects of telecommunications including technology, the Government of India considered it necessary to the set up Telecom Commission(TC) vide Resolution dated April, 11, 1989 to deal with various aspects of telecommunications. The Commission is entrusted with responsibility in the entire field of telecommunications. The Government, vide Resolution dated 22nd October, 2018, has re-designated the 'Telecom Commission' as the 'Digital Communications Commission' (DCC). DCC consists of a Chairman and four full time Members, who are ex-officio Secretaries to the Government of India in the DoT and four part time Members who are the Secretaries of the Government of India of the Concerned Departments.

The Secretary to the Government of India in the Department of Telecommunications is the ex-officio Chairperson of the DCC. The full-time Members of the DCC are Member (Finance), Member (Production), Member (Services) & Member (Technology). The part-time Members are Chief Executive Officer, NITI (National Institution for Transforming India) Aayog, Secretary (Department of Economic Affairs), Secretary (Ministry of Electronics &

Information Technology) and Secretary (Department for Promotion of Industry and Internal Trade). The Chairman and the Full time members of the Commission, at present, are as under: -

Composition of Digital Communication Commission

Chairperson (Ex-officio)	Secretary(Telecom)
Members(Full time)	Member(Finance)
	Member(Services)
	Member(Technology)
Members(Part time)	CEO, NITI Aayog
	Secretary , Department of Economic Affairs
	Secretary, Ministry of Electronics & Information Technology
	Secretary, Department for Promotion of Industry and Internal Trade

The Chairperson, in his/her capacity as Secretary to the Government of India in the DoT, is responsible under the Minister of Communications for arriving at decisions on technical questions and advising Government on policy and allied matters of telecommunications. The Commission is responsible for:

- a) Formulating the policy of Department of Telecommunications for approval of the Government.
- b) Preparing the budget for the Department of Telecommunications for each financial year and getting it approved by the Government.
- c) Implementation of Government's policy in all matters concerning telecommunications.

2. **Functions of Department of Telecommunications (DoT)**

A copy of the **Allocation of the Business Rules** with regard to subject allotted to DoT is placed at **Annexure-I**. Currently, the **main functions** of DoT are policy formulation, licensing and coordination matters relating to Telecommunications, wireless spectrum management, administration of the Indian Telegraph Act, 1885, Indian Wireless Telegraphy Act, 1933 and Telecom Regulatory Authority of India Act, 1997 and operationalisation of Universal Service Obligation (USO) Fund. There are 39 DoT Field Units in all the 22 Licensed Service Areas located across the country which are under the administrative control of Director General Telecom. There are 28 Controller of Communication Accounts (CCA) offices located across the country which are under the control of Controller

General of Communication Accounts (CGCA). DoT is responsible for matters relating to its PSUs namely Bharat Sanchar Nigam Limited (BSNL), Mahanagar Telephone Nigam Limited (MTNL), Telecommunications Consultants India Limited (TCIL), ITI Limited , Bharat Broadband Network Ltd (BBNL) and Centre for Development of Telematics (C-DOT), an autonomous body. DoT is also responsible for promotion of international cooperation, private investment and standardization and research in the field of Telecommunications.

The Telecommunications Engineering Centre (TEC) is a technical body under the Department, while the Universal Service Obligation (USO) Fund is administered by the office of the Administrator, USO fund. Both TEC and USO Fund are attached offices of the Department. Apart from TEC & USOF, there are also two other attached offices ,i.e., Director General of Telecommunications [DG (Telecom)] and Controller General of Communication Accounts (CGCA).The two statutory bodies i.e. the Telecom Regulatory Authority of India (TRAI) and Telecom Disputes Settlement and Appellate Tribunal (TDSAT) are also under the administrative control of the Department.

3. **Organizational Chart**

The Organization chart of the Department of Telecom is at **Annexure-II** . The chart showing organizational structure of Public Sector undertakings, Regulatory bodies and autonomous body under this Department is at **Annexure-III**.

4. **Work Allocation:**

Within DOT, work distribution amongst the full time Members of the Digital Communication Commission and the Additional Secretary is as follows:

4.1 **Member (Technology)** is the ex-officio Secretary to the Government of India in the DCC, previously known as Telecom Commission and is responsible for Wireless Wing, policy & regulatory issues, all matters relating to Network Operation & Control Centre (NOCC) and matters pertaining to international relations and new technologies in Telecom sector. He is also responsible for Licensing of Telecom Services, compliance of Standard Operating Procedures for

telecommunication services for responding to disaster, EMF radiation issues relating to mobile towers and matters relating to Spectrum Planning, Spectrum Allocation, Spectrum Management and Regulation.

4.2 **Member (Services)** is the ex-officio Secretary to the Government of India in the DCC, previously known as Telecom Commission and is responsible for cadre control of all Telecom sector services except P&T Accounts and Finance Service and matters relating to staff unions and federations. He is also responsible for matters relating to ITI, Telecommunications Consultants India Limited (TCIL), and residual matters of Hindustan Teleprinters Ltd (HTL) and Tata Communication Ltd (erstwhile VSNL) (post disinvestment). He is also responsible for security of networks including internet security and governance, security related issues including CMS/RMC, Telephone Advisory Committee (TAC) matters, policy matters related to Skill Development, Training and monitoring of Public Grievances. All matters relating to Telecom Engineering Centre (TEC), National Centre for Communication Security (NCCS) and National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT) are also entrusted to him. He is also entrusted with Cadre Control of Civil, Electrical and Architectural Services.

4.3 **Member (Finance)** is the ex-officio Secretary to the Government of India in the DCC, previously known as Telecom Commission and representing Ministry of Finance while exercising the power for Govt. of India for incurring expenditure subject to the general budgetary approval of the Parliament through the Minister. Member (F) deals with the work of mobilization of resources, licensing and spectrum policy, revenue assessment, revenue collection and spectrum auction. Member(F)is also responsible for the Foreign Investment Promotion in Telecom Sector by approval of proposals seeking FDI in the Telecom Sector as per the extant FDI policy. Member (F) is thus, responsible for overseeing the work of Finance, Budget, PSU Finance, Establishment and Training, Licensing Finance policy, Wireless Planning Finance and Foreign Investment Policy and Promotion divisions of DoT. The accounting and auditing function of Department of Telecom are also being overseen by Member (F). The work of field offices of DoT viz. Controller of Communications Accounts (CCAs) is being monitored by Member (F) through Controller General of Communications Accounts (CGCA). Member (F) is

also entrusted with the cadre control of Indian Post & Telecommunication Accounts and Finance Service (IP&TAFS) Gr. 'A' and Gr. 'B'.

4.4 **Special Secretary/Additional Secretary** who is also the Secretary, Digital Communications Commission is responsible for Telecom Policy formulation and its implementation, investment promotion in telecom manufacturing, WTO matters, matters relating to policy frame work and finalization of target on key policy issues of the Department, telecom development in remote and North Eastern regions, administration of Indian Telegraphs Act and cadre control of Indian Radio Regulatory service. He is also responsible for administrative matters relating to Bharat Sanchar Nigam Ltd (BSNL), Mahanagar Telecom Nigam Ltd (MTNL), Bharat Broadband Network Ltd (BBNL), Telecom Regulatory Authority of India (TRAI) and Telecom Disputes Settlement & Appellate Tribunal (TDSAT) and general administration of the Department. All trade and economic matters relating to Telecommunications in bilateral and multilateral fora, matters relating to WTO Negotiations, policy matters on telecommunication standards including all TSDSI matters, promotion of start-ups, policy matters relating to 5G and all functions of IT in the department including procurement of computers and peripherals etc. are allocated to Additional Secretary.

4.5 The detailed work allocation amongst Members/JSs/DDGs is at pages 65-116.

5.0 **National Telecom Policy**

5.1 In 1994 Government announced the **National Telecom Policy - NTP 1994**. The important objectives envisaged telephone on demand, provision of world class services at reasonable prices, ensuring India's emergence as a major manufacturing/export based on telecom equipment and universal availability of basic telecom services to all villages. It also recognized that funds required would not be available out of Government sources and involvement of private sector was required to bridge the resource gap.

5.2 Accordingly, Government invited private sector participation in a phased manner from the early nineties. The **National Telecom Policy 1999 (NTP-1999)** was necessitated inter-alia due to non-fulfillment of certain objectives of NTP 1994

and also due to the fact the far reaching developments had taken place in the telecom and allied sectors. The main objectives of NTP 1999 included availability of affordable and effective communications for citizens, Telecommunications development in remote, hilly and tribal areas of the country, creation of modern and efficient Telecommunication infrastructure taking into account the convergence of IT, media, Telecom and consumer electronics. It also included transformation in a time bound manner of the Telecommunication sector to a greater competitive environment providing equal opportunities and level playing field for all players, strengthening of Research & Development efforts, providing impetus to build world class manufacturing capabilities, achieving efficiency and transparency in spectrum management etc. Most of the quantified targets for NTP 1999 were achieved. In pursuance of NTP 1999 service provision function of DoT was hived off to a new corporate entity BSNL.

5.3 Since the objectives of NTP-1999 were achieved, the National Telecom Policy-2012 (NTP-2012) was issued with a primary objective of maximizing public good by making available affordable, reliable and secure telecommunication and broadband services across the entire country. The main thrust of the Policy was on the multiplier effect and transformational impact of such services in furthering the national development agenda while enhancing equity and inclusiveness.

5.4 Keeping in view the modern technological advancements in the telecom sector such as 5G, Internet of Things (IoT), Machine to Machine (M2M) interface etc., a need was felt to introduce a 'customer focused' and 'application driven' policy for the Indian telecom sector which can form the main pillar of Digital India by addressing emerging opportunities for expanding not only the availability of telecom services but also telecom based services. Accordingly, a new National Telecom Policy (re-christened as National Digital Communications Policy - 2018) was announced in the year 2017.

6. **National Digital Communications Policy-2018 (NDCP-2018)**

6.1. National Digital Communications Policy - 2018 (NDCP-2018) was formulated after several rounds of stakeholder consultations. As part of the consultative process, National level consultations with all stakeholders were held,

including industry and academia. Inputs were also obtained from TRAI. Thereafter, draft NDCP – 2018 was prepared and released in public domain for wider consultations and a month's time was given for receiving the public comments.

6.2. To take inputs of State/UTs a one day interactive session on draft NDCP-2018 was held on 11th May, 2018 under the chairmanship of Hon'ble Minister for Communications. Several inputs/views/comments were also received from this session. A meeting of the Consultative Committee of Parliament on "National Digital Communications Policy, 2018" was held on 30th May, 2018 under the Chairmanship of Hon'ble Minister of State. Several inputs/views were also received in this session.

6.3. A large number of responses were received from public on online portal, email, letters and inputs from various Ministries concerned. Based on the analysis of feedbacks received from various stakeholders, the draft NDCP-2018 was finalized and placed before the Telecom Commission. After the Telecom Commission recommendation the draft NDCP-2018, was approved by the Union Cabinet and notified on 22nd October, 2018.

6.4. NDCP-2018 envisions to fulfil the information and communication needs of citizens and enterprises through the establishment of a ubiquitous, resilient, secure, accessible and affordable digital communications infrastructure and services; and in the process, support India's transition to a digitally empowered economy and society. The key objectives of the policy, to be achieved by 2022, are provisioning of Broadband for all; creating 4 Million additional jobs in the Digital Communications sector; enhancing the contribution of the Digital Communications sector to 8% of India's GDP from ~ 6% in 2017; propelling India to the Top 50 Nations in the ICT Development Index of ITU from 134 in 2017; enhancing India's contribution to Global Value Chains; and ensuring Digital Sovereignty. In pursuit of accomplishing these objectives by year 2022, the National Digital Communications Policy, 2018 envisages three Missions:

(i) **Connect India:** Creating Robust Digital Communications Infrastructure to promote Broadband for all as a tool for socio-economic development, while

ensuring service quality and environmental sustainability. This mission shall be accomplished by achieving following goals;

- a) Provide Universal broadband connectivity at 50Mbps to every citizen
- b) Provide 1 Gbps connectivity to all Gram Panchayats of India by 2020 and 10 Gbps by 2022
- c) Enable 100 Mbps broadband on demand to all key development institutions including all educational institutions
- d) Enable fixed line broadband access to 50% of households
- e) Achieve 'unique mobile subscriber density' of 55 by 2020 and 65 by 2022

(ii) **Propel India:** Enabling Next Generation Technologies and Services through Investments, Innovation and IPR generation, to harness the power of emerging digital technologies, including 5G, AI, IoT, Cloud and Big Data to enable provision of future ready products and services; and to catalyse the fourth industrial revolution (Industry 4.0) by promoting Investments, Innovation and IPR. This mission shall be accomplished by achieving following goals:

- a) Attract investments of USD 100 Billion in the Digital Communications Sector
- b) Increase India's contribution to Global Value Chains
- c) Creation of innovation led Start-ups in Digital Communications sector
- d) Creation of Globally recognized IPRs in India
- e) Development of Standard Essential Patents (SEPs) in the field of digital communication technologies
- f) Train/ Re-skill 1 Million manpower for building New Age Skills
- g) Expand IoT ecosystem to 5 Billion connected devices
- h) Accelerate transition to Industry 4.0

(iii) **Secure India:** Ensuring Sovereignty, Safety and Security of Digital Communications to secure the interests of citizens and safeguard the digital sovereignty of India with a focus on ensuring individual autonomy and choice, data ownership, privacy and security while recognizing data as a crucial economic resource. This mission shall be accomplished by achieving following goals:

- a) Establish a comprehensive data protection regime for digital communications that safeguards the privacy, autonomy and choice of

individuals and facilitates India's effective participation in the global digital economy

- b) Ensure that net neutrality principles are upheld and aligned with service requirements, bandwidth availability and network capabilities including next generation access technologies
- c) Develop and deploy robust digital communication network security frameworks
- d) Build capacity for security testing and establish appropriate security standards
- e) Address security issues relating to encryption and security clearances
- f) Enforce accountability through appropriate institutional mechanisms to assure citizens of safe and secure digital communications infrastructure and services

7. **Other Important Initiatives**

7.1 **Achievements during last five years**

The telecom sector has witnessed significant growth over the last five years as a result of key reforms and initiatives undertaken by the Government. These initiatives have facilitated inclusive social and economic growth of all citizens, improve rural digital connectivity, achieve universal coverage of telecom services and make available adequate spectrum.

The telecom sector is the backbone for achieving various pillars of Digital India programme. This is being made possible with (a) more than 1.18 billion telephone connections registering growth of around 26 % during last five years, (b) increase in overall teledensity to 90.11%, (c) increase in internet connections from 251.58 million in 2014 to 604.21 million in 2019, and (d) significant reduction in cost of data, enabling affordable internet access to millions of citizens.

Communication infrastructure and services are key enablers and critical determinants of a country's growth and well-being, in which India has seen rapid development. During last five years, the number of mobile base transceiver stations (BTS) has increased from 7.9 lakh to 20 lakh and length of Optical Fibre Cable (OFC) laid has doubled from 7 lakh km to 14 lakh km.

To connect the unconnected areas of the country the Government has (a) launched BharatNet project, to provide broadband connectivity to all the 2.5 lakh Gram Panchayats (GPs) in a phased manner, out of which 1.27 lakh GPs have already been connected, (b) installed 2335 mobile towers in 10 Left Wing Extremism (LWE) affected States and is shortly going to start work on adding further 4072 mobile towers in these states, (c) approved a Comprehensive Telecom Development Plan for North East Region for connecting 8621 villages, (d) commenced work for laying 2164.23 km of Submarine Optical Fibre Cable between Chennai and Andaman & Nicobar Islands.

For greater transparency and for ease of business (a) allocation of spectrum has been carried out through an online auction process (b) spectrum sharing, trading and harmonization has been allowed leading to efficient use of spectrum and, (c) a web-based portal, “SARAL SANCHAR” (Simplified Application for Registration and Licenses) for issuing of various types of Licenses and Registration Certificates has been launched.

The fifth generation of mobile network communication technology- known as 5G, holds the promise of applications with high social and economic value, leading to a ‘hyper-connected society’ in which technology will play an even more important role in people’s lives. 5G will not only facilitate but also add a new dimension to the missions like ‘Digital India’ and ‘Smart Cities’. The Government had constituted a multi- disciplinary High Level Forum (HLF) to suggest vision, mission and goals for 5G India 2020 along with action plan and roadmap. Based on the report of the HLF the work has already been initiated. In order to support furtherance of research and study in 5G, Government has approved financial grant for the project to set up ‘Indigenous 5G Test Bed’ in India by Indian Institutes of Technology (IITs) and Indian Institute of Science (IISc).

7.2 Licensing Reforms

In order to enable rapid growth of the telecom sector, increased competition to benefit the customers and for ensuring affordable & quality service the following policy initiatives have been taken by the Department:-

- a) Unified Licensing regime is stabilized after implementation in 2013 and spectrum for access services now delinked from licenses.
- b) Consolidation in telecom industry is happening very rapidly with only four mobile operators remain in most of the licensing areas, namely, BSNL, Bharti Airtel, Vodafone-Idea and Reliance Jio.
- c) Unified License (Virtual Network Operators) started for companies to provide telecom services without owning spectrum or network infrastructure - within a licensing framework and allow them to offer voice, data and video services. Virtual Network Operators (VNOs) rely on the network of other telecom companies to provide services to consumers. Typically, a VNO buys bulk talk time and bandwidth from an operator and then sells it to the users. It can provide any or all the services that are being provided by the network operator. Guidelines for VNO have been announced on 31st May 2016.
- d) VNO category B for wireline based Access Services in district of State have been introduced in the Unified Licences (VNO).
- e) Flight and Maritime Connectivity Rules, 2018 have been published in Gazette of India on 14.12.2018, to provide voice or data or both type of services, on the hitherto unconnected ships within Indian Territorial waters and on aircraft in Indian airspace.
- f) In order to utilise resources efficiently, interconnection of networks at Internet Protocol (IP level) has been enabled.
- g) Active infrastructure sharing has been enabled so that the infrastructure can be utilised efficiently between the telecom licensees.
- h) For ease of doing business, the requirement of prior approval before launching of services has been done away with and only prior intimation is required for launching of services.
- i) Internet Telephony: Telephony networks have in the course of time undergone major evolutionary changes, driven essentially by technological progress in various fields (switching, transmission, access and maintenance). The end purpose of a telephone network was always associated with the provision of a universal communication service with a certain quality. This has several implications for the technologies used and the mode of interconnection between sub- networks. In this context

clarifications with respect to internet telephony have been issued such that the service can be provided by Access Service provider to the customers using internet of other service providers.

- j) Norms for network testing before launch of commercial services have been issued thereby streamlining the testing of services before commercial launch. Amendments have been made in Access Service Licenses, related closure of Wireless services, Change of Technology, Spectrum Trading, etc. so as to bring the clause in line with the changing trends.

7.3 Investment Policy

The Government has increased FDI limit for telecom services upto 100%. Foreign Direct Investment (FDI) upto 49% is permitted under automatic route and proposals for FDI beyond 49% upto 100% is under Government approval route in Telecom Service Sector. Foreign Investment Policy and Promotion (FIPP) wing of the Department of Telecom under DDG (FIPP) is responsible for handing and approval of the FDI proposal received through FIFP portal (fifp.gov.in) on case to case basis. 100% FDI is permitted for Telecom Equipment Manufacturing under automatic route.

7.4 Universal Service Obligation Fund (USOF) Initiatives - BharatNet

- a) The BharatNet project entailing high-speed broadband connectivity to 2,50,000 Gram Panchayats was approved at an estimated cost of Rs. 20,000 crores in October, 2011 to create network to connect all the Gram Panchayats (approx. 2.5 Lakhs GPs) by broadband. Three Pilot Projects were completed in October, 2012. Free Right of Way has been obtained for almost all States and UTS, except Tamil Nadu and Lakshadweep.
- b) While Phase-I of the project has been completed in December, 2017, Union Cabinet approved a modified strategy for implementing BharatNet, Phase-II by involving States and Private Sector in addition to CPSUs. Digital Communication Commission decided the model for implementation in each State and approved the DPRs and quantum of funding for Chhattisgarh, Gujarat, Jharkhand, Andhra Pradesh, Maharashtra and Tamil Nadu for implementation of Bharat Net Phase-II under State model. Till March 2019, 1,24,833 Gram Panchayats (GPs) have been connected through optical fibre.

- c) A scheme for providing mobile services in Left Wing Extremism (LWE) affected areas in 10 states, entailing installation of 2199 mobile towers, was approved in June, 2014. This project is being executed by BSNL. So far 2187 towers out of 2199 towers have been made operational. This includes existing 356 sites operational by BSNL and 1831 new sites.
- d) On 10.09.2014, the Union Cabinet approved a proposal to implement a Comprehensive Telecom Development Plan for the North-Eastern Region. The estimated cost of implementation is Rs. 5336.18 crores to be funded from USOF. The plant consists of 4 schemes that include provision of mobile services in uncovered villages in Arunachal Pradesh and Karbi Anglong and Dima Hasao districts of Assam, provision of mobile services in uncovered villages in rest of North Eastern Region (NER), provision of seamless mobile coverage along the National Highways in NER and augmentation of Transmission media in NER. BSNL is looking after the execution of this work.
- e) A scheme of OFC connectivity between District HQs and Blocks in the NER is being implemented by BSNL in Assam and by RaiTel in six other States.
- f) Cabinet has approved a project viz. Provision of sub-marine OFC Connectivity between Mainland (Chennai) and Andaman & Nicobar Island. BSNL has been nominated as Project Execution Agency.

7.5 **Absorption of Group 'A' officers from DOT to MTNL/BSNL -**

- a) Consequent upon formation of MTNL in April, 1986 and BSNL in October, 2000, Group 'A', 'B', 'C' and 'D' employees of Department of Telecommunications were transferred to these PSUs on 'as is where is' basis along with their posts on deemed deputation. The process of absorption of Group 'B', 'C' and 'D' employees was completed during 1998-2004.
- b) The process of absorption of Group 'A' officers including ITS officers in BSNL/MTNL was initiated by the department of Telecommunications in March 2005 with the issue of the option letter dated 24th March 2005, as per terms and conditions of absorption approved by the Cabinet. The response of Group 'A' officers towards absorption was very poor. Group 'A' officers were again given offers of absorption followed by option letters on

04.10.2005, 26.08.2008 and 22.09.2011, incorporating the revised terms and conditions of absorption. The response of Group 'A' ITS officers, towards absorption still remained poor.

- c) The process of absorption of Group 'A' officers in BSNL/MTNL has since been concluded. Absorption Cell under Joint Secretary(A) deals with residual issues relating to absorption process including court cases.

7.6 **Cadre Review of Indian Telecom Service**

Indian Telecommunications Service (ITS), Group 'A' was created in 1965, to meet the policy, technical and managerial functions of the government in areas related to telecommunications. Last Cadre Review of ITS Group 'A' was done in 1988, and was long overdue. After a gap of 28 years, cadre Review of the Service has been got completed with the approval of Union Cabinet on 21st December, 2016.

Post restructuring of the field units of DoT notified on 23rd Feb, 2017 an integrated setup – headed by an Advisor (Telecom)/Sr. DDG (Telecom) – has been created in each of 22 Licensed Service Areas (LSAs). The functions of the erstwhile field units like Telecom Enforcement Resource & Monitoring (TERM) Cells, Public Grievance (PG) Cell, Network & Technologies (NT) Cell, Security Cell in the field stand merged into the new integrated structure at LSA level. These field units at the LSA level are reporting to the Director General Telecom, which is an apex scale post reporting to the Secretary (Telecom). These units represent the licensor/telegraph authority in the field.

7.7 **Cadre Review of other organized services**

- a) The first cadre review of Indian Post & Telecommunications Accounts and Finance Service (IP&TAFS) Group 'A' has been completed in 2016. In pursuance of the implementation of first cadre review of IP&TAFS Gr. 'A', an apex level post, namely, Controller General of Communications Account (CGCA) has been operationalized. Further, all the DoT field units viz. the Pr. CCA, CCA and Jt. CCA (respective Head of Department) offices are reporting to the CGCA. The field units of DoT viz. the Pr. CCA and CCA offices are responsible for dealing with the licensees as per license agreement. The

second cadre review of the IP&TAFS Gr. 'A' is under process as per cadre review guidelines of DoPT.

- b) The cadre of Indian Radio Regulatory Service (IRRS) Group 'A' of Wireless Planning & Coordination Wing (WPC Wing) with its field organisation Wireless Monitoring Organisation (WMO), bestowed upon the responsibility of radio spectrum management as well as management of satellite orbits and spectrum monitoring of the country. WPC Wing, national nodal agency at the International Telecommunication Union –Radio communication (ITU-R) in the matter of radio spectrum/ satellite orbits, was established in 1952. However, the cadre was conferred 'organised' status only recently in 2013. The first cadre review took place in 2013 itself, immediately after the conferment of organised status. Due to ever increasing demand of spectrum and since the task of spectrum management/ monitoring being a very complex and specialised work, the strengthening of the organisation has become a necessity and this has also been echoed by Telecom Regulatory Authority of India (TRAI). Accordingly, the proposal for second cadre review for the IRRS Group 'A' is under process.
- c) The cadre review of cadres under Postal and Telegraph Building Works i.e. Civil, Electrical and Architecture is under process.

7.8 **Security**

- a) National Centre for Communication Security (NCCS), a centre under Department of Telecommunications has been established with headquarters at Bengaluru, for the purpose of establishing security testing and certification framework within the country.
- b) DOT has undertaken a project for implementation of Central Equipment Identity Register (CEIR) for addressing security, theft and other concerns including reprogramming of mobile handsets. This project is being executed with the help of C-DOT. Operationalisation of ICDR (IMEI Cloning and Duplication Restriction) is also being undertaken by DoT.
- c) Project of Computer Emergency Response Team- Telecom (CERT-T) is also being undertaken in Department for telecom network incident management. Three main areas of work identified under this project are :-

- i. Development of tools for network security for which C-DOT has been given the responsibility.
- ii. Capacity building for officers of the Security Wing.
- iii. Setting up of institutional framework for incident management

7.9 **SAMPANN (System for Accounting and Management of Pension)**

New software for direct disbursement of Pension to BSNL and DoT retirees is developed as SAMPANN-CPMS (comprehensive pension management system). This Comprehensive Pension Management System was inaugurated by Hon'ble Prime Minister on 29th December, 2018 at Varanasi.

Thus, SAMPANN integrates the processing, sanctioning, authorization and payment units under a common platform, facilitating direct credit of pension to the accounts of pensioners.

SAMPANN has been rolled out on CPMS at 12 CCAs viz., U.P. (East), UP (West), Gujarat, Kerala, Rajasthan, Bihar, Madhya Pradesh, Andhra Pradesh, Tamilnadu, West Bengal, J&K and Delhi. Rest of the CCA offices are likely to be migrated in due course.

SAMPANN will provide the following benefits to the pensioners-

- (i) A single window system for complete pension process, avoiding the complexities.
- (ii) Pensioners provided with a login, for tracking the pension status and ongoing related processes.
- (iii) Ensures direct disbursement of pension on timely basis without the intervention of 3rd party.
- (iv) Effective & Quick process of pension arrears & pension revision cases.

Till now, 2092 Pensioners are benefited and amount of ₹ 296.51 crores has been disbursed as pension. Bank data migration to CPMS of old pensioners is under process.

7.10 **NTRP (Non-Tax Receipt Portal)**

The Electronic Receipt (e-receipt) system for accounting of DoT revenue, has been enabled 100 % in DoT HQ. All the CCA offices w.e.f. 1st

January, 2017 through NTRP, which is a single window, online payment portal for payment of Revenue of Government of India.

7.11 **SWR (State of Work Report)**

The older version of SWR 1.0 is a web based platform developed to ensure accuracy, transparency, accountability and prompt reporting by CCA offices to DoT HQ. Due to some of the shortcomings in the older version, a new enhance version of SWR 2.0 has been developed including the shortfalls and pilot launch has been done in 2 CCAs – Gujarat & Madhya Pradesh. Shortly, new version of SWR 2.0 will be launched in all the CCAs.

7.12 **Digital Payments Mission**

For promotion of Digital Financial Mission in the country, Department of Telecom, being a technology centric sector with a 1.2 billion strong subscriber base, was allocate the target of 250 crore transactions for the FY 2018-19, 310 crore transactions target has been achieved. For the promotion of Digital Payment in 100 Smart Cities in Campaign Mode, Department of Telecom has organized “Digital Payment Melas” in 81 Smart Cities with a huge success. Implementation of GPF direct payment system for BSNL employees by th CCAs which reduced the delay in GPF payment for PSU employees.

7.13 **Revenue Management System (SARAS)**

The Revenue Division of DoT, consisting of Licensing Finance and Wireless Planning Finance division, has taken up an initiative to ease and automate the current telecom revenue reporting, assessment and payment mechanism.

A Revenue Management Software (RMS) – SARAS System for Assessment of License Fee Revenue and Spectrum Usage Charge (SUC) is accordingly being implemented, which would digitise the assessments, payments and accounting of license fees, spectrum usage charges etc. along with all ancillary processes. It would be a web based application, and would enable the Licensee to make online payments, digitally file and file and verify deduction claims, AGR statements, bank guarantee details along

with enabling the Department to conduct online assessment of LF and SUC, management of bank guarantees, handle representations etc.

The project is being implemented by M/s NSDL E-governance as System Integrator and E&Y LLP as Project Management Unit (PMU).

7.14 **Indian Telegraph Right of Way Rules, 2016**

To alleviate Right of Way (RoW) related difficulties associated with creation of both underground (optical fibre cables) and over ground infrastructure (telecom towers, wi-fi access points), it was needed to formulate appropriate rules using the provisions contained in various sections and sub-sections of the Indian Telegraph Act, 1885, which was enacted in 1885 to deal with the laws relating to telegraphs in India. In exercise of the powers conferred by sub-section (1) and clause (e) of sub-section (2) of section 7 read with sections 10, 12 and 15 of the Indian Telegraph Act, 1885(13 of 1885), the Central Government has formulated the Indian Telegraph Right of Way Rules, 2016 to regulate underground infrastructure (optical fibre) and over ground infrastructure (mobile towers) and notified in the Gazette of India on 15th November, 2016. The notification has been made available on the departmental website [www.DoT.gov.in/Home/Gazette Notifications](http://www.DoT.gov.in/Home/Gazette%20Notifications).

Further, an amendment in sub-rule (2) of rule 14 in the Indian Telegraph Right of Way Rules, 2016 has been notified in the Gazette of India, Extraordinary as the Indian Telegraph Right of Way (Amendment) Rules, 2017 vide G.S.R. 407(E) dated 21st April, 2017 for deleting the expression “within a period of sixty days from the date of coming into force of these rules”. In pursuance of rule 14 of the Indian Telegraph Right of Way Rules, 2016 Dispute Resolution Officers in respect of 30 States have been notified on 19th June, 2017.

7.15 **PPP-MII {Public Procurement (Preference to make in India)} Order, 2017**

In line with DIPP's Public Procurement (Preference to Make in India), Order 2017, DoT has notified the Public Procurement (Preference to Make in India) Order, 2017 for telecom products, services and works for telecom sector on 29.08.2018. In all 36 telecom products and services have been identified with respective PMI and local content for which the local suppliers will get market access in Government procurements. PMI will make available market access to domestic companies and huge domestic market will enable them scaling up their production and also being competitive.

7.16 Social Media Cell of DoT:

Social Media Cell was established in DoT in 2016 which is responsible for the following activities in DoT:-

- a) Covering the important events carried out by DoT and its units and thereafter posting on various Social Media platforms of DoT such as Twitter, Face book, etc.
- b) Posting other important information related to policies/activities/initiatives related to Telecom matters on Social Media Platforms of DoT after liasoning with various Division/wings and PSUs of DOT.
- c) Running Twitter Seva launched by Hon'ble MOSC(I/C) through which various queries/complaints/feedback coming on Twitter handles of Hon'ble MOSC(I/C) and DoT are resolved. Twitter Seva is a web based tool on which all the TSPs , important ISPs and various DoT divisions are on boarded.

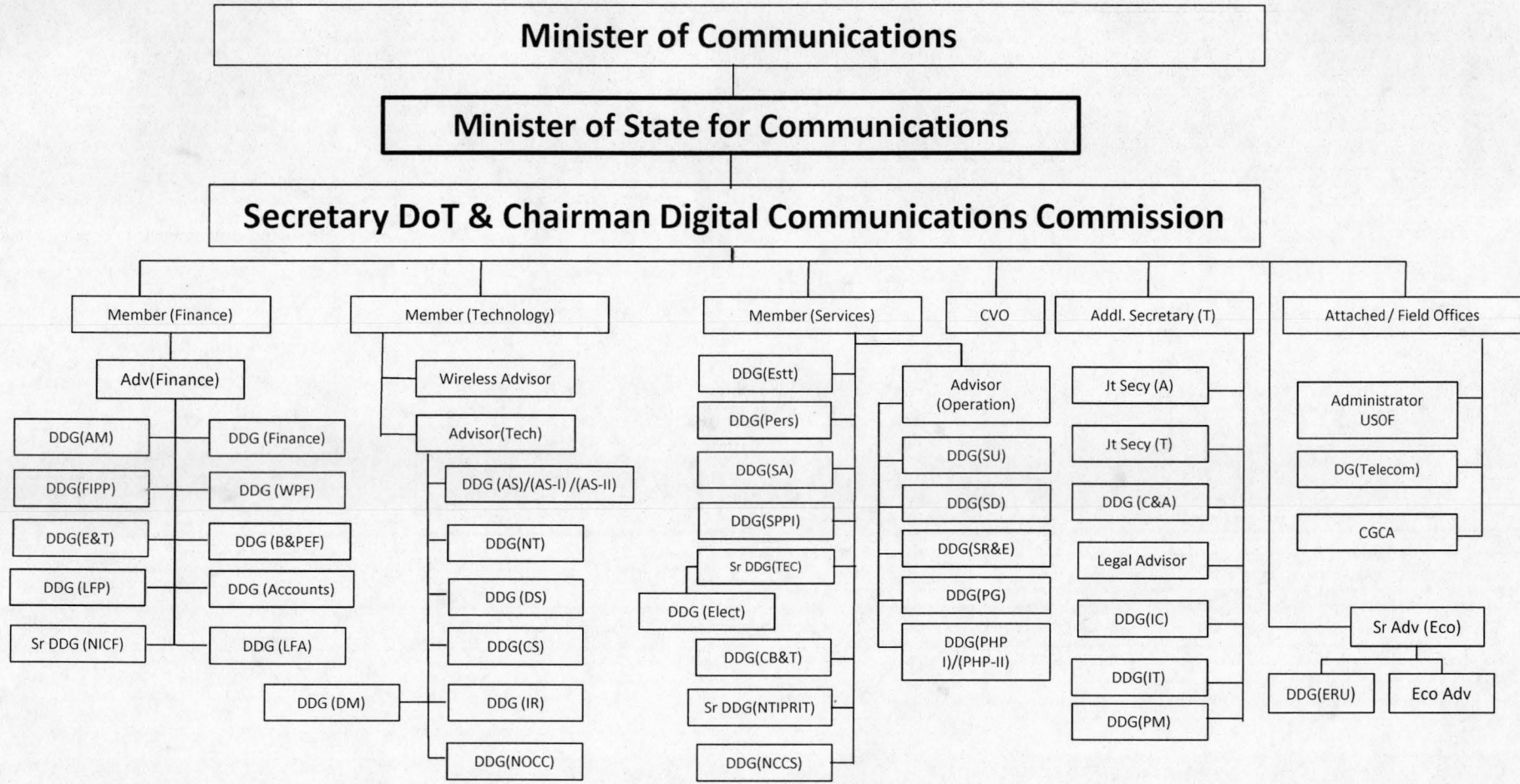
Annexure-I

Second Schedule to the Allocation of Business (AoB) concerning Department of Telecom

Item No. of AoB	Entries
1.	Policy, Licensing and Coordination matters relating to telegraphs, telephones, wireless data, facsimile and telematics services and other like forms of communications
2.	International cooperation in matters connected with telecommunications including matters relating to all international bodies dealing with telecommunications such as International Telecommunication Union (ITU), its Radio Regulation Board (RRB), Radio Communication Sector (ITU-R), Telecommunication Standardization Sector (ITU-T), Development Sector (ITU-D), International Telecommunication Satellite Organization (INTELSAT), International Mobile Satellite Organization (INMARSAT), Asia Pacific Telecommunication (APT).
3.	Promotion of standardization, research and development in telecommunications
4.	Promotion of private investment in Telecommunications
5.	Financial assistance for the furtherance of research and study in telecommunications technology and for building up adequately trained manpower for telecom programme, including – (a) assistance to institutions, assistance to scientific institutions and to universities for advanced scientific study and research; and (b) grant of scholarships to students in educational institutions and other forms of financial aid to individuals including those going abroad for studies in the field of telecommunications.
6.	Procurement of stores and equipment required by the Department of

	Telecommunications.
7.	Digital Communication Commission.
8.	Telecom Regulatory Authority of India.
9.	Telecom Disputes Settlement and Appellate Tribunal
10.	Administration of laws with respect to any of the matters specified in this list, namely :- (a) The Indian Telegraph Act, 1885 (13 of 1885) ; (b) The Indian Wireless Telegraphy Act, 1933 (17 of 1933); and (c) The Telecom Regulatory Authority of India Act, 1997 (24 of 1997).
11.	ITI Limited
12.	Post disinvestment matters relating to M/s. Hindustan Teleprinters Limited.
13.	Bharat Sanchar Nigam Limited (BSNL)
14.	Mahanagar Telephone Nigam Limited (MTNL)
15.	Videsh Sanchar Nigam Limited and Telecommunications Consultants (India) Limited.
16.	All matters relating to Centre for Development of Telematics (C-DOT).
17.	Residual work relating to the erstwhile Department of Telecom Services and Department of Telecom Operations, including matters relating to – (a) cadre control functions of Group ‘A’ and other categories of personnel till their absorption in Bharat Sanchar Nigam Limited. (b) administration and payment of terminal benefits.
18.	Execution of works, purchase and acquisition of land debitible to the capital Budget pertaining to telecommunications.

ORGANISATION CHART OF DEPARTMENT OF TELECOMMUNICATIONS



LEGEND

DCC: Digital Communications Commission
 DDG: Deputy Director General
 WPF: Wireless Planning & Finance
 LFP: Licensing Finance Policy
 LFA: Licensing Finance Assessment
 AM: Asset Management
 E&T: Establishment & Training
 B&PEF: Budget & Public Enterprise Finance
 FIPP: Foreign Investment Policy & Promotion
 NICF: National Institute of Communication Finance

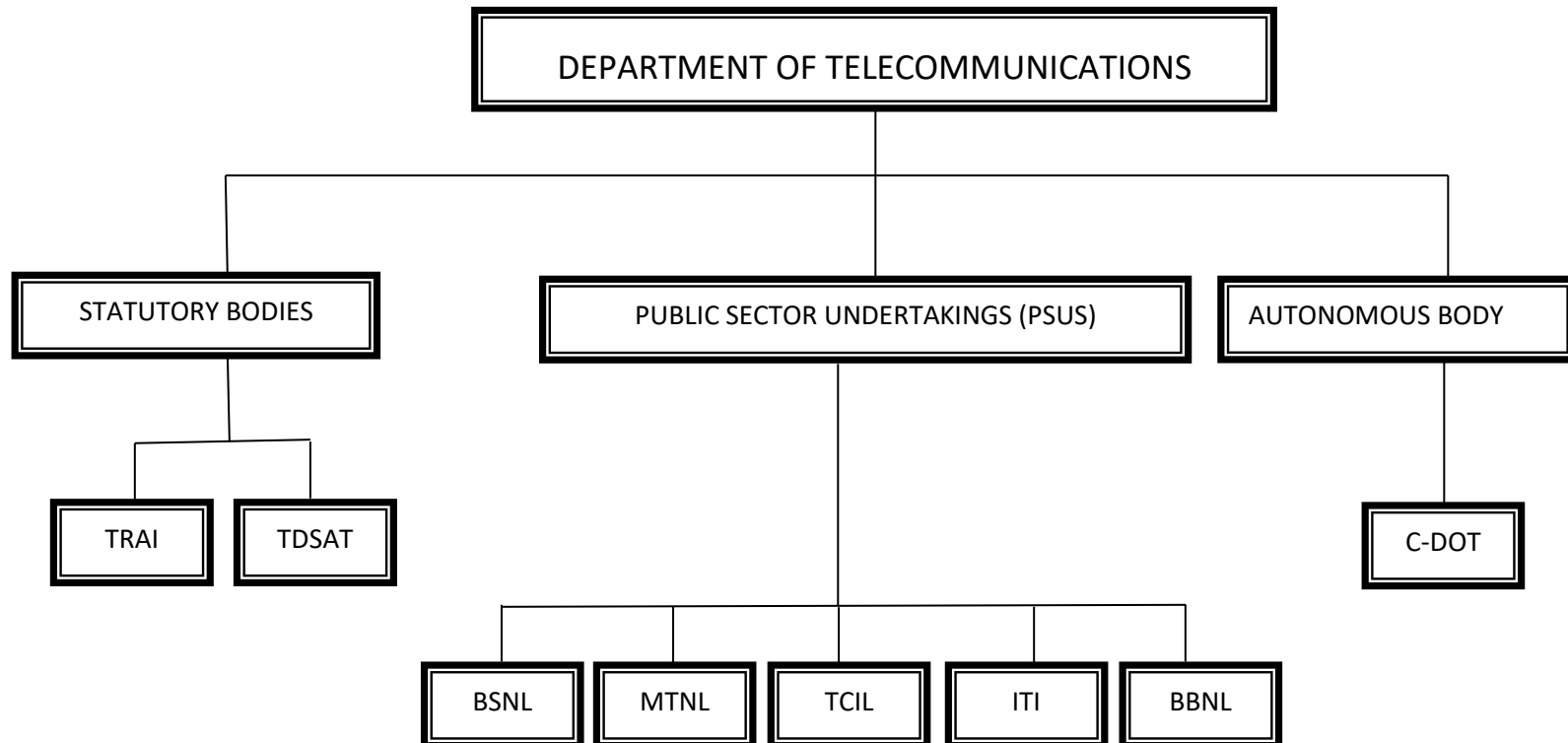
AS: Access Services
 CS: Carrier Services
 DS: Data Services
 NT: Network & Technologies
 IR: International Relations
 DM: Disaster Management
 NOCC: National Operations Control Centre
 Estt: Establishment
 Pers: Personnel
 SA: Security (Assurance)
 PG: Public Grievances
 SD: Skill Development
 SU: Service Unit

PHP: Phone Priority
 SPPI: Security (Policy Planning & Intelligence) Testing and Security Certification
 SR&E: Service Relations & Estate
 CB&T: Capacity Building & Training
 NCCS: National Centre for Communication Security
 TEC: Telecom Engineering Centre
 NTIPRIT: National Telecom Institute for Policy Research, Innovation and Training
 Eco: Economic
 ERU: Economic Research Unit
 Jt Secy: Joint Secretary

A: Administration
 T: Telecom
 C&A: Coordination & Administration
 IC: International Coordination
 PM: Project Management
 IT: Information Technology
 USOF: Universal Services Obligation Fund
 CGCA: Controller General of Communication Accounts
 Tech: Technology

Annexure-III

Public Sector Units, Statutory bodies and Autonomous Organisations under DOT



ATTACHED OFFICES

- 1. Telecommunications Engineering Centre (TEC)**
- 2. Universal Service Obligation Fund (USOF)**
- 3. Director General (Telecom) Head Quarter**
- 4. Controller General of Communication Accounts (CGCA)**

1. Telecommunications Engineering Centre (TEC)

Telecommunication Engineering Centre (TEC) is technical arm of DoT headed by 'Head of TEC', presently being Sr.DDG (TEC), who is assisted by 21 SAG level officers to cover Transmission, Next Generation Network (NGN), Smart Network, Telecom Security, M2M/IoT, Green Passport and various other aspects of future technology networks with a view to formulate new specifications and update the existing ones in order to keep pace with the global technological developments.

TEC provides technical support to DoT and other government departments and formulates technical specifications in the form of Generic Requirements (GR), and Interface Requirements (IR), Technical requirements (TRs), Service requirements (SR), Standards (SDs), and Essential Requirements (ERs) for telecom equipment, network, systems and services to be deployed in Indian Telecom Network, in harmony with International Standards after wide stakeholders consultations. During formulation of abovementioned documents, 'Test Schedule and Test Procedures' (TSTPs) are also prepared to carry out testing and certification of the equipment.

TEC also tests and certifies various telecom products for conformance to specifications, standards and capability to interwork/interoperate in the existing network. Testing and certification activities are carried out region wise by its four regional centres established at Delhi, Kolkata, Mumbai and Bangalore as well as by the TEC designated CABs (Conformity Assessment Bodies). As per various test schedules, TEC issues test certificates i.e. Interface Approval Certificate (IAC) against TEC IRs, Type Approval Certificate (TAC) against TECGRs, Technology Approval Certificate to C-DOT against TEC GRs, Certificate of Approval (CoA) against Applicant's own specifications and Mandatory Conformance Certificate against Essential Requirements. Under Mandatory Testing & Certification of Telecom Equipment (MTCTE) Scheme.

In addition to the above, TEC is currently handling following additional major activities:

- a) Preparing study papers/white papers on the standard, facilities and features of the telecom components, systems, products and services to keep abreast with the latest technological developments.
- b) NGN test Lab has been set up in TEC to keep pace with the advancement of technology and to carry out tests, and issue test reports, test certificates, etc., for the network elements/equipment in accordance with international standards.
- c) TEC has IPv6 Ready Logo Test Lab for IPv6 testing and IPv6 readiness certification .
- d) SAR Lab has been set up in TEC to carry out audit of the SAR (Specific Absorption Rate) values of the mobile equipment which is a measure of the amount of RF (Radio Frequency) energy absorbed by humans while using a mobilephone.TEC is in the process of establishing new labs like Security Lab, Control lab, Access Lab, CPE&TL (Customer Premises Equipment &Terminals) Lab, Green Passport Lab etc.
- e) TEC is designating agency for designation of domestic Conformance Assessment Bodies (CAB) and Certification Bodies (CB) for testing certification against various GRs/IRs/SDs/ERs of TEC.
- f) TEC is also responsible for recognition of foreign CABs for testing and certification of telecom equipment.
- g) Providing technical support to DoT and other government organizations viz. TRAI, TDSAT, WPC, USOF, etc.
- h) Participation in the meetings of standards development organizations, viz., ITU, ETSI, APT, WRC, etc.
- i) Interaction with other forums, viz., 3GPP, ETSI, IETF, one M2M, etc.
- j) Interaction with stakeholders and industry associations, viz., COAI, ISPAI, BIF,TEPC, VSAI, TEMA, CMAI, FICCI, CII, etc.
- k) Technology approval for C-DOT in order to develop telecom technologies aimed specifically for transfer of technology local domestic manufacturers.

Latest Initiatives in TEC:

A framework of Mandatory Testing and Certification of Telecom Equipment (MTCTE) Procedure has been notified in Gazette of India vide GSR No. 1131(E) dated 05.09.2017.This aims to put in place a mechanism, to ensure

compliance of telecom equipment to requirements related to Safety, Electromagnetic Compatibility (EMC), Spurious Emissions that may cause interference, Specific Absorption Rate (SAR) etc. based on international best practices like the CE certification of EU, FCC certification of USA, ACMA certification of Australia, IMDA certification of Singapore etc.

2. Universal Service Obligation Fund (USOF)

- Universal Service Obligation Fund (USOF), formed by an Act of Parliament, was established w.e.f. 01.04.2002 under the Indian Telegraph (Amendment) Act 2003 (further amended in 2006), to provide financial support for the provision of telecom services in commercially unviable rural and remote areas of the country. It is an attached office of the Department of Telecom, and is headed by the Administrator, USO Fund, appointed by the Central Government.
- The resources for implementation of USO are raised by way of collecting a Universal Service Levy (USL), which is 5% of the Adjusted Gross Revenue (AGR) of Telecom Service Providers. It is a non-lapsable Fund. Levy amount is credited to Consolidated Fund of India. Fund is made available to USOF after due appropriation by the Parliament
- The USO Fund was established with the fundamental objective of providing access to 'basic' telecom 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 telecom 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:-
- The implementation of the USO related activities is carried out by the "eligible operators", i.e. the entities having valid license or registration or authorization from Central Government/ Department of Telecommunication for providing telecom services or infrastructure or any other entities as specified by the Central Government from time to time. The implementation status of the activities, being undertaken by the USO Fund, is available on USOF website (www.usof.gov.in).
- As per the Rules, the following shall be supported by the Fund:
 - (i) Stream-I: Provision of Public Telecom and Information Services

- (ii) Stream-II: Provision of household telephones in rural and remote areas as determined by the Central Government from time to time
 - (iii) Stream-III: Creation of infrastructure for provision of Mobile Services in rural and remote areas
 - (iv) Stream-IV: Provision of Broadband connectivity to villages in a phased manner
 - (v) Stream-V: Creation of general infrastructure in rural and remote areas for development of telecommunication facilities
 - (vi) Stream-VI: Induction of new technological developments in the telecom sector in rural and remote areas
- Some of the schemes, being implemented by USOF include BharatNet Project; Provision of mobile services in Left Wing Extremism (LWE) affected areas; Mobile coverage of uncovered villages; Comprehensive Telecom Development Plan (CTDP) for Andaman & Nicobar Islands, including Submarine OFC Connectivity between Mainland India (Chennai) and Andaman & Nicobar Islands; Comprehensive Telecom Development Plan (CTDP) for the North-Eastern Region, etc.

3. **Director General of Telecommunications, Head Quarter**

Director General Telecommunications is an apex level officer and is the head of 39 DoT Field Units in all the 22 Licensed Service Areas located across all over the country. Headquarters of Director General Telecommunications (DGT-HQ) is located in Delhi. In Feb 2017, the apex level post of Director General (Telecom) has been created. To assist DG(Telecom) one HAG level officer, four SAG level officers & four JAG level officers have also been provided at DG(T) HQ office.

Genesis of TERM Cells: With the increasing number of telecom operators in the country, the Government felt the need for presence of Telegraph Authority in the field at all the License Service Areas and Large Telecom Districts of the country, in order to ensure that service providers adhere to the license conditions and for taking care of telecom network security issues. With the growth of private telecom and internet services, an increase in illegal / clandestine telecom operations was also observed. To address these issues, the Government created initially four Vigilance Telecom Monitoring cells (VTM) in Nov.2004 at Delhi, Mumbai, Hyderabad and Chennai. Nine more VTM Cells were created during the 2006 for the circles of Punjab, Rajasthan, Gujarat, Kerala, Karnataka, Maharashtra, Tamil Nadu, West Bengal and UP (E) and fifteen VTM Cells were subsequently added in Jan 2007 for Andhra Pradesh, Bihar, Madhya Pradesh, Haryana, UP (West), Andaman & Nicobar, Assam, Chhattisgarh, Jammu & Kashmir, Jharkhand, Himachal Pradesh, North East-I, North East-II, Orissa and Uttaranchal. Six more VTM Cells were added in March, 2007 for Kolkata, Ahmedabad, Bangalore, Pune, Jaipur and Lucknow, taking the total number of VTM Cells to 34.

Since formation of Vigilance & Telecom Monitoring (VTM) Cells in the DOT, the role and functions of VTM Cells have increased many-fold. With a view to reflect the entire gamut of functions assigned to the Cells and to distinguish their role vis-a-vis staff-vigilance activities, the name of VTM Cells has been changed to Telecom Enforcement, Resource and Monitoring (TERM) Cells w.e.f. 5th August 2008.

In May 2013, three new units namely Security, New Technology and PG were also created along with existing LSA to cater to the various functions in the Field. In

February 2017, 34 TERM Cells of Department of Telecommunications were restructured and a unified structure including TERM, Security, PG and NT was created in each LSA headed by Advisor/Sr DDG in all the 22 LSA field units spread all over the country.

Various Functions of DDGs (SAG) at DGT-HQ:

A. DDG(Admin & West)

1. Staff/ Establishment/Training and General Administration matters.
2. PG cases/RTI cases.
3. MIS aggregations.
4. Parliament questions/assurances/other related matters.
5. Holding of national level workshops/ conferences etc.

B. DDG(Policy & North)

1. Policy Issues related to AS/CS/DS Wing.
2. CAF verification related issues
3. EMF Radiation testing related issues
4. Roll-out testing related issues
5. Budget matters.
6. Audit matters.

C. DDG(Security & East)

1. Policy issues related to Security matters.
2. Policy issues related to USOF.
3. Court cases.
4. VIP references.
5. Grey market related issues.

D. DDG(IT & South)

1. IT infrastructure.
2. Social media monitoring.
3. Policy issues related to Disaster Management.
4. Matters related to new technology.
5. Green Technology.

4. Controller General of Communication Accounts (CGCA)

The office of Controller General of Communication Accounts (CGCA) is an attached office of the Department of Telecommunications (DoT) and is headed by an Apex level officer. The post of CGCA was created as a result of the first cadre review of the IP&TAFS. The office of the CGCA presently functions from the NICF Campus at Ghitorni, New Delhi. The CGCA works under the overall supervision and control of Member (Finance), DCC. The mandate of the CGCA are as follows:

1. Monitoring of the work performed by Pr.CsCA/CsCA offices
2. Internal Audit of all field units of DoT
3. Cadre controlling authority of Group 'C' and Group 'B' Non-Gazetted officials
4. Recruitment of Group C (JA/LDC/MTS/Steno) staff for DoT

Monitoring functions of the CGCA to the DOT field offices includes the following:

1. Compliance of the terms and conditions of the license agreements.
2. Revenue Assessment, Revenue Collection and Maintenance of BGs
3. Pension Authorization, Revision & Disbursement
4. Preparation and Maintenance of proper Accounts
5. Promotion of Digital Payments
6. Monitoring of USOF schemes including the verification and disbursement of subsidy as Designated Monitoring Authority (DMA)
7. Imparting the necessary Training
8. Asset Management under DOT including approval of estimates for repair/renovation/addition/alteration to existing departmental building, repair and additions to rented buildings for civil and electrical work, monitoring of leased accommodations taken from BSNL, etc.
9. Timely handling of Legal Cases and Updation on LIMBS.
10. Supervision and maintenance of Budget.
11. DDO functions of all the field units of DoT.
12. General Administration and any other functions performed etc.

Presently there are five verticals under the CGCA are as follows:

1. Internal Audit,
2. Revenue,

3. Accounts,
4. Coordination and Administration,
5. Manual & Codification.

These verticals are headed by the SAG level officers designated as Joint CGCA and they report to Additional CGCA an HAG+ level officer.

SUBORDINATE OFFICES

- 1. Wireless Monitoring Organization (WMO)**
- 2. National Telecommunications Institute for Policy Research,
Innovation & Training (NTIPRIT)**
- 3. National Centre for Communication Security (NCCS)**
- 4. National Institute of Communication Finance (NICF)**

1. Wireless Monitoring Organisation (WMO)

Wireless Monitoring Organisation (WMO) is an integral part of the spectrum management. Radio monitoring service, a regulatory and treaty requirement, is carried out by the Wireless Monitoring Organisation. It is essentially technical in nature and its broad objectives are derived from the international treaty document — Radio Regulations of the International Telecommunication Union.

WMO, a field unit of WPC Wing, carries out wireless monitoring through 22 Wireless Monitoring Stations, 1 International Satellite Monitoring Earth Station (ISMES), 5 International Monitoring Stations (IMSS) strategically located all over India. WMO is also equipped with 5 Radio Noise Survey Units, which undertake detailed and complicated measurements to aid in the spectrum management activity. The Headquarter of WMO is situated in New Delhi. It also has four Regional Headquarters (RHQs) at New Delhi, Mumbai, Kolkata and Chennai. WMO has its own Training Facility at Wireless Monitoring Training & Development Centre (WMTDC), New Delhi, a nodal agency for conducting training courses for officials and staff of Indian Radio Regulatory Service.

WMO assist in maintenance of the interference-free wireless services in the increasingly crowded radio environment besides providing vital technical data for the introduction of new services such as 5G, BWA etc. to Wireless Planning & Coordination (WPC) Wing.

Major functions of Wireless Monitoring Organisation (WMO) are as follows:-

- (i) Providing Technical Data for efficient Spectrum Management and ensuring use of assigned frequencies by various users in conformity with licenses granted to them;
- (ii) Participation in the International Monitoring Programme in order to provide monitoring data to ITU for planning purposes;
- (iii) Spectrum occupancy/vacancy measurements;
- (iv) Investigation and resolution of harmful interferences;
- (v) Radio Noise measurements;

- (vi) Physical Inspection of Radio Installations;
- (vii) Issue of Dealer possession licenses (DPL) under the Indian Wireless Telegraphy Act, 1933;for the regulation of wireless equipments to licenced users
- (viii) Monitoring for ensuring adherence to licensing conditions;
- (ix) Assistance to domestic wireless users and foreign administrations.
- (x) Monitoring of emissions from GSO satellites to protect authorized satellite transmissions and enforcing license conditions of licensed satellite operations.

2. **National Telecommunications Institute for Policy Research,
Innovation & Training (NTIPRIT)**

NTIPRIT was established in the year 2010 as National Telecom Academy, the telecom training institute of Department of Telecommunications. Subsequently, in year 2011, the mandate of institute was expanded by bringing into the activities related to Policy Research and Innovations under its ambit and the institute was rechristened as National Telecommunications Institute for Policy Research, institute is now a Central Training Institute (CTI) enlisted with Department of Personal & Training. NTIPRIT is p recently operating from the campus of Advance Level Telecom Training Centre (ALTTC) of BSNL at Ghaziabad.

The institute is being headed by an HAG level officer i.e. Sr. DDG (NTIPRIT) who is being assisted by 6 other SAG level officers to extend training in various telecom and administrative areas.

The institute is the focal point of training activities for technical cadres in Ministry of Communications. It caters training needs of Indian Telecommunications Service (ITS) Group 'A' and Group 'B' officers in Telecom Technologies, Telecom Enforcement & Resource Monitoring, Licensing, and Telecom Network Security are also conducted.

NTIPRIT regularly organizes in-service training, workshop, conference etc. for serving Group 'A' and Group 'B' officers on contemporary needs.

Besides above, NTIPRIT also conducts courses under ITEC Programme of Ministry of External Affairs (MEA) and has offered courses in ICT for APT and ASEAN member States also.

3 National Centre for Communication Security

National Centre for Communication Security (NCCS) – a centre under Department of Telecommunications is created, with headquarters at Bengaluru, for the purpose of establishing security testing and certification within the country.

In order to make the network more secure and less vulnerable from internal and external threats, Government envisaged a pilot Telecommunication Testing and Security Certification (TTSC) project for testing and validating each network element before its integration with the network. The Security Assurance Standards Facility (SASF) of Department of Telecommunication at Bengaluru is an outcome of this pilot project and will be the national facility for coming up with the Security Assurance Requirements for Telecom equipment to be inducted into the Indian telecom networks.

The objective of NCCS is to establish and operationalise a framework of security testing and certification framework within the country. Presently, there are three verticles under NCCS as follows:-

(i) Security Assurance Standards (SAS) Division : Responsible for developing security standards and requirements for ICT equipments. The division is responsible for developing test processes, test suites, security test standards and recommending test tools; and notifying contemporary security features for various network elements of Telecom Network. The SAS unit will prepare the security requirements/ standards called Indian Telecom Security Assurance Requirement for network elements (or a class of network elements) and notify them.

(ii) Security Lab Recognition Division :- To create framework for establishing telecom security test labs in India in private and public sector and recognising the telecom security testing labs, notifying Telecom Security test lab recognition mechanism, and Conducting infrastructure assessment for recognition of security test labs.

(iii) Security Certification & Hqrs (SC & Hqrs) : Responsible for the framework of issuing security certificates for the successfully tested products. The work will include evaluation of the test results from Security labs and recommending issuing of Security certification based on the testing performed by recognised labs. SC division shall also be responsible for over all coordination amongst the three verticles and work of NCCS headquarters.

4. National Institute of Communication Finance

The National Institute of Communication Finance (NICF), established in 2000 (with different name and venue), is a Department of Personnel & Training (DoPT) recognized Central Training Institute (CTI) under the Department of Telecommunications. The NICF has been entrusted with the responsibility of imparting training to Indian Posts & Telecom Accounts and Finance Service (IP&TAFS) Group 'A', 'B' & 'C' cadres, which includes Probationary Training of IP&TAFS Group 'A' officers recruited by the UPSC through Civil Services Examination as well as Induction Training of Group 'B' & 'C' cadres apart from organizing and conducting regular national and international seminars and workshops. The NICF is headed by an HAG level officer, i.e., the Director General, who is assisted by two SAG level officers, i.e. Deputy Director Generals and two JAG level officers i.e. Directors.

The NICF caters to the training needs of officers in the Department of Telecom as well as Department of Post at varying levels of seniority. The IP&TAFS Probationers are imparted rigorous training for two years in order to equip them with thorough professional knowledge of the workings of the Department. The officers at both middle and senior management level are also given Mid-Career Trainings (MCTs) to acquaint them with latest developments in the Telecom and Postal sector. The officers are trained in the areas of their core competencies such as Licensing and regulatory policy of Telecom Sector including the revenue assessment and revenue collection, Spectrum Management, Management of Universal Service Obligation Fund (USOF) including the BharatNet Scheme of the Government of India, Technology Familiarization including regulatory/policy/financial impact of the prevalent technology, etc., Foreign Investment Promotion in Telecom Sector and FDI Policy, FEMA guidelines, Telecom Policy and other related regulations, Finance Advise including Accounting, Auditing and Budgeting of the Department of Telecommunications and Department of Posts. They are also imparted training in soft skills such as Stress Management, Communication Skills, Leadership, Team Building, Interpersonal Skills, etc. in order to further enhance their effectiveness and efficiency.

As a training institute, the NICF strives to transcend the limitations of classroom training by organizing various workshops, conferences, symposia etc. to encourage participants to exchange best practices and ideas and learn about new trends in the Telecom and Postal Sector in a congenial environment. Of late, the NICF has also ventured into the newer areas in the Telecom Sector and a plethora of training activities have been organized ranging from Digital Payments to Digital Financial Services and Digital Inclusion. Moreover, the NICF has also emerged as a key training centre for Telecom Policies, Spectrum Management, Planning & Licensing, USO Regulation, and so on. Furthermore, to provide greater fillip to the goal of human capacity development in the field of Information & Communications Technology (ICT), the NICF regularly undertakes training of trainers, which creates a ripple effect in terms of human capacity building in the field units of the Department of Telecom and Department of Post located across different regions/places of the country.

NICF partners with other National Academies and Centre of excellence including, Reserve Bank of India Staff College, National Academy of Direct Taxes, SVP National Police Academy, National Academy of Audit and Accounts, Postal Staff College, Indian Institute of Public Administration, IIT Bombay etc. alongwith other state organizations including Telecom Regulatory Authority of India, National Security Guard and Air India. NICF also collaborates with International Telecommunication Union (ITU), the UN Specialized Agency for the ICT sector and has recently conducted a capacity building workshop on “Bridging the standardization Gap”.

Overall, the NICF seeks to stay abreast of new trends regarding the role of training institutes in a rapidly evolving and changing ICT environment. As the NICF plays a crucial role in the field of Human Resource Training, Training of Policymakers and Trainers’ Training, it has emerged as a nodal institute that is central to human capacity development in the field of ICT in India. At present NICF is developing a multi-functional campus at Ghitorni which will enable it to emerge as true Centre of excellence.

FIELD OFFICES

1. **O/o Controller of Communication Accounts (CCAs) - under CGCA**
2. **(a) Licensed Service Areas (LSAs) – under DG (T), HQ**
(b) Railway Electrifications Project Circle (REPC) – under Administrative control of LSA Delhi
3. **Network Operation & Control Centre (NOCC) Offices**

1. **Controller of Communication Accounts (CCAs)**

Under the overall umbrella of CGCA, there are 5 Pr. Controller of Communication Accounts (Pr. CCA) offices headed by HAG level officers as Zonal head, 23 Controller of Communications Accounts (CCA) offices headed by SAG level officers and 2 by JAG level officers. Apart from that most of the CCA offices have one or two sub offices within their jurisdiction for pension disbursement directly to the account of pensioners according to the "SAMPANN" project recently inaugurated by Hon'ble Prime Minister Sh. Narendra Modi from Varanasi on 29th December 2018.

Restructuring of the department and establishment of CCAs (Erstwhile DOT cell):

In the year 2000 after the formation of BSNL, DOT Cell came into existence as independent field offices of DOT for disbursing the pension and performing other residual executive and administrative functions of the Department. These offices entrusted with the other financial functions like collection of license fee (LF) and spectrum usage charges (SUC) after introduction of revenue share regime in the department in the year 2000.

The work of disbursement of USOF subsidies was delegated to the DOT cell in the year 2003 after the formation of Universal Service Obligation Fund as attached office of the Department for development of rural telephony and infrastructure. Similarly, the work of assessment and deduction verification were decentralized to the CCA offices and they were declared as HOD in the field for all the practical purposes.

After the journey of more than 18 years of establishment now these are the important functions discharged by the Pr. CCA/CCA offices as eldest field offices of the DOT:

1. Compliance of the terms and conditions of the license agreements.
2. Revenue Assessment, Revenue Collection and Maintenance of BGs
3. Pension Authorization, Revision & Disbursement
4. Preparation and Maintenance of proper Accounts

5. Promotion of Digital Payments
6. Monitoring of USoF schemes including the verification and disbursement of subsidy as Designated Monitoring Authority (DMA)
7. Imparting the necessary Training
8. Asset Management being the Estate officer in the field.
9. Handling of Legal Cases and updation on LIMBS.
10. Supervision and maintenance of Budget
11. DDO functions for Pr. CCA/CCA offices and other DoT field units.
12. Vigilance function as Vigilance officer in the field
13. General Administration and any other functions performed etc.

The Pr. CCA and CCA offices conduct various outreach activities like:

- Organizing Digital Payment Melas as part of Smart Cities Initiative of the government.
- Organizing Workshops on Goods & Services Tax (GST):
- Pension Adalats
- Investment Awareness Programs etc.

2.(a) DoT Field Offices in 22 Licensed Service Areas (LSA)

All the LSAs are headed by HAG/HAG+ level officer, with following five functional verticals each headed by SAG (DDG) level officers:

- a. Service Compliance
- b. Security
- c. Technology
- d. Rural Infrastructure
- e. Administration

Broad functions of field units include: Duties and responsibilities of various functional verticals are as given under:

(a) Service Compliance:

- Checking of the service compliance by the licensee in respect of the license conditions and any directions issued by the licensor in public interest.
- Matters related to Electro Magnetic Radiation (EMR) emission from Telecom installations & Tarang Sanchar Portal
- Monitoring of compliance to prescribed norms regarding acquisition of subscribers with the objective to ascertain that the mobile service operators are following the DoT guidelines for Subscriber verification before providing connections
- Service Testing of various Licensed Service Providers for checking roll-out obligation as per license condition.

(b) Security:

- Matters related to Security and Lawful Interception: Act as technical interface between Security Agencies and Telecom Service Providers
- Operation and Maintenance of CMS/ IMS
- Curbing illegal activities/ Control over clandestine / illegal operation of telecom networks
- To file FIR against culprits, pursue the cases and issue notices indicating violation of conditions of various Acts and statute in force
- Analysis of call/subscription/traffic data of various licensees

- Security related Inspection of Internet Lease Line, International/National Private Leased Circuit
- Detection and Analysis of Non-genuine IMEI cases
- Security Audit of Telecom Network of Service Provider
- Coordination with LEA in various projects like Crime and Criminal Tracking Network & systems (CCTNS), Anchoring of CERTs of state Government etc.
- Implementation of IMEI Registry Project and its maintenance

(c) **Technology:**

- Inspections of Telecom Service Providers (Access Service, NLD, ILD, ISP, OSP, IP, VSAT, etc.)
- Registration of Other Service Providers (OSPs)
- Telecommunication services in response to Disaster (Disaster Management)
- Matters related to NOC for selling of the global calling cards, international SIMs etc.
- Ensuring Time synchronization of Telecom Networks including the O&M of related equipment if required.
- Secured Dedicated Communication Network, Effective implementation of IPv6

(d) **Rural:**

- Right of Way (RoW) related issues and coordination with concerned Central and State Government's department and institutions, local bodies.
- Network coverage/connectivity of villages for Direct Benefit Transfer (DBT) mission and of Banks in rural areas under Financial Inclusion Planning (FIP)
- Design, Planning, Implementation of projects funded by DoT & USOF.
- Duties and responsibilities assigned by DoT & USOF generally/specifically

- Implementation of Environmental sustainable Technologies in rural areas

(e) **Administration:**

- Staff, Establishment and general administration matters
- Disposal of Public Grievances
- Responding RTI queries.
- Training& Skill Development
- Holding of workshops, conferences and presentations
- Building works
- Responding to Parliamentary matters
- Handling Court cases including engagement of legal counsel, Vigilance Cases, Pension etc
- Other regular administrative works

2.(b) Railway Electrifications Project Circle (REPC) - under Administrative control of LSA Delhi

Prior to the formation of Railway Electrification Project Circle in DoT in 1984, the job of protection work/shifting of alignments was carried out by the four Zonal Telecom Project Circles, as the work of electrification by the Railways was considerably very less. When Railways took up the work of Electrification as a matter of policy, an organisation RAILWAY ELECTRIFICATION PROJECT CIRCLE, was created in DoT for protection/shifting of Telecom Trunk alignments along the Railway Tracks, and issue the 25 KV/AC "DYNAMIC CLEARANCE CERTIFICATE" to Railways. At present this organization is headed by DDG (RE) an officer of SAG level under administrative control of LSA Head, Delhi.

REPC conducts co-ordination meetings with Railways to fix realistic targets, joint inspections and also sort out problems with local Telecom authorities and Railways.

Co-ordination in general is required with the following :

- i.BSNL/ New Delhi
- ii.Railway Ministry
- iii.All CSTE's and CPM's all over India
- iv.General Manager Railway/ CORE/ Allahabad
- v.All CGMs/ BSNL and GMs/ BSNL of Territorial circles

3. **Network Operation & Control Centre (NOCC) Offices**

NOCC is headed by an HAG level officer who is assisted by one or more SAG level officers. The offices of NOCC are located in Delhi, Gurugram and Sikandrabad. Wireless related work is attributed to the Gurugram office while the Sikandrabad office works as monitoring station for telecom services.

NOCC performs function of online operational control, coordination regulation of space segment usage and monitoring of all the satellite based services (Like VSAT (Very Small Aperture Terminal) applications, broadcasting, DTH (Direct-To-Home), HITs (Head-end in the Sky), ISP (Internet service provider) etc.) in India on Indian and foreign satellites; resolving the RF (Radio frequency) interference, mandatory performance verification testing of antennae of satellite earth stations and DSNG (Digital Satellite News Gathering). NOCC monitors and controls parameters of carriers uplink from 1534 Satellite Earth Stations/Teleports/DSNG & more than 2,70,000 VSATs. NOCC has made endeavours to provide the interference free environment to the various satellite users in country and NOCC provides mandatory clearances with in three working days to applicant agencies.

The Network Operations Control Center (NOCC) performs important functions of enforcement and regulatory. Broadly its functions are as follows:

- Online Operational control, coordination and Monitoring of all the satellite based services (Like VSAT applications, Broadcasting, DTH, ISP etc.) in India on Indian and foreign satellites.
- Handling Contingency Operations in case of failure of transponders/satellites.
- Providing RF Interference solutions and coordinating with different satellite administration for the resolution of the interference problem(s)

- Mandatory Performance Verifications Testing of all the ground segment satellite earth station antennae for conforming to latest ITU/TEC standards before permitting them to put in operations.
- Testing of ISP satellite Gateways & monitoring of transmissions from these gateways.
- Testing & clearance of Teleports of TV broadcaster(s) and Direct to Home (DTH) service providers
- Testing and clearance of Digital News gathering (DSNG) vans used for live gathering
- Testing of satellite transponder before accepting for operations
- Spot frequency allocations and carrier plan approval to all the INSAT users and foreign satellite users for broadcasting/ DTH/ DSNG, NLD and ILD services (VSAT).
- Verification/ Implementation of license conditions as and when called upon by Licencing cell of DoT

Regulation of space segment: NOCC has been performing regulatory function for usage of space segment by VSATs, NLD (National long distance services), ILD (International long distance services), Broadcasting, DTH (Direct-To-Home) and HITs (Headend in the Sky) services as per their allocation, presently on 35 Satellites Viz. INSAT- 3A, 3C, 48R, 4A, 4B, 4CR, GSAT-8 GSAT-10, GSAT-12, GSAT-14, GSAT-15, GSAT-16, GSAT-17, GSAT-18, Measat-3, 3A, 3B, SES-7, SES-8, SES-9, ST2, IS-17, IS-20, IS-902, IS-906, NSS-6, NSS-11, NSS-12, Asiasat-4, 5, 7, Chinasat-12, Thaicom-4, 5 and APSTAR-7. NOCC, in the year 2018-19 issued 179 uplinking permission and 103 frequency plan approvals to various applicant agencies.

NOCC, in year 2018-19, monitored and controlled various transmission parameters of carriers uplink from 1534 Satellite Earth Stations/Teleports/DSNG

& more than 2,70,000 VSATs. NOCC also resolved the RF interference namely RF interference due to cross polar carriers, FM (Frequency modulation) Radio pick up, unauthorized pickup, DSNGs operations, other satellites from INSAT and other satellite administrators etc. identifying source of the suspected RF interference.

NOCC carries out the mandatory performance verification testing of antennae of satellite earth stations and DSNG, during year 2018-19, NOCC carried out mandatory performance verification testing tests of 95 antennae of different type of satellite earth stations and DSNG before inducting them into network.

In year 2018-19, NOCC has issued 74 nos. of uplink permissions for live telecast of events of national and international importance and NOCC played important role in interference free telecast.

PUBLIC SECTOR UNDERTAKINGS (PSUs)

- 1. Bharat Sanchar Nigam Ltd. (BSNL)**
- 2. Mahanagar Telephone Nigam Ltd. (MTNL)**
- 3. ITI Ltd.**
- 4. Telecommunications Consultants India Ltd. (TCIL)**
- 5. Bharat Broadband Network Limited (BBNL)**

1. **Bharat Sanchar Nigam Ltd. (BSNL)**

Bharat Sanchar Nigam limited (BSNL) was formed on 1st October 2000 by Corporatization of the erstwhile Department of Telecom Services. BSNL operates the telecom services all over the country except Mumbai and Delhi, where MTNL operates. The strength of employees in the company is about 1,65,179 as on 31.03.2019.

BSNL is a 100% Government of India owned PSU with an authorized capital of Rs. 17,500 crores, paid up capital of Rs. 12,500 crores comprising of Rs. 5,000 crores of Equity and Rs. 7,500 crores of Preference shares capital.

The company has been in the forefront of technology with 100% digital new technology switching network. As on 31.03.2019, BSNL has a customer base of 1253.8 Lakh subscribers.

As on 31.03.2019, the market share of company is 51.2% in wired line and 10.5% in wireless segment. The 3G coverage of BSNL is available in 6,068 cities/towns. During the Financial year 2017-18, the Company has made loss of Rs.7992 crore.

BSNL is actively engaged in the nation building exercise with the Government of India. The following key projects of the Government are under implementation:-

(i) Bharat Net-II:- BSNL is partnering the Government of India in its ambitious programme with the objective of providing broadband connectivity to Gram Panchayats.

(ii) Network for Spectrum (NFS):- This is a Government funded project to be implemented on turn key basis for Defense Tri-services for releasing of spectrum utilized by Defence.

(iii) Left Wing Extremism affected areas (LWE):- BSNL is actively pursuing the government funded project of providing connectivity to the LWE affected areas, to strengthen the communication networks.

(iv) Development of communication networks of NE Region:- BSNL has completed Ashta Mangal Project Phase-I for improving the connectivity in North-East Region.

BSNL has formed a new company namely BSNL Tower Corporation Ltd. which is a wholly owned subsidiary company of BSNL. BSNL Tower Corporation Ltd. was incorporated on 4th January, 2018 in order to take over the Mobile Tower Business.

2. **Mahanagar Telephone Nigam Ltd. (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 services in the two Metropolitan Cities of Delhi and Mumbai. The jurisdiction of the Company comprises the city of Delhi and the areas falling under the Mumbai Municipal Corporation, New Mumbai Corporation and Thane Municipal Corporation for providing fixed line services. However, for Cellular services the company has the license to provide services in Delhi including NCR (towns of Ghaziabad, Faridabad, Noida and Gurgaon) and in Mumbai including Navi Mumbai, Kalyan & Dombivili.

The company has an authorized capital of Rs. 800 crores and paid up share capital of Rs. 630 crores. At present, 56.25% of the equity is held by Government, and the remaining equity is held by FIIs, Financial Institutions, Banks, and Mutual Funds and other including individual investors.

During financial year 2017-18, the company has made loss of Rs. 2973.45 crore. The company launched 3G services in Delhi in December, 2008 and in Mumbai in May, 2009. The company has the market share of 54.50% in wire line and 4.0% in wireless in Delhi and Mumbai. The strength of employee in the company is about 21,679 as on 31.03.2019.

3. **ITILtd**

ITI Limited (earlier Indian Telephone Industries Ltd) was established in 1948 with the vision of attaining self reliance in the field of telecommunication needs of the country. The company was set up at Bangalore (Karnataka) with Govt. of India holding majority equity stake in the Company. ITI has its Registered & Corporate Office located at Bangalore. The Company is a Schedule 'A' CPSE in Heavy and Medium Engineering Sector under the administrative control of Ministry of Communications.

With the Govt. of India's plans to meet the growing demand of expanding telecommunication network and to develop backward areas by providing employment to local populace, ITI over a period of time, widened its manufacturing bases in the State of J&K, UP and Kerala. ITI has provided livelihood to thousands of employees, directly and indirectly, all over the country. All the manufacturing plants are accredited with ISO 9001-2015 standards.

In addition to these manufacturing plants, ITI has a dedicated Network System Unit (NSU) for execution of turnkey projects covering installation and maintenance support activities. It has service units across the country and headquarters at Bangalore. It has executed several turnkey projects for BSNL, MTNL, Defence and State and Central Govt.

After liberalization of economy in early 1990s' and onset of competition, ITI started making losses from 1994-95. The Company recovered in 1997-98 and made small profits for a brief period between 1997-98 to 2001-02. However, from 2002-03 onwards it began to make heavy losses and had to be referred to BIFR and declared sick in 2004.

In February 2014, a Revival Plan of ITI Limited was approved by the Cabinet Committee on Economic Affairs (CCEA) with a financial package of Rs. 4156.79 crore. The financial package includes Rs. 2264 crore in the form of equity infusion for capital investments for implementation of several projects as part of Revival Plan and balance amount of Rs. 1892.79 Crore as grant-in-aid towards

clearing part of its liabilities. The Government, till date, has released Rs. 699 Crore to the Company for meeting its Capex requirements for implementing revival plan projects and Rs. 1592.79 Crore for clearing part of its other liabilities. The impact of revival efforts has begun to become visible as the Company recorded a net profit of Rs. 102 Crore in 2017-18 after a gap of sixteen year. The accounts for 2018-19 are under finalization. During 2018-19 the Company expects improved performance compared to the previous year.

In the interim Union budget for 2019-20, Govt. has approved Rs. 105 Crore for capital investment for new projects to enable the Company to acquire new technologies and become competitive in Indian and international market. An amount of Rs. 300 Crore under Revenue head has also been allocated in BE 2019-20 to ITI Limited to clear its outstanding liabilities.

The current initiatives of the Govt. like “Make in India”, “Digital India”, “Preferential Market Access policy” etc. are expected to give fillip to ITI’s proposal for absorption of new technologies for manufacturing and help in turning around the company.

4. **Telecommunications Consultants India Ltd. (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 Industrial Development and Technical Consultancy service sector, under the administrative control of Department of Telecommunications under Ministry of Communications & IT with 100% shareholding by the Govt. of India. Its registered and corporate office is at New Delhi. The annual turnover of TCIL during FY 2018-19 is Rs.1650.00 crore as against Rs.1233.00 crore during FY 2017-18.

5. **Bharat Broadband Network Limited (BBNL)**

- Bharat Broadband Network Limited (BBNL) is a Special Purpose Vehicle (SPV), set up by the Government of India under the Administrative Ministry of Communications, Department of Telecommunications, for the establishment, management and operation of BharatNet. BBNL was incorporated on 25.02.2012 as a Public Sector Undertaking (PSU) Company under the Companies Act, 1956 with an Authorised Share Capital of INR 1000 Cr.
- BharatNet, approved by the Cabinet on 25.10.2011, is a project to create network in a phased manner to connect all the Gram Panchayats (approx. 2.5 lakh GPs) by broadband, and is being funded by USOF. This project is under implementation and the infrastructure created will be a national asset, accessible on a non-discriminatory basis to all the Service Providers. BharatNet, the middle-mile or aggregation layers of Telecommunication network is to be utilised by Service Providers and States to provide services to the rural population.

➤ BharatNet Phase-I:

The implementation of Phase I of the project has been completed in December 2017, with over 1,00,000 GPs being made Service Ready. The following implementation model has been adopted for this Phase:

- Through 3 Central Public Sector Undertakings (CPSUs) viz. Bharat Sanchar Nigam Limited (BSNL), RailTel and Powergrid.
- Optical Fibre Cable (OFC) as the only media for connectivity
- Laying of incremental OFC from Block to GP

➤ BharatNet Phase-II:

BharatNet Phase II, approved by the Cabinet on July 19, 2017 to connect remaining (approx. 1,50,000) GPs, is being implemented. The model of implementation is as below:

- i. The implementation is to be done through States, Private Sector and CPSUs.
 - ii. Optimal mix of media (OFC, Radio and satellite) to be used to connect GPs.
 - iii. Laying of fresh fibre from Block to GP (in Phase I incremental fibre from FPOI (Fibre Point of Interconnect) is being laid)
 - iv. Dark fibre to be available at the GP level for leasing out to Service Providers.
 - v. Operation and maintenance of the network for the lifetime of the project.
- The project envisages laying of about 8 lakh km Optical Fibre Cable to connect all the GPs in the country. The total cost of the BharatNet, approved by the cabinet, is Rs. 42,068 crore (exclusive of GST, octroi and local taxes)

STATUTORY BODIES

- 1. Telecom Regulatory Authority of India (TRAI)**
- 2. Telecom Disputes Settlement and Appellate Tribunal (TDSAT)**

1. Telecom Regulatory Authority of India (TRAI)

With the entry of private sector in the provision of Telecommunication services a need was felt to have an independent regulatory body. The above requirement was indicated in the guidelines issued for entry of private sector in basic telecom service. Accordingly, Telecom Regulatory Authority of India (TRAI) was established in the year 1997 in pursuance of TRAI (Ordinance) 1997, which was later replaced by an Act of Parliament, to regulate the Telecommunication services.

The Authority consists of a Chairperson, not more than two whole-time members and not more than two part-time members to be appointed by the Central Government. TRAI is currently headed by Dr. R.S. Sharma, the former Secretary in the Department of Electronics & Information Technology, Government of India as Chairperson. Shri Sunil K. Gupta is the present Secretary TRAI who is being assisted by Advisor who report to the Secretary through Principal Advisors. Legal and Administrative Advisor report directly to Secretary TRAI.

Some of the major recommendatory, regulatory and tariff setting functions of TRAI are to make recommendations on the need and timing for introduction of new service providers, of the terms and conditions of license to a service provider, ensure compliance of terms and conditions of license, effective management of spectrum, lay down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of Telecommunications service, ensure effective compliance of Universal Service Obligations, notify the rates at which Telecommunications services within India and outside India shall be provided under this Act etc.

2. **Telecom Disputes Settlement and Appellate Tribunal (TDSAT)**

Though the TRAI Act 1997 was envisaged to be comprehensive, certain issues had however emerged in its implementation which was hindering the growth of the telecom sector. The TRAI Act was amended in the year 2000 to remove the ambiguities and strengthen the regulatory framework. The amendments made inter-alia included the separation of disputes settlement functions of TRAI to a separate disputes redressal body known as the Telecom Disputes Settlement and Appellate Tribunal with wide adjudicatory powers. Appeals against the order of the TDSAT lie to the Supreme Court.

TDSAT performs following functions:

- (a) adjudicate any dispute:
 - (i) between a licensor and a licensee;
 - (ii) between two or more service providers;
 - (iii) between a service provider and a group of consumers;
- (b) hear and dispose of appeal against any direction, decision or order of TRAI.
- (c) exercise jurisdiction, powers and authority conferred on-
 - (i) the Appellate Tribunal under the Information Technology Act, 2000
 - (ii) the Appellate Tribunal under the Airports Economic Regulatory Authority of India Act, 2008.

Since its establishment TDSAT has adjudicated upon disputes on various matters on telecom including those matters pending before TRAI and transferred to it as a result of amendments made to TRAI Act.

The Tribunal exercises original as well as appellate jurisdiction over Telecom, Broadcasting, IT and Airport tariff matters under the TRAI Act, 1997 (as amended), the Information Technology Act, 2000 and the Airport Economic Regulatory Authority of India act, 2008. With regard to Cyber matters, the Tribunal exercises only the appellate jurisdiction.

The Tribunal consists of a Chairperson and not more than two Members appointed by the Central Government. Currently Mr. Justice (Retd.) Shiva Kirti Singh is the Chairperson of the Tribunal.

AUTONOMOUS BODY

Center for Development of Telematics (C-DOT)

Centre for Development of Telematics (C-DOT) is an autonomous telecom research & development body funded by the Department of Telecommunication. It was established under the Society Registration Act XXI in 1984 to design and develop indigenous switching technology. It has a three-tier management system. The Apex body is the Governing Council chaired by the Hon'ble Minister of Communications, a Steering Committee at the next level is chaired by Chairman, Digital Communication Commission and at the third level, a Project Board comprising of Executive Director & three Directors for looking after day-to-day working of the centre. Research Engineers and technical support personnel constitute majority of C-DOT staff.

C-DOT is research and development CMMI level-5 certified institution with its two R&D centres located at Delhi and Bangalore, with objectives as follows.

- Innovate and Create infrastructure for Next Generation Services
 - Concept to core technology creation
 - New technologies to meet current & future telecom needs
 - Fulfilling R&D gap in ecology of manufacturing base in India
 - Executing creative technology pilots with stakeholders
- Handle projects of national importance in
 - Strategic, Security & Rural Sectors
- Contribute to nation's economic growth and self-reliance
- Support service providers for
 - New services, New technology, Consulting

C-DOT develops state-of-the-art technologies and transfer these technologies to manufacturers for indigenous manufacturing.

C-DOT has a wide range of product portfolios in the following technology areas.

- Optical Technology – GPON, WDM PON, 100G DWDM system, etc.
- Switching Technology – VoIP-based packet technology, routers, IMS compliant NGN, etc.
- Wireless technology – Wi-Fi, Shared GSM radio, LTE, satellite, etc.

- Network Security – Centralized Monitoring System (CMS) for law enforcement agencies, Centralized Equipment Identity Register (CEIR), Secure and Dedicated Communication Network (SDCN), etc.
- Software Applications – M2M, NMS, Samvad app

WORK ALLOCATION IN DOT HQ

TO

MEMBERS/ AS(T)/ Pr.Economic Advisor/

ADMINISTRATOR (USOF)/ CVO/DGT (HQ)

&

DIVISIONAL HEADS

(Advisers/Sr. DDGs/JSs/DDGs)

1.0 SPECIAL SECRETARY(T)/ADDITIONAL SECRETARY(T)

- JS (A)
- JS (T)
- DDG (C&A)
- LEGAL ADVISER
- DDG (IC)
- DDG (IT)
- DDG (PM)

1.1 Joint Secretary (A)

- (i) Establishment matters of members (Digital Communications Commission), officers under Central Staffing Scheme, Assistant Secretaries, CSS, CSCS, CSSS, OL Cadres, MTS, Staff Car Drivers and Canteen Staff.
- (ii) Cadre control of Indian Radio Regulatory Services Cadre (IRRS).
- (iii) Loans and advances in DoT not under the control of Member of Digital Communications Commission.
- (iv) Administration of Indian Wireless Telegraphy Act, 1885 and Rules and all matters related there under.
- (v) Training both domestic and International.
- (vi) Board level appointments in all DoT CPSEs.
- (vii) All Administrative and operational matters relating to BSNL, MTNL and BBNL.
- (viii) All policy and court matters relating to absorption of Group 'A' officers BSNL and MTNL.
- (ix) Communications Bill.
- (x) Administration of TRAI Act and other administrative matters relating to TRAI and TDSAT.
- (xi) Coordination of e-Samiksha/PRAGATI/AEBAS.
- (xii) Social Media Cell.
- (xiii) Financial approvals and sanctions of advances/withdrawals of GPF, Medical Claims for non-advances, Tour TA/DA Bills, Election Duty Bills.

1.2 Joint Secretary (T)

- (i) Digital Communications Commission Secretariat.
- (ii) All matters relating to implementation and co-ordination of National Digital Communications Policy-2018 including 5G.
- (iii) Indian Telegraph Right of Way Rules, 2016 and related issues.
- (iv) PM's Infrastructure Target Review Meeting
- (v) Vision Document/ Appraisal Document of NITI Aayog
- (vi) Matters related to Universal Service Obligation Fund (USOF)
- (vii) Telecom development in remote areas, LWE affected areas and NER
- (viii) Uncovered villages

- (ix) Rural Telephony
- (x) Islands related works including submarine cable.
- (xi) Monitoring of all recommendations of the TRAI, its submission to the Standing Committee
- (xii) All matters regarding Standing Committee on Policy
- (xiii) BharatNet/ NOFN
- (xiv) Public WiFi at tourist places
- (xv) Co-ordination in areas concerning Broadband and related VIP references
- (xvi) Digital India
- (xvii) Formulation of investment policies and procedures for the Telecom Sector.
- (xviii) Formulation of policies for development of telecom equipment manufacturing sector.
- (xix) Providing assistance in formulation of Import and Export polices for the Telecom Sector.
- (xx) Export promotion of telecom equipment and services.
- (xxi) Co-ordination of all matters relating to customs & excise duties and other direct and indirect taxes for telecom sector.
- (xxii) Preparation of telecom sector's proposals relating to Annual Budget
- (xxiii) Interaction with Business Councils/Industries Associations regarding investment promotion.
- (xxiv) PMI policy in telecom sector.
- (xxv) Champion Services Sector Scheme
- (xxvi) International arbitration under BIT/ BIPA

1.3 DDG (C&A)

- (i) General co-ordination within various DoT divisions, and with Ministries.
- (ii) Matters relating to O&M procedures & maintenance of records.
- (iii) Action taken on Cabinet/Cabinet Committees' decisions
- (iv) RTI Act and functions under RTI Act.

- (v) Coordination related to Output Outcome Monitoring Framework (OOMF) dashboard of NITI Aayog & India Code Portal of M/o Law.
- (vi) Reporting of important events of the department to Cabinet Secretariat
- (vii) Swachh Bharat Mission & related activities
- (viii) Constitution of Internal Complaint Committee as per Sexual Harassment of Women at Workplace (PP&R) Act 2013
- (ix) General Administration (G-I & G-II), Printing and Publicity.
- (x) Parliament Section.
- (xi) Central Registry and Records, CP&PR, Security, Purchase and Maintenance of Staff Car etc.
- (xii) Implementation of Official Language Act in DoT and its PSUs, Autonomous Bodies and Subordinate Offices.
- (xiii) Sports, Welfare, Protocol, Library, Canteen

1.4 DDG (IC)

- (i) All matters relating to WTO Negotiations.
- (ii) All trade and economic matters relating to Telecommunications in bilateral and multilateral fora.
- (iii) Policy matters on telecommunication standards including all TSDSI matters
- (iv) Startup promotion including Telecom Centres of Excellence matters.
- (v) Telecom Exhibitions and Events.
- (vi) All matters relating to 5G.
- (vii) Matter relating to TEPC

1.5 DDG (IT)

- (i) Procurement of computers, software, peripherals and other IT accessories
- (ii) Inventory management of consumable and non-consumable IT assets
- (iii) Design and Development of Integrated software for DoT i.e. Smart DoT Project
- (iv) Budget and Audit coordination for IT wing
- (v) CCTV surveillance deployment in DoT HQ

- (vi) AMC and Maintenance of Computers and peripherals and VC equipments
- (vii) Maintenance, updation and management of DoT website
- (viii) Maintenance & Support for eOffice system of DoT HQ.
- (ix) Management & Support for Sparrow/ePAR System of DoT
- (x) Works related to Open Government Data Platform
- (xi) Inter-ministerial Consultation/Coordination work on IT matters
- (xii) Coordination work related to various Citizen Engagement platforms

1.6 DDG (Project Management - PM)

- (i) Co-ordination with M/o Defence, TCIL, ITI Ltd, BSNL and various vendors for project Network for Spectrum (NFS)
- (ii) Coordination work for other projects
- (iii) Revival plan for BSNL and MTNL.

1.7 Legal Adviser (LA)

LA renders legal advice on matters referred by the Department.

2.0

MEMBER (SERVICES)

- Adviser (Operations)
 - DDG (Skill Development)
 - Sr. DDG (Public Grievances)
 - Sr.DDG (SU)
 - DDG (Phone Priority)
 - DDG(Phone Priority II)
 - DDG (SR & Estate)
- DDG (Capacity Building & Training)
- Sr. DDG (Telecom Engineering Centre)
 - DDG(Electrical)
- Sr. DDG (NTIPRIT)
- Sr. DDG (Personnel)
- DDG (Establishment)
- DDG [Security-(Assurance)]
- DDG[Security -(Policy, Planning & Intelligence)]
- Sr. DDG(NCCS)

2.1 Adviser (Operation)

2.1.1 DDG (Skill Development)

- (i) To put in place an ecosystem:
 - (a) To assess the manpower requirement at different skill and expertise levels by partnering with National Skill Development Council and industry to identify the relevant needs of the sector and prepare a roadmap.
 - (b) To advise and assist Ministry of HRD to periodically upgrade academic curriculum of telecommunication course.
 - (c) To create an enabling framework including funding mechanism to meet the demand for human resources in the sector in partnership with MHRD/Ministry of Skill Development and Entrepreneurship (MSDE).
 - (d) To form a high level Apex body (supported by advisory groups comprising representatives from industry, academia, PSUs etc.) to oversee and to act as guiding and enabling source for all aspects relating to skill development in telecom field.
- (ii) To develop other training institutes under DoT and its organizations as national level telecom schools of excellence for imparting training to Government/PSU officials and other stakeholders.
- (iii) To promote and augment vocational and non-formal training institutes in urban and rural areas to cater to the skill and training needs of telecom sector.
- (iv) To encourage collaboration with premier educational institutes like IITs and telecom research organizations of excellence for directing research and development to field problems.

2.1.2 DDG (PG)

- (i) Handling of Public Grievances through Centralized Public Grievance Redressal and Monitoring System (CPGRAMS).
- (ii) Management of Telecom Consumer Grievance Helpline (Short Code-1063)
- (iii) Dealing with complaints registered on telephone in the Call Centre

- (iv) Physical receipt of public complaints/grievances
- (v) Citizen's Charter for DoT
- (vi) Parliament Questions, fulfillment of Assurances, Court Cases, RTI Matters, audit paras and administrative matters related to PG Cell
- (vii) Handling of VIP references
- (viii) Create awareness amongst the stakeholders, organize workshop/training and inspect subordinate office for better resolution of customer grievances
- (ix) Coordinate with other Ministries/ Departments related to PG
- (x) Arbitration matters

Legal Cell under DDG (PG):

- (i) Co-ordination and monitoring of Court Cases.
- (ii) Implementation of LIMBS (Legal Information Management and Briefing System) in DoT for online monitoring of Court Cases.
- (iii) Issuance of instructions regarding handling of Court Cases.
- (iv) Instruction relating to Court Cases received from D/o Legal Affairs, DoPT, Cabinet Secretariat, PMO etc. are circulated by Legal Cell to all wings/divisions in the Department for necessary action.
- (v) References received from Circles/Field Units/Division of DoT (HQ) relating to Court cases pending before various High Courts/Tribunals including Supreme Court of India-such communications are examined and forwarded to concerned wing/divisions in the Department.
- (vi) Miscellaneous court receipts/notices/documents received from various HCs/Tribunals including Supreme Court of India-such matters are examined and forwarded to concerned wings/divisions in DoT.
- (vii) Coordinate meetings on pendency of court cases as and when required by higher up offices.

2.1.3 DDG(SU)

- (i) Administrative matters of TCIL & ITI Ltd. (except Board level appointments)

- (ii) Residual matters relating to Tata Communication Limited (erstwhile VSNL) and HTL Limited in which Government of India holds 26% stake.
- (iii) Implementation of Synergy Initiative among the PSUs/organizations of the Department of Telecom

2.1.4 DDG (Phone Priority)

- i) All policy and allied matters relating to service telephone connections (both Residential Service Telephone connections and Office Service Telephone connections)
- ii) Sanction of Service Telecom Facilities (RSTC and OSTC) to DoT employees.
- iii) All policy & allied matters related to concessional telephones for serving and retired DoT employees.
- iv) Sanction of Concessional Telephone facilities to serving DOT employees.
- v) Sanction of RAX connections for DoT officers.
- vi) PCOs & policy matter of publication of Directory Services.

2.1.4(a) DDG(Phone Priority - II)

- i) Policy matter relating to Telephone Advisory Committee (TAC)
- ii) Constitution of TAC
- iii) Nomination of various TAC members (including Hon'ble Members of Parliament)
- iv) RTI, Public Grievances (PG) cases and court cases relating to above subject.

2.1.5 DDG (Staff Relations & Estate)

- (i) Matters relating to recognition of Associations of DoT under CCS (RSA) Rules 1993. Policy matters regarding recognition of applicant unions and scrutinizing of their constitutions.
- (ii) Coordination between Various Wings in DoT for Resolution of memorandums submitted by Telecom/BSNL/MTNL Unions in respect of Agitation/Strike matters pertaining to various CPSEs under DoT.

- (iii) Processing of references received from Ministry of Labour on Staff relation matters.
- (iv) Processing of Compassionate Allowances cases.
- (v) De-reservation cases received from Cadre Authorities.
- (vi) Issue of Certificate of Liaison Officer before convening DPC.
- (vii) Parliamentary Committee matters on SC/ST/OBCs. Coordination of references received from NCSC, NCST, NCBC, Lok Sabha/ Rajya Sabha Secretariat references.
- (viii) Action on complaints/ grievances received in respect of SCs and STs employees of DoT including CPSEs and matters relating to SC/ST/OBC/physically handicapped in SCT Cell.
- (ix) Accessible India Campaign—Sugmya Bharat Abhiyan related matters under RPwD Act.
- (x) Retention policy guidelines and residual matters relating to staff quarters and rented buildings of BSNL/MTNL.
- (xi) Coordination cases for issue of Presidential order and hiring of space for field units relating to land/building.
- (xii) Liaison with Director of Estates under MOUD matters relating to policy.
- (xiii) Appointment of Arbitrator in respect of Land and Building cases pertaining to pre 2000 era.
- (xiv) Notices received u/s 80 of CPC regarding rented accommodation in filed units.
- (xv) Court cases where Estates (Formerly NBT) section comes into picture—routine cases.
- (xvi) Compilation of annual statement for SR/SCT/Estates wing.
- (xvii) VIP references received from MPs/MLAs/Cabinet Sectt. /President Sectt. /PMO/ Lok Sabha Sectt. / Rajya Sabha Sectt.
- (xviii) Grievances, court cases/legal issues, RTI matters, Parliament questions relating to above points

2.2 DDG (Capacity Building & Training)

- (i) Training Development Activities:
 - a. Development of comprehensive Cadre Training Plan

- b) Development of Mid-Career Training Plan
- c) Development of Training of Trainer programs
- d) Development of customized training programs to bridge competency gaps

(ii) Training Coordination Activities:

- a. Coordination for implementation of Annual Training Plans
- b. Coordination for Mid Career Training Programmes
- c. Coordination with NTIPRIT
- d. Coordination with different wings of DoT and other Ministries/Organizations
- e. Coordination with National/International Training Centres and Institutes
- f. Any other related responsibilities as assigned from time to time

(iii) Training and knowledge Sharing Activities:

- a. Identify and develop a pool of certified trainers on topics of interest from available pool of officers in DoT.
- b. Develop Online and Web Based Training and Learning Management System.
- c. Developing CIO Programmes focused on meeting telecom needs of State/UT & Central Line Ministries.
- d. Knowledge management and sharing through workshops, development of case studies, sharing best practices and creation of repositories etc.

(iv) Capacity Building Activities:

- a. MoUs with leading academic institutes in India and abroad for capacity development in the field of Telecom.
- b. Leveraging the technological and managerial capacity building strength of various field units of DoT, PSUs/departments under DoT such as NTIPRIT, ALTTC, TEC, CDOT, TCIL etc. to present a unified and holistic view of DoT's capacity building capabilities.
- c. Expanding capacity building activities to stakeholders outside DoT such as Central Line Ministries, State Governments, Union Territories, Industry Associations, International organizations such as ITU, United Nations, World bank, bilateral with other countries etc.

2.3 Sr. DDG (TEC)

All matters relating to Telecom Engineering Center.

(i) Formulation of technical specifications for telecom equipment, network system, & services to be deployed in Indian telecom network on following issues:

- (i) Generic Requirements (GR)
- (ii) Interface Requirements (IR)
- (iii) Service Requirements (SR)
- (iv) Standards Document (SD)
- (v) Essential Requirements (ER)

(ii) Test of Approvals:

Test and issuance of certificates i.r.o. various telecom products:

- (a) Interface approval Certificate (IAC) against TEC IRs
- (b) Type of Approval Certificate (TAC) against TEC GRs
- (c) Technology Approval Certificate against TEC GRs
- (d) Certificate of Approval (CoA) against Applicant's own specifications.

(iii) Preparing study papers/white papers on the standard, facilities and features of the telecom components, systems, products and services to keep abreast with the latest technological developments.

(iv) NGN test Lab

(v) IPv6 Ready Logo Test Lab for IPv6 testing and IPv6 readiness certification .

(vi) to carry out audit of the SAR (Specific Absorption Rate) values of the mobile equipment which is a measure of the amount of RF (Radio Frequency) energy absorbed by humans while using a mobilephone. TEC is in the process of establishing new labs like Security Lab, Control lab, Access Lab, CPE&TL (Customer Premises Equipment &Terminals) Lab, Green Passport Lab etc.

(vii) TEC is designating agency for designation of domestic Conformance Assessment Bodies (CAB) and Certification Bodies (CB) for testing certification against various GRs/IRs/SDs/ERs of TEC.

(viii) TEC is also responsible for recognition of foreign CABs for testing and certification of telecom equipment.

- (ix) Providing technical support to DoT and other government organizations viz. TRAI, TDSAT, WPC, USOF, etc.
- (x) Participation in the meetings of standards development organizations, viz., ITU, ETSI, APT, WRC, etc.
- (xi) Interaction with other forums, viz., 3GPP, ETSI, IETF, one M2M, etc.
- (xii) Interaction with stakeholders and industry associations, viz., COAI, ISPAI, BIF, TEPC, VSAI, TEMA, CMAI, FICCI, CII, etc.
- (xiv) Technology approval for C-DOT in order to develop telecom technologies aimed specifically for transfer of technology local domestic manufacturers.

2.3.1 DDG(Electrical)

- (i) Electrical Inspection of substation and renewable energy installations under DoT /DoP.
- (ii) Energy Conservation & Efficiency
- (iii) Renewable/Green/ Hybrid Energy System for telecom sector
- (iv) Technical scrutiny of estimates & participation in Works Committee of DoT HQ
- (v) Parliament Questions relating to Renewable Energy & Carbon Emission
- (vi) Coordination & Participation in BIS for revision of National Electric Code (NEC) and National Building Code (NBC)
- (vii) Coordination with Ministry of Power & REC for electrification of Telecom towers
- (viii) Participation in scrapping of Electromechanical assets
- (ix) Court cases related to Energy & DG set in respect of TSPs/IPs

2.4 Sr. DDG NTIPRIT

- (i) Training of Indian Telecommunication Service (ITS) Group "A" and Group "B" officers in Telecom technologies, Telecom Enforcement & Resource monitoring, Licensing, Standards development and other office procedures. Training support to intelligence agencies & Law enforcing agencies on advancements in telecom & ICT

- (ii) Commission in house Studies and Outsourced studies for specific areas of concern such as impact of policy implementations, economic and environmental benefits of technology, technology forecasts, security aspects etc.
- (iii) To have joint collaboration with Telecom Technology management & security Authorities in India and other parts of World.
- (iv) Policy research for providing inputs to DoT and other ministries in areas concerning telecom.
- (v) Extend training support to intelligence agencies & Law enforcing agencies on advancements in telecom & ICT.
- (vi) Promoting fundamental research in telecom sector through funding to and collaboration with educational institutions.
- (vii) To harness the full potential of expertise available with existing universities, colleges, laboratories and institutions in India or abroad in order to network and complement infrastructural and faculty resources.
- (viii) Study of international best practices in telecom security and be a think tank for working out India specific models & technical solutions for countering misuse of telecom in terrorism.
- (ix) To actively participate/contribute in all spheres of telecom technology with similar other International organizations.
- (x) To carry out the coordination role for synergizing the efforts made by various public and private bodies engaged in telecom & ICT research and innovation.
- (xi) Facilitate development of core competence in telecom IPRs and facilitating government in decision making.
- (xii) Promoting Green Technologies in Telecom.
- (xiii) To undertake application research for sustainable growth of Indian Telecom.
- (xiv) To carry out consultancy/project works from industry, academic institutions and government organizations within India and abroad in all matters concerning telecom technology planning and management.
- (xv) To publish research/white papers and reports on research/analysis undertaken.

- (xvi) Issue consultation papers to consolidate the views of different stakeholders and give recommendations to government bodies.
- (xvii) To provide a platform for encouraging cross industry cooperation and information sharing.

2.5 Sr. DDG (Personnel)

- (i) Service matters of Technical Telecom Cadres of Group 'A' and Group 'B'
- (ii) Transfer, posting, promotion, financial upgradation and deputation of Technical Telecom Cadres (ITS, TTS, TFS, GCS, TES Group-B and JTO) of the Deptt.
- (iii) Implementation of Sparrow and APAR Custodian
- (iv) Engagement of Consultants
- (v) Engineering Services Exam-Rules for ITS Group 'A' & JTO Group 'B'.
- (vi) Matters related to appointment of ITS Group 'A' & JTO Group 'B' officers based on Engineering Services Examination
- (vii) Probation /confirmation of DR/Promotee ITS Group 'A' officers and DR JTO Group 'B' officers
- (viii) Matters related to commercial employment after retirement in respect of ITS/TTS/GCS Group 'A' officers
- (ix) Matters related to Permanent Absorption of ITS/GCS Group 'A' officers and Group 'B' officers in BSNL/MTNL
- (x) Issuing the seniority list of officers of Technical Telecom Cadres(ITS, TTS, TFS, GCS, TES Group-B and JTO) of the Deptt.
- (xi) Maintenance of Blue Book of ITS Group 'A' officers.
- (xii) Maintenance of Service Book of officers of Technical Telecom Cadres (ITS, TTS, TFS, GCS, TES Group-B and JTO) of the Deptt.
- (xiii) Processing of Disciplinary cases of officers of Technical Telecom Cadres (ITS, TTS, TFS, GCS, TES Group-B and JTO) of the Deptt.
- (xiv) Residual Service matters of BSNL/MTNL absorbed employees prior to their absorption
- (xv) Processing of disciplinary cases of Group 'C' & 'D' officials (DoT Optee/unabsorbed in BSNL/MTNL)
- (xvi) Cadre control functions in respect of unabsorbed employees of BSNL/MTNL belonging to Group 'C' and 'D' cadres.
- (xvii) All residual matters relating to Telecom Factory

- (xviii) Union representations and court cases related to Personnel Wing.

2.6 **DDG (Establishment)**

- (i) Cadre Control and Establishment matters like creation, retention and diversion of posts of Technical Telecom Cadres (ITS, GCS, TES Group-B and JTO) of the Department.
- (ii) Cadre Control and Service matters including posting and transfers of Civil, Electrical and Architectural Services of the Department.
- (iii) Recruitment Rules of ITS, Telecom cadre posts and other posts in DoT field units.
- (iv) Establishment matters related to DoT field units.
- (v) Co-ordination with BSNL/MTNL and DoT Field Units on establishment matters.
- (vi) Policy matters involving pay & allowances, medical facilities and reimbursement, CGEGIS, CGHS, advances, LTC, Income Tax and bonus etc.
- (vii) Implementation of Pay Commission notifications and settlement of anomalies arising thereby.
- (viii) Policy matters related to retirement benefits including issues arising out of absorption of DoT employees in BSNL and MTNL
- (ix) All matters relating to clarification of pension and allied matters from various DoT units
- (x) Circulation of DoP&PW orders to all concerned in DoT
- (xi) Settlement of Pension/family pension, DCRG and commutation of pension cases of employees of all cadres retiring from DoT HQ, CDA retirees from BSNL HQ and Heads of DoT field units/CCA offices/ BSNL circles
- (xii) Preparation of pensioners' Identity Card
- (xiii) GPF final payment verification
- (xiv) Issuing of service certificate for availing concessional telephone facility after retirement
- (xv) Pension/family pension revision, restoration of pension cases
- (xvi) Matters related to verification of service and issuing of Qualifying Service Certificate

- (xvii) Matters related to interest on delayed payment of DCRG, Life Time Arrear cases ,undrawn family pension, Ex-gratia cases etc.
- (xviii) Ratification of pension cut cases of BSNL retirees
- (xix) Sanction of Fixed Medical Allowance on one time option change
- (xx) Matters related with discharge of pensionary liability of DoT for counting of past service
- (xxi) Matters related to Pension Adalat, SCOVA Meeting etc
- (xxii) Union representations and court cases related to Establishment Wing.
- (xxiii) Member of different committees related to transfer, posting, DPC, confirmation etc.

2.7 DDG(Security – Policy, Planning & Intelligence)

- i) Framing of Policies, Regulatory framework including Rules and Guidelines in respect of security of Telecom Networks.
- ii) Drafting of Security requirements of Telecom Networks including license conditions and amendments thereto for addressing the security concerns of Telecom and Telecom networks.
- iii) To initiate penal action process in case of non compliance of observation related to breach of security related license conditions.
- iv) Coordinating the implementation of Security Projects pertaining to Lawful Interception and Secure Government Communication.
- v) Matters related to Centralised Monitoring System.
- vi) Matters pertaining to Secure Government Communications including Secured Digital Communication Network and Secure Mobile Communication network.
- vii) Nodal unit for coordination with Ministry of Home Affairs, Department of defence and Security Agencies on the issues concerning national security related to Telecom.
- vii) Bilateral and Multilateral discussions with foreign administration and participation in International Bodies including ITU, APT, SAARC and ASEAN on matters related to communication security.
- viii) Issuing Security Clearance to TSPs for commercial launch of service.

- ix) Facilitating Lawful interception and monitoring of Communication messages, capacity building in the country on Lawful Interception. Matters related to LBS.
- xi) Matters pertaining to Clandestine telephone setups and telephone fraud.
- x) Nodal unit pertaining to CDOT

2.8 DDG(Security Assurance)

- (i) All matters pertaining to Security audit of networks. CISO for telecom sector. Keeping abreast of security audit needs in coordination with National Cyber Coordination Centre and National Critical Information Infrastructure Protection Centre.
- (ii) To scrutinize Organisational policy of Telecom Service Providers' on security and security management of their networks, Network forensics, Network Hardening, Network penetration and Risk assessment,
- (iii) Getting vulnerability Assessment Penetration testing on sample basis for critical network elements.
- (iv) Matters related to Internet Governance and issues pertaining to Internet bodies like ICANN, IFG including participation in Standing Committee on Internet Governance for ensuring a safe, secure and resilient internet.
- (v) Matters pertaining to Telecom CERT and leveraging the IMS System
- (vi) Vulnerability assessment of cyber threat landscape related to telecom networks.
- (vii) Continuous assessment of cyber threat landscape related to telecom networks, maintaining database of Telecom incidents, analysis of trends and patterns of intruder activities, develop preventive strategy for telecom sector.
- (viii) Nodal unit for coordination in matters pertaining to security of Telecom networks.
- (ix) Matters pertaining to the National Cyber Security Coordinator.
- (x) Matters pertaining to R&D activities, capacity building in the country and security standards for security assurance of Telecom networks.
- (xi) Administration and operation of National User Device Registry
- (xii) Policy framework regarding Telecom Security Testing

- (xiii) Coordinating the implementation of Security Projects pertaining to Security Assurance.

2.7 **Sr. DDG(NCCS)**

- i) Establish and operationalise framework of security testing and certification framework within the country.
- ii) To bring out/adopt national security standards based on International standards and best practices keeping national security in view.
- iii) Preparation of the Indian Telecom Security Assurance Requirements (ITSARs) for the network elements and notifying it.
- iv) Expanding security-testing facilities in the country by setting up mechanisms to recognise/accredit labs from private and public sector for testing telecom products. Notifying lab recognition mechanism and conducting infrastructure assessment for recognition of security test labs.
- v) Security certification of network elements based on the test results reported by the recognised test labs.
- vi) capability building in the area of security testing, penetration testing, vulnerability analysis, code analysis and cryptographic modules.
- vii) Increase meaningful participation in the security related works/activities of international Telecommunications Unit (ITU), Third Generation Partnership Project (3GPP), European Telecommunications Standards Institute (ETSI), Internet Governance Forum (IGF), Internet Engineering task Force (IETF), Telecom Standards development Society of India (TSDSI) and other organisation.

3.0 MEMBER (TECHNOLOGY)

- Adviser (Technology)
 - DDG (International Relations)
 - DDG (National Operations Control Centre),
 - DDG (Networks and Technologies)
 - DDG (Access Services)
 - DDG (Access Services-I)
 - DDG (Access Services-II)
 - DDG (Carrier Services)
 - DDG (Data Services)
 - DDG (Disaster Management)

- Wireless Adviser

3.1 Adviser (Technology)

3.1.1 DDG (IR)

- (i) Organization of High-level visits and deputation of officers abroad for International Conferences, training, study visits, workshops, seminars, etc. (however, processing of proposals related to Radio Communication Sector of ITU, APT will be dealt with WPC Wing)
- (ii) All matters of International Cooperation of DoT/ Ministry of Communications relating to Bilateral activities in Telecom / ICTs including MoUs, Agreements, protocols, Manufacturing, Consultation, Knowhow transfer, Joint Ventures, Coordination with other countries in the context of Make in India and Digital India programs
- (iii) Telecom operation/ project coordination, developmental aspects of Telecom/ICTs with neighboring countries in SAARC region, ASEAN, Africa and others
- (iv) All matters of International Cooperation of DoT relating to Multi-lateral cooperation and coordination with Multilateral / International / Regional Organizations, including, ESCAP, UNDP, UNIDO, ITU, APT, CTO, IMSO, ITSO, Intersputnik, SAARC, BRICS, ASEAN, EU etc., for activities including Agreements, protocols, MoUs
- (v) Coordination with MEA and Indian Missions abroad for coordination with other countries in the areas of telecommunications and for the visits of Indian official delegations from DoT
- (vi) Coordination with MEA and our missions abroad for implementation of various programs, Capacity building programs and other under ITEC and other schemes of Govt of India

- (vii) Coordination for establishment of hotlines with other countries wherever applicable with various stakeholders viz. PMO, MEA, DRDO, BSNL/MTNL etc.
- (viii) Preparation of Annual Budget related to IR Division including BE, RE and various proposals for hosting of International events in India/abroad as well as for the visits of Indian delegations from DoT abroad.
- (ix) Coordination for WSIS (World Summit on Information Society) meetings, Millennium Development Goals (MDGs), Sustainable Development Goals (SDGs)
- (x) Coordination and Comments / inputs to other Ministries / Departments / Organizations on matters related to Trade, Commerce, Investment, Technology, Policies, Standards, Cooperation in Telecom/ICTs from international perspective
- (xi) Driving National Working Groups (NWG), involving members from both public and private sectors, for the Study Group activities of ITU-Development sector;
- (xii) Preparation and coordination for technical, policy and strategy contributions for various* conferences and meetings of ITU, APT, CTO and other international and regional organization; Contribution for the Telecommunication Development Advisory Group (TDAG) activities
- (xiii) (* ITU Plenipotentiary, World Telecommunication Development Conference – WTDC, Council Meetings, Council Working Group meetings – CWG, Regional Developmental Forums – RDF, World Telecommunication Standardization Assembly – WTSA, World Conference on International Telecommunications – WCIT etc.)

- (xiv) Coordination and contribution India as a member of ITU GCBI (Global Capacity Building Initiative) and Steering Committee of ITU Asia Pacific Centres of Excellence (ASPCoE)
- (xv) Coordination for ICT indicators(with ERU division)
- (xvi) Domestic stakeholder coordination with Telecom / ICT Industry members, bodies, civil society, academic institutes on above matters as may be necessary
- (xvii) Focal point for Multilateral / International/Regional Organizations, including, ITU, APT, CTO etc., and their related conferences, meetings and Study Groups
- (xviii) Coordination and organization of visits of foreign dignitaries and delegations and arranging meetings in DoT.
- (xix) Organising and hosting of National and International events related to ITU, APT and other International Organizations
- (xx) Internet Governance and related coordination with Other Ministries
- (xxi) Coordination for International projects, International Studies etc.
- (xxii) [Clearance to set up liaison offices of private foreign companies in India]
- (xxiii) Coordination for necessary clearances for hosting international events in India by the Industry, Associations etc.

3.1.2 DDG (National Operations Control Centre)

- (i) Online Operational control, coordination and Monitoring of all the satellite based services Like VSAT applications, Broadcasting, DTH, ISP etc.) in India on Indian and foreign satellites.

- (ii) Handling Contingency Operations in case of failure of transponders/satellites.
- (iii) Providing RF Interference solutions and coordinating with different satellite administration for the resolution of the interference problem(s).
- (iv) Mandatory Performance Verifications Testing of all the ground segment satellite earth station antennas for conforming to latest ITU/TEC standards before permitting them to put in operations.
- (v) Testing of ISP satellite Gateways & Monitoring of transmissions from these gateways.
- (vi) Testing & Clearance of Teleports of TV broadcaster(s) and Direct to Home(DTH) service providers.
- (vii) Testing and clearance of Digital News gathering (DSNG) vans used for live gathering.
- (viii) Testing of satellite transponder before accepting for operations.
- (ix) Spot frequency allocations and carrier plan approval to all the INSAT users and foreign satellite users for broadcasting/DTH/DSNG and ILD services.
- (x) Verification/Implementation of license conditions as and when called upon by Licensing cell of DoT.

3.1.3 DDG (Networks and Technologies)

- (i) Policy formulation and regulatory aspects related to Machine to Machine (M2M) communications including identification of critical M2M/IoT services.
- (ii) Simplifying licensing activities of DoT by implementing paperless online license management system and integrating various functions related to license/registration across all field units of DoT.
- (iii) Operation and management of online license management portal of DoT including coordination with field units of DoT.
- (iv) Setting up of Indigenous 5G Test Bed in collaboration with premier academic institute for enabling Indian academia, industry and start-ups to validate their products/prototypes.

- (v) Formulating Policy directives, regulations and creating framework for monitoring& enforcement of Net Neutrality.
- (vi) To create an enabling light touch regulatory framework for proliferation of Cloud Services.
- (vii) Policy formulation, facilitation and review of transition to the Next Generation Internet Protocol i.e. IPv6 in a phased and time bound manner across all stakeholders.
- (viii) To examine the impact of OTT Services and initiate policy guidelines on need basis for orderly growth of OTT domain.
- (ix) Policy formulation for creating a road map for proliferation of Artificial Intelligence (AI) and Big Data and its uses in Communication sector.
- (x) Collaboration, Coordination and Interaction with Central Government departments/Industry associations for gaining insights in various emerging new technologies to facilitate in policy formulation.
- (xi) To participate in various international forums like ITU, IEEE, One M2M, APNIC etc. to keep abreast with latest technological developments and make contributions from Indian perspective.
- (xii) Handling TRAI recommendations on all issues related to emerging technologies.
- (xiii) To organize knowledge sharing sessions/workshops/seminars on new emerging technologies for familiarization and awareness.
- (xiv) Handling of Court cases, Parliament Questions/Assurances, VIP references on matters related to NT wing.

3.1.4 DDG (Access Services)

3.1.5 DDG (Access Services-I)

3.1.6 DDG (Access Services-II)

- i) All matters relating to handling and implementation of policy i.r.o. Unified Access Services/Cellular Mobile Telephone Service/Basic Service/Unified Licenses (Access Service Authorization)/Unified Licenses (VNO).
- ii) Handling of TRAI recommendations on Unified Access Service/CMTS/Basic/ Unified Licenses.

- iii) All matters relating to issue of new Unified Licenses (UL)/ and Unified Licenses (VNO).
- iv) All matters relating to Mobile Number Portability Service policy and issue of Licenses.
- v) Policy and Administration of National Numbering Plan.
- vi) Matters relating to Operation/implementation of Ownership related issues of Access services licenses such as: (i) Merger/Demerger/Transfer of Access Service License (ii) Lock-in-period of sale of equity (iii) Substantial equity (iv) Six monthly review of compliance to FDI (v) Net-worth & Paid up equity (vi) Change of Name, Registered address and equity structure of Licensee Company
- vii) Issues related to Telecommunications Infrastructure Policy, Unbundling of network elements, Right of Way etc.
- viii) Policy issues related to Security Aspects of Basic/CMTS/UAS/MNP/MVNO licenses.
- ix) Coordination with Access Service Providers & concerned Central/State authorities during disaster to restore telecom services in the affected areas.
- x) Policy issues related to subscriber verification.
- xi) Policy issues related to consumer grievance, quality of service, interconnection.
- xii) Issues related to prepaid service / National roaming / International reaming in J&K, Assam and North East Service
- xiii) LIM/LIS and value added services (VAS) testing Coordination with Areas.
- xiv) Examination of rollout obligation of CMTS/UAS/Unified licenses.
- xv) Interaction with security agencies, other Ministries, Vigilance Cells, issues raised by COAI.
- xvi) LEAs Handling of Court cases, Parliament Questions/Assurances, VIP references on above matters.
- xvii) Policy matters related to EMF Radiation.
- xviii) Matters relating to designation of Law Enforcement Agencies (LEAs) for interception and monitoring of telecom traffic.
- xix) Security matters on Mobile Services in Border areas 10km buffer zone issue, Subscriber verification, prepaid service in J&K, Assam and North east

- xx) Next Generation Networks, interaction with security agencies, other Ministries, Vigilance Cells, issues raised by COAI/AUPI
- xxi) Arbitration court cases TDSAT, Parliament Questions/Assurances and CIP cases, RTI cases on above matters
- xxii) UAS licenses, Numbering Plan administration, monthly subscribers data compilation of CDMA/ Basic operator, Unbundling, Right of Way issues, Interaction with IB/MHA.
- xxiii) Subscribers verification of licenses, Mobile Money Transfer, CMTS/UAS licenses (Bharti, Vodafone, Idea, BSNL, MTNL, Spice, BPL)
- xxiv) Interception and monitoring issues and issues raised by AUSPI.

Task Force in AS Wing:-

1. Obtaining direct feedback on call drops from around 10 lakhs subscribers per month through IVRS based feedback system on Call Drops & sharing the feedback with concerned TSPs every week to take corrective action and periodic review of Action Taken Report.
2. To facilitate use of Government buildings /estate for telecom installations to address the concerns of call Drops.
3. Facilitating TSPs to make special arrangements during National & International importance such as BRICS-2016, FIFA U-17 World Cup India 2017, Women's World Boxing Championship 2018 etc.
4. Periodic review of Telecom Infrastructure installed & Quality of Services (QoS) of mobile networks.

3.1.7 DDG (Carrier Services)

Licensing & policy matters related to:

- (i) International Long Distance (ILD) Service.
- (ii) National Long Distance (NLD) service.
- (iii) Radiation from mobile towers Formulation and review of Radiation Norms keeping in view the recommendations of WHO/ITU/ICNIRP or any other authorized national/international organizations.
- (iv) Infrastructure, Right of Way and Mobile tower installation.

- (v) Issues related to existing IP-II licenses.
- (vi) Issues pertaining to Green Telecom/renewable energy (Work related to operational and monitoring aspects of use of Non-renewable energy in telecom networks and Carbon footprint/Carbon credits will be looked by BW wing of DoT).
- (vii) Radio Paging.
- (viii) Voice Mail/ Audiotex/ UMS services.
- (ix) Public Mobile Radio Trunking Service (PMTRS).
- (x) Captive Mobile Radio Trunking Service (CMRTS).
- (xi) Global Mobile Personal Communication by Satellite (GMPCS) Service.
- (xii) Grant of NOC for International Roaming SIM Cards and related policy matters.
- (xiii) Registration of OSPs. Coordination with NIC & LSA Wing Delhi regarding online OSP registration issue.
- (xiv) Work related to Unsolicited Commercial Communications (UCC) / Telemarketers.
- (xv) Registration of Infrastructure Provider Category-I (IP-I).

Clearance:-

- (i) Security Monitoring & Lawful Interception Monitoring (LIM) related issues raised by security agencies w.r.t. NLD and ILD Licenses.
- (ii) Security clearance of International Long Distance Gateways and related issues.
- (iii) Clearance of foreign personnel/crew from MHA w.r.t. NLD and ILD licenses.
- (iv) Clearance of Submarine Cable Repair Ships from Ministry of Defence.

Other Works

- (i) Court Cases related to Mobile Tower radiation/installation/RoW issues/ services.
- (ii) Redressal of complaint related to mobile tower installation/radiation.
- (iii) To coordinate with other authorized national/international organizations for country specific R&D work/study of possible impact of Non-Ionizing EMF Radiation on human health/living beings.

3.1.8 DDG (Data Services)

- i) Satellite Communication Policy issues viz. arranging inter-ministerial Apex Committee meetings and TAG meeting with Department of Space etc.
- ii) Issue regarding VSAT licenses viz. Commercial CUG VSAT licence, Captive CUG VSAT licence and monitoring of VSAT customer base.
- iii) Permission of Private Captive CUG networks.
- iv) Mobile Satellite Services-Reporting (MSS-R) License.
- v) Inter-ministerial coordination in respect of security/ monitoring issues of Internet services.
- vi) Coordination for installation of Internet Monitoring System at nodes of ISPs as per the requirement Law Enforcement Agencies.
- vii) Security clearances of personnel under ISP License from Security Agencies.
- viii) Remote Access and International Internet Gateways permissions under ISP License.
- ix) Blocking/Un-blocking instructions to ISPs.
- x) Issue of new ISP licenses, Surrender/Termination of ISP licences.
- xi) Processing of application for name change, merger/amalgamation, change in registered office address.
- xii) Handling of Parliament Questions, Court cases, VIP references and Audit paras related to DS Cell.
- xiii) TRAI recommendations and policy issues relating to Internet service/VSAT service.
- xiv) Handling of Inspection report and violation cases from TERM Cells against ISPs.

3.1.9 DDG (Disaster Management)

- i. Disaster Management work like coordination with National Disaster Management Authority, (NDMA) India and Ministry of Home Affairs for issues related with Disaster management.
- ii. Coordination with TEC for preparation of Disaster Management and Mitigation plans, Emergency Support Function (ESF) plans.

- iii. Standard Operating Procedures (SOP) for handling disasters in Telecom Sector.
- iv. Issues relating to implementation of National Disaster Management Guidelines – National Disaster Management Information and Communication Systems (NDMICS)

3.2 **Wireless Adviser**

- (i) All matters relating to Spectrum Planning, Spectrum Management and Regulation which includes formulation and analysis of spectrum policy issues.
- (ii) National nodal agency for ITU (International Telecommunication Union) and APT (Asia Pacific Telecommunity) on all issues related to radio frequency management.
- (iii) Efficient, equitable and cost effective management of a total of 40 odd radio communication services, of which some of the important ones being are Aeronautical Radio-navigation Service, Mobile(including cellular mobile), fixed Satellite services including all geostationary orbit and host of other services involving Public safety, disaster management, Science services etc.
- (iv) International, and Regional coordination with other countries on all matters relating to Radio communication on behalf of Government of India and entering into multilateral/ bilateral agreements and national coordination with all the Ministries/Departments of the Govt. of India for management of all frequency usage in the country.
- (v) Preparation of the National Frequency Allocation Plan(NFAP) by reviewing the existing of laws/ rules/ regulations and their amendments with a view to make them more effective and cater the needs of fast changing spectrum usages
- (vi) Devising a spectrum management policy and delicensing of frequency bands to promote and facilitate wireless innovation and R&D in emerging wireless technologies. This is in sync with contemporary international practices and also provides a regulatory certainty to potential investors and users.
- (vii) Conferences, meetings and discussions at regional (APT) and international level (ITU-R) for timely international harmonization, regional/ sub-regional harmonization/ coordination and bi-lateral agreements.
- (viii) Finalise national view points on relevant matters in the field of telecommunication of other International Organisation viz. International Civil Aviation Organisation (ICAO), International Maritime Organisation (IMO), World Meteorological Organisation (WMO), Non Aligned Movement

(NAM), Economic and Social Council for Asia and Pacific (ESCAP), UN forum on peaceful uses of space, etc. Co-ordination and execution of Bilateral co-operation and agreements on spectrum related matters.

- (ix) Grant and renewal of various categories of Wireless Telegraph Station Licenses under the Indian Telegraph Act, 1885 which includes captive, telecom, satellite and broadcast service providers.
- (x) Grant of frequency assignments/licenses in HF, VHF, UHF and Microwave radio frequencies in respect of all users including Security Agencies, Government Organisation, Public Sector Undertakings and Private users.
- (xi) Multi-lateral coordination and registration of necessary technical parameters of the satellite with the Radiocommunication Bureau of the International Telecommunication Union.
- (xii) To cater to the spectrum needs of the satellite communication systems and also to acquire the right of using the satellite orbit through the prescribed coordination procedure of ITU-R
- (xiii) Site clearance of all wireless installations in the country and related matters concerning the Standing Advisory Committee on Radio Frequency Allocations (SACFA).
- (xiv) Issue of licenses to Radio Officers on board Ships and Aircraft; and to Radio Amateurs after conduct of proficiency examination as per International Regulations.
- (xv) The Regional Licensing Offices (RLOs) at New Delhi, Mumbai, Kolkata, Chennai & Guwahati under WPC deal with the issue and renewal of network and non-network licences such as Import Licence, Possession Licence (Dealer/Non-dealer), Experimental Licence, Demonstration Licence, Short Range UHF Hand-held Licence etc. of the regions under them.
- (xvi) The RLOs also issue Equipment Type Approval(ETA) for equipment working in the delicensed bands. As more bands are getting delicensed and the increased use of wireless applications, RLOs ensure that only certified equipment (with the authorised parameters) are permitted.

4.0 **MEMBER (FINANCE)**

- Adviser (Finance)
 - Sr. DDG (License Finance Policy)
 - DDG (Establishment & Training))
 - DDG (Budget & Public Enterprises and Finance)
 - DDG(Accounts)
 - DDG (License Finance Assessment)
 - DDG (Wireless Planning & Finance)
 - DDG(Foreign Investment Policy & Promotion)
 - DDG(Finance)
 - DDG(Asset Management)

4.1 **Sr. DDG (License Finance Policy)**

- (i) Dealing with all Policy and regulation matters relating to:
- Regulation of the terms and conditions of License Agreements;
 - Interpretation of the License Agreements;
 - Grant of LOI, Licenses and authorizations;
 - Merger and Acquisition;
 - Surrender and Termination of Licenses;
 - Assessment of dues of the Licenses;
 - Tripartite Agreements of all licenses;
 - Other Misc. Policy issues/ clarifications;
 - Decision on release of Bank Guarantees
- (ii) Interpretation and implementation of financial conditions of the license agreements towards effective realization of revenue & related policy issues including new policy initiatives , license amendment wherever required etc.
- (iii) Examining TRAI recommendation related with the licensing finance issues including the considerations within the Contracts/ License Agreements under Indian Telegraph Act 1885 involving issues such as Bank Guarantee, Spectrum Usage Charge, License Fee, etc.
- (iv) Dealing with the legal disputes and Court cases in respect of interpretation of License Agreements before the following legal fora:
- Hon'ble Supreme Court of India;
 - High Courts;
 - National Company Law Tribunal and National Company Law Appellate Tribunal;
 - TDSAT;
 - DRT & DRAT;
 - Insolvency and Bankruptcy Code 2016;
 - Licensing related court cases in any other court/ Tribunal
- (iv) Monitoring and Co-ordination with CGCA and Pr./ CCA offices in respect of following matters:-

- Issuing of clarifications regarding assessment of License Fee and Bank Guarantee management;
- Management of LF/WPF Software;
- Adjudicate on the appeal against assessment of revenue done by Pr. CCA/CCA offices etc.
- Any other issue related to the License Agreement to be dealt by the Pr. CCA/ CCA offices;

4.2 DDG (Establishment & Training)

- i) staff, establishment and administration of IP&TAFS Gr “A” and Gr. “B” officers posted in DoT, DoP HQrs along and those on deputations along with field & attached offices.
- ii) Training of IP&TAFS Group ‘A’ and other Accounts and Finance Personnel of DoT/ DoP.
- iii) supervision and monitoring of field units of DoT i.e. Pr./ Controller of Communication Accounts (CCA) direct or through O/o CGCA Finance advice for DoT.

4.3 DDG (Budget & Public Enterprises Finance)

- (i) Advising on financial issues relating to DoT’s PSUs and disinvested PSUs viz. HTL & TCL.
- (ii) All financial matters relating to finance, billing, telecom revenue.
- (iii) Audit paras relating to Telephone Revenue in r/o PSUs of DoT
- (iv) Arbitration matters related to Telecom Revenue.
- (v) Budgeting of whole DoT.
- (vi) Re-appropriation from Plan to Non-Plan, Surrenders etc.
- (vii) Preparation of Demands for Grants.
- (viii) Release of fund to C-DOT.
- (ix) Processing of annual plan proposal of telecom sector for its approvals.
- (x) Processing of five year plan proposals of telecom sector for its approvals.
- (xi) Processing of Mid-Term Appraisal of Five Year plan.
- (xii) Telecom Finance Corporation.

4.4 DDG (Accounts)

(a) Accounting:

- (i) Accounting matter of DoT.
- (ii) Coordinate with Pr. CCA/CCA offices w.r.t. all accounting matters.
- (iii) Compilation of Accounts from all units of DoT and its submission to office of Controller General of Accounts, Ministry of Finance.
- (iv) DDO function and maintenance of Cash Book for DoT HQ.
- (v) Preparation of Pay Bill and allied works for DoT HQ.
- (vi) Coordination & implementation of PFMS.

(b) Banking:

- (i) Banking Arrangement of DoT and its units.

(c) Pension:

- (i) Issue of PPOs to pensioners of DoT HQ, WPC & WMO.
- (ii) Maintenance of LS&PC of the incumbents of DoT on deputation to PSUs.
- (iii) Monitoring of pension payment of MTNL, C.S.O retirees and revision cases.

(d) GPF:

- (i) Maintenance of GPF of employees of DoT, WPC & WMO.
- (ii) Monitoring/Implementation of Direct Payment of GPF by Pr. CCA/CCA Offices to BSNL employees .
- (iii) Nodal wing for issuing guidelines and policy in matter of GPF, Accounting for DoT.

(e) Digital Financial Unit:

- (i) Review of SWR (State of Work Reports).
- (ii) Development and customization of all accounting application e.g. Pension, GPF, SWR.

(f) Digital Payments:

- (i) Coordinating & implementation of Accounting Applications - PFMS, NTRP, CDDO.
- (ii) Coordination and implementation of NTRP(Bharat Kosh) w.e.f. 01.01.2017.
- (iii) Nodal wing for monitoring of Digital Payment for Telecom Sector.

- (iv) Monitoring of “Help Desk” for attending & resolving queries of PFMS/NTRP at DoT HQ.

(g) Internal Audit & Audit Coordination:

- (i) Coordination & Monitoring of report of IA (Field units) sent by CGCA.
- (ii) Settlement of Part II-B objection of DG, P&T Audit.
- (iii) Audit coordination for DoT HQ, PSUs.
- (iv) Matters relating to coordination of Draft Audit Paras, CAG Paras, PAC Paras/Reports received from O/o DG Audit (P&T) O/o CAG of India and Lok Sabha Sectt. with the nodal wings of Department of Telecom.
- (v) Coordination with Monitoring cell and Lok Sabha Sectt. for settlement of P&T Paras and commercial paras respectively.
- (vi) Coordination with PAC Branch (Lok Sabha Sectt.) for the settlement of PAC Paras/Reports.
- (vii) Submission of quarterly monitoring statement of pendency of Audit/PAC/COPU/DAP cases to Digital Communication Commission.

(h) Other Miscellaneous:

- (i) Monitoring and implementation of New Pension System for all DoT Units.
- (ii) Issue of verification of Service Certificate to employees of DoT HQ, WPC &WMO.
- (iii) RTI and appeal cases for related matters of Accounts.
- (iv) Related VIP references, Parliament Questions and JPC for DoT.
- (v) Updating of Court cases on E-Samiksha web based (Where the cabinet Secretary is Respondent).
- (vi) Administration and staff matters.

4.5 DDG (LF-Assessment)

- (i) Assessment of AGR and Licence Fee and issuing demand notices to the following Access Service Providers based on Audited AGRs, Audited Annual Accounts and Reconciliation Statements :
 - (a) BSNL (b) MTNL (c) Airtel Group of Companies (d) Idea Group of Companies (e) Reliance Group of Companies (f) Reliance Jio Infocomm Ltd (g) Vodafone Group of Companies (h) Vodafone- Idea Group (since

31.08.2018) (i) Loop Group of Companies (j) Etisalat DB Telecom (k) Tata Group of Companies (l) Telenor India Communications Pvt Ltd / Telewings Communications Ltd (m) Videocon (n) Loop (o) S-Tel (p) HFCL / Quadrant Televentures Ltd (p) Sistema Shyam Teleservices Ltd (MTS) (q) Aircel Group of Companies

Dealing with Parliament Questions, Parliament Assurances, JPC matters and VIP references.

- (ii) Furnishing information / data etc. to the Standing Committee / other Parliamentary Committees and Cabinet Secretariat; related with LFA Division.
- (iii) Compilation of assessment done and demand issued year wise and TSP wise
- (iv) Monitoring of Bank Guarantees (PBGs & FBGs) maintained by concerned CCAs.
- (v) Processing of representations received from various TSPs, compilation of deduction verification reports (DVRs) received from CCA offices and issuing the guidelines and clarifications from time to time.
- (vi) Issues relating to LD vetting.
- (vii) Augmentation / modification and implementation of DoT's existing LF & WPF software.
- (viii) Data compilation in respect of License Fee collections of Access Services.
- (ix) Administration and staff matters relating to LF - Assessment division.
- (x) Budget (RE & BE) and other related work.
- (xi) Compilation and submission of outstanding License Fees.
- (xii) Providing inputs to LFP wing on assessment process and clarifications.
- (xiii) Review of LF payments and outstanding.
- (xiv) Supply of information / data / files etc. to Audit as and when requisitioned by them.
- (xv) Reply to (a) CAG (b) Internal Audit.
- (xvi) Review of State of Work Report (LF - Assessment portions only).
- (xvii) Inputs on Policy matters relating to LF - Assessment / Telecom Revenues.
- (xviii) Action under clause 22.1 of Licence Agreement.

- (xix) Monitoring and enforcing provisions of clause 22.2, 22.3 (a) and 22.3 (b) of Licence Department.
- (xx) Scrutiny under clause 22.4 of Licence Agreement.
- (xxi) Appointment of Auditors under clause 22.5 of LA and Special Auditors under clause 22.6 of Licence Agreement.
- (xxii) Capacity Building in respect of LF Assessment.
- (xxiii) Use of Technology (especially ICTs) for strengthening Financial Management System with reference to the redefined FA's charter.
- (xxiv) Review of receipts of various penalties levied by other wings of DoT / Field Units and compilation of CAF & EMR penalty.
- (xxv) PFMS / Bharat Kosh and other related work.
- (xxvi) Monitoring of LF payments on quarterly basis through online and offline mode.
- (xxvii) Development of MIS Report in LF software
- (xxviii) Computerisation of LF Assessment process

4.6 DDG (Wireless Planning and Finance)

- (i) Conduct of auction of Spectrum in various bands.
- (ii) Selection of Auctioneer for conduct of auction
- (iii) Inter Ministerial Committee to overlook the work of selection of Auctioneer and conduct of Auction.
- (iv) Monitoring deferred payments for spectrum acquired in various Auctions after 2010.
- (v) Maintenance of Financial Bank Guarantees for securitisation of deferred instalments payable by successful bidders in auction of spectrum
- (vi) Assessment/ Monitoring of Spectrum Usage Charges / One Time Spectrum Charges (OTSC) / Liberalisation Charges
- (vii) Monitoring of assessment of Spectrum Usage Charges (SUC)/ its collection in respect of GSM, CDMA, Commercial, V-SAT, INSAT-MSS Reporting service licenses & Captive services.
- (viii) Preparation of Budget Estimates on Revenue Receipts in respect of Spectrum Usage Charges. Budget of WPC & Wireless Monitoring Organisation (WMO)

- (ix) Rendering Financial Advice on the proposals received from WPC and WMO in respect of Capital Services.
- (x) Collecting and depositing the DDs/ Cheques received from WPC wing in respect of captive licenses.
- (xi) All SUC policy issues, monitoring returns, TRAI recommendations pertaining to Wireless services.

4.7 DDG (Foreign Investment Policy & Promotion)

Foreign Investment Policy & Promotion (FIPP) Wing of the Department of Telecommunications deals with the processing of FDI application pertaining to the Telecom Sector as per the extant FDI policy in close co-ordination with the other concerned Ministries/Departments/Offices including the RBI, SEBI, MHA, DPIIT, DoR, MEA, etc. FIPP wing also strives to sensitize the stakeholders with the investment opportunities available in the Sector in particular reference to NDCP,2018. The brief of the work dealt by the FIPP wing are as under:

- (i) Examination and approval/rejection/closure of the FDI cases relating to the Telecom Services Sector in close co-ordination with the various wings of DoT and other Ministries/Agencies such as Ministry of Home Affairs (MHA), Department for Promotion of Industry and Internal Trade (DPIIT), Department of Economic Affairs (DEA), Department of Revenue (DoR) Ministry of External Affairs (MEA), Ministry of Corporate Affairs (MoCA), Reserve Bank of India (RBI), Securities and Exchange Board of India (SEBI), etc.
- (ii) Examination of the policy issues relating to the promotion of Foreign Direct Investment (FDI) in Telecom Sector.
- (iii) Monitoring of compliances of conditions under the FDI approvals pertaining to the Telecom Sector, including the past cases approved by erstwhile Foreign Investment Promotion Board (FIPB).
- (iv) All past, present and future litigations and liabilities, in various courts and adjudicatory forums in relation to the FDI approvals pertaining to the Telecom Sector, including the past cases approved by erstwhile FIPB.

- (v) Assisting the competent authority of Department of Telecom (DoT) in conducting a regular monthly review on the Foreign Investment Proposals relating to the Telecom Sector pending with the Department of Telecom.
- (vi) To attend the meeting and other Inter- Ministerial Committee (IMC) meeting held under the chairmanship of Secretary, DPIIT and Secretary, DEA on the pendency of FDI proposals relating to the Department of Telecom.
- (vii) To maintain the database as per the requirement of DPIIT SoP of the proposals received along with the details such as date of receipt, investor and investee company details, volume of foreign investment involved and date of issue of approval/rejection/closure letter.
- (viii) Work relating to the creation of Telecom Finance Corporation (TFC) in compliance of NTP-12 and various parliamentary assurances.
- (ix) To deal with the other miscellaneous work Foreign Investment Policy of the Telecom Sector in co-ordination with the Department of Economic Affairs (DEA), Department for Promotion of Industry and Internal Trade (DPIIT) and other Ministries/Department.
- (x) Other work relating to the Foreign Investment Promotion in Telecom by providing policy inputs/comments on the Telecom Sector policy liberalization to promote the ease of doing business as to attract the greater FDI in the Sector.

4.8 DDG (Finance)

DDG (Finance) works as Internal Finance Division (IFD) under Member (F), Digital communication commission (DCC) DoT. However, DDG (Finance) also acts as a Financial Advisor to the Additional Secretary, DoT.

The Finance advice are rendered on various proposals pertaining to tenders and contracts of the department and attached /subordinate offices related to procurement of goods and services etc. All the proposals requiring the approval of Secretary and above are concurred by the IFD. This includes, *inter-alia*, the following:

- (i) Examination of Cabinet Notes and DCC Notes;
- (ii) Examination of EE/RPE/EFC Memos;
- (iii) Examination of Cadre Review Proposals of all the services/cadres of DoT;

- (iv) Delegation of financial powers;
- (v) Creation/abolition of posts;
- (vi) Cases related to TRAI, TDSAT and C-DOT;
- (vii) Nodal wing for GeM in the DoT;
- (viii) Nodal wing for management of FVMS portal of MoF;
- (ix) Nodal wing for e-Samiksha portal;
- (x) Nodal for granting relaxation for journeys by private airlines.
- (xi) Deputation/Delegation/Training in India and abroad;
- (xii) Approval of Expenditure to Seminar/Conferences etc., in India and abroad;
- (xiii) Cases relating to admissibility of Medical Attendance Rules;
- (xiv) Honorarium and award etc. to Staff;
- (xv) Recurring and non-recurring contingencies;
- (xvi) Countersigning of all Financial Sanctions;

4.9 DDG (ASSET MANAGEMENT)

Asset Management (AM) division is responsible for preparation as well as monitoring of overall asset management policy in respect of Department and related offices as well as Public Sector Undertakings (PSUs) under the administrative control of Department of Telecommunications. Asset Management Division deals with the work of overall monitoring of the land and building assets, inventory management and related valuations. It also deals with the finalization of policy regarding schedule of accommodation and standards of staff quarters.

It deals with the asset cases requiring approval of the President in accordance with the Memorandum of Association (MoA) and Article of Association (AoA) of PSUs. It is also responsible for handling the work of inter-departmental/inter-ministerial transfer as well as acquisition of land and buildings, retention of land and buildings for DoT Units and other Government offices and management of joint held properties. The division also monitors the work of verification of DoT assets and related matter of schedule of accommodation in respect of DoT field units as well as uploading of data on Government Land Information System (GLIS) portal relating to the land and building under the Department of Telecommunications. Asset Management division also deals with the work relating to approval of

lease/renting of office space/staff quarters as well as estimates for repair/renovation/construction of buildings for DoT and its field offices.

5. Pr. Economic Advisor/Sr. Economic Advisor

5.1 Economic Advisor

- (i) Preparation of Annual Report of the Department of Telecommunications.
- (ii) Preparation of Annual Statistical Bulletin of DoT.
- (iii) Preparation of Telecommunications memo on different telecom parameters.
- (iv) Supply of Telecom Statistics to International Organization like International Telecommunications Union (ITU) for calculation of ICT Development Index (IDI) score and monitoring of Sustainable Development Goals (SDGs).
- (v) Preparation of inputs for Pre-budget economic survey.
- (vi) Collection of Telephone Subscribers data on monthly basis and preparation of various reports on telephone subscribers data, tele-density, total numbers of connections (Rural/urban) and License-wise operator etc.
- (vii) Compilation, tabulation and analysis of statistical data on Monthly basis and preparation of various reports.
- (viii) Compilation of material for President's address to Parliament, Prime Minister's address to the Nation on Independence Day and Finance Minister's Budget Speech.
- (ix) Socio Economic Studies.
- (x) Preparation of Briefs on telecom sectors, as per directions from office of MOSC/Secretary(T)
- (xi) Preparation and supply of Material for press information bureau on Annual basis.
- (xii) Supply of data to various other Ministries/Departments as well as different wings of DoT as per requirement.

6.0 ADMINISTRATOR (USOF)

- Joint Administrator (T & Admin)
- Joint Administrator (Finance)
- DDG (I)
- DDG (II)
- DDG (Special Project)

6.1 Joint Administrator (T & Admin)

- (i) BharatNet installation and all related matters
- (ii) All Wi-Fi Pilots & others & Wi-Fi at Rural Exchange by BSNL/CSC Projects.
- (iii) Coordination Work among technical Wing.
- (iv) Parliament Questions on the same including BharatNet

6.2 It. Administrator (Finance)

- (i) Amendment to the terms and conditions of Agreement.
- (ii) Disposal of clarifications received from USPs and CCAs.
- (iii) Inspection reports.
- (iv) Static web pages of USOF website and other work relating to NIC.
- (v) Work relating to Finance Advice.
- (vi) Work relating to all the new activities including Broadband, Mobile Infrastructure, OFC network Gender budgeting Pilot Project etc.
- (vii) Development and management of claim Settlement and Management System (CSMS) part of the USOF website and other NIC related work.
- (viii) All on-going schemes of USOF.
- (ix) Mobile services phase-I
- (x) New schemes
- (xi) Outsourcing of work.
- (xii) Management of USOF website
- (xiii) Budgeting exercise and preparation of various estimates, Outcome Budget, Performance Budget.
- (xiv) Maintenance of information relating to intimation of claim and requisition of Fund.
- (xv) Authorization of Fund.
- (xvi) Maintenance of PBG(s).
- (xvii) Work relating to Audit.
- (xviii) Reconciliation of payment booking with TA Section
- (xix) Issues relating to staff and training.
- (xx) Budget Accounts and Audit matter
- (xxi) Delegation of financial powers
- (xxii) Establishment and Administration.

6.3 **DDG(I)**

- (i) BharatNet O & M and Utilization (except PPP) and its GIS mapping.
- (ii) Provision of Mobile services in NER implemented by Airtel.
- (iii) LWE-Phase-I project.
- (iv) OFC Projects in NER.
- (v) Monitoring of BBNL work.
- (vi) RCP, SMCF & RDEL.

6.4 **DDG(II)**

- (i) Island Projects.
- (ii) VPT Phase II & closed schemes such as MARR and VPT Phase I.
- (iii) Rural Wire Line Broadband Scheme.
- (iii) Shared Mobile Infrastructure scheme.

6.5 **DDG(Special Project)**

- (i) LWE Phase-II and border States.
- (ii) Mobile Project in AP & 2 districts of Assam by BSNL and Meghalaya.
- (iii) Uncovered Villages and Aspirational Districts.
- (iv) Wi-Fi Tender BBNL.
- (v) BBNL Court Cases.
- (vi) PPP BharatNet.
- (vii) Parliament Questions of all projects (except BharatNet).

7.0 CHIEF VIGILANCE OFFICER

- (i) Scrutiny of complaints as per CVC guidelines.
- (ii) Investigation/inquiry of complaints having vigilance angle.
- (iii) Examination of the Self-contained notes/ CBI reports and its follow up.
- (iv) Seeking advice from CVC / UPSC.
- (v) To extend assistance / liaison with CBI / Lokpal /Police & other agencies in the enquiry / investigation of cases.
- (vi) Processing of Prosecution sanction in corruption cases.
- (vii) Issues concerning suspension and other departmental actions against the employees concerned in vigilance matters.
- (viii) Processing the departmental disciplinary proceedings arising out of vigilance matters, in respect of all employees of DoT.
- (ix) Coordination with CVC, UPSC, DoPT and other agencies on vigilance matters.
- (x) Monitoring court cases relating to vigilance matters.
- (xi) Ratification of major penalties in respect of absorbed employees of BSNL & MTNL.
- (xii) Processing the appeal, review and revision petitions in departmental proceedings, arising out of vigilance matters.
- (xiii) Issue of Vigilance clearance.
- (xiv) Monitor exercise under FR-56(j) by respective Cadre Controlling Authorities in the Department.
- (xv) Preparation and maintenance of Agreed list, Officers of Doubtful Integrity (ODI) list etc., and necessary action thereon.
- (xvi) Conduct of periodic/surprise inspections/reviews/audits and scrutiny of Audit reports.
- (xvii) Suggesting systemic /procedural improvements for ensuring transparency and mitigating scope for corruption or malpractices.
- (xviii) Identification of sensitive areas and monitoring implementation of rotational transfer policy.
- (xix) Scrutiny of 'Annual Property Returns' & 'Intimation of acquisition/disposal of property'.

- (xx) Organizing training /workshop on Vigilance matters and observance of 'Vigilance Awareness Week'.
- (xxi) Appointment of Chief Vigilance Officers / Vigilance Officers in the Public Sector undertakings/ autonomous bodies/attached offices/subordinate offices under administrative control of the Department.
- (xxii) Updation of relevant data on "Probity portal" & "System for Online Vigilance Clearance Enquiries (SOLVE) portal".
- (xxiii) Co-ordination with the CVOs of PSUs & other units under DoT and holding regular meetings with them.

8. DIRECTOR GENERAL (TELECOM), HQ

- Sr. DDG (Director General Telecom HQ)
 - DDG (Admn. & West)
 - DDG (Security & East)
 - DDG (IT & South)
 - DDG (Policy & North)

8.1 DDG(Admin & West)

- (i) Staff/ Establishment/Training and General Administration matters.
- (ii) PG cases/RTI cases.
- (iii) MIS aggregations.
- (iv) Parliament questions/assurances/other related matters.
- (v) Holding of national level workshops/ conferences etc.

8.2 DDG(Policy & North)

- (i) Policy Issues related to AS/CS/DS Wing.
- (ii) CAF verification related issues
- (iii) EMF Radiation testing related issues
- (iv) Roll-out testing related issues
- (v) Budget matters.
- (vi) Audit matters.

8.3 DDG(Security & East)

- (i) Policy issues related to Security matters.
- (ii) Policy issues related to USOF.
- (iii) Court cases.
- (iv) VIP references.
- (v) Grey market related issues.

8.4 DDG(IT & South)

- (i) IT infrastructure.
- (ii) Social media monitoring.
- (iii) Policy issues related to Disaster Management.
- (iv) Matters related to new technology.
- (v) Green Technology.