

Government of India  
Ministry of Communications  
Department of Telecommunications  
Wireless Planning and Coordination (WPC) Wing  
Sanchar Bhawan, Ashoka Road, New Delhi-110001

File No. P-11014/02/2020-PP

Date: 23.03.2022

**OFFICE MEMORANDUM**

**Subject:** Payments for various categories of licenses/ approvals pertaining to WPC Wing, to be made through *Saralsanchar* portal only - reg.

Payments i.r.o. various categories of licenses/ approvals administered by WPC Wing/ RLOs through the *Saralsanchar* portal ([saralsanchar.gov.in](http://saralsanchar.gov.in)), in the form of license fees/ spectrum charges etc., has been integrated with the direct payment gateway of *Bharatkosh* portal. Under this, the applicant, during filing of any application related to WPC Wing/ RLOs on *Saralsanchar* portal, is able to make the requisite payment directly through the portal. Instructions/ Pop-up alert messages i.r.t. above have also been made available on the *Saralsanchar* portal for the information & compliance by the applicants.

2. However, in the recent past a no. of representations has been received from various applicants wherein it has been mentioned that such applicants had made payment on *Bharatkosh* portal separately, as per the previous practice and such 'Challans' are not being accepted on the *Saralsanchar* portal. Lack of prior information, mistake due to old practice, technical glitch in the *Saralsanchar* payment gateway, are some of the reasons cited by such applicants.

3. Considering above, it has been decided that w.e.f. the date of issue of this O.M., **payments made through the *Saralsanchar* portal only** (by clicking 'pay now' button available on the respective license/ approval process flow) shall be **accepted** for the purpose of processing/ approval of the respective applications. Any payment made through *Bharatkosh* portal separately, for the applications made on *Saralsanchar* portal, will **neither be accepted nor be refunded**. However, cases for which Letter of Intent (LoI) has earlier been issued by WPC Wing through offline mode (not through *Saralsanchar*), will be considered for acceptance of payment made through *Bharatkosh* separately.

4. As a considerate measure to the cases for which payment has been made so far separately through *Bharatkosh*, such cases will be considered for acceptance of payment so made, or for refund, as the request may be.

For this purpose, the applicants need to raise help desk tickets on Saralsanchar portal with all the requisite details and the specific request of acceptance of payment or refund. Such cases will be considered on case-by-case basis.

*Ashim Dutta*  
23/03/2022

(Ashim Dutta)  
DWA/ WPC Wing

To:

1. All concerned (through DoT website and Saralsanchar portal);
2. Director, WMO;
3. JWA- RLO (ER/ NR/ WR/ SR), Sr. DWA, RLO-NER;
4. All Sr. DWA of WPC Wing; Sr. DWA (ASMS) for uploading on the DoT website;
5. Director (NT) for uploading on the SARAL SANCHAR portal;

**Copy To:**

1. Sr. PPS to WA; PPS to JWA (WPC HQ);