GOVERNMENT OF INDIA

MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

ONE YEAR OF ACTIVITIES & ACHIEVEMENTS

Ministry of Communications and Information Technology
Government of India

Department of Electronics and Information Technology

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DIGITAL INDIA

Department of Electronics & Information Technology
Department of Telecommunications
Department of Posts

LARGEST DEMOCRACY
AND OLDEST CIVILIZATION
HAS TAKEN A STEP TOWARDS
BEING THE SMARTEST NATION

"Digital India is more for the poor and underprivileged. It aims to bridge the gap between the digital haves and have-nots by using technology for citizen empowerment."

- Shri Ravi Shankar Prasad
Hon'ble Minister of Communications & IT
Government of India

" Scale and speed at which we have to take India's development journey requires maximum and smart utilisation of latest technology. "

- Shri Narendra Modi

Hon'ble Prime Minister of India

Shri Ravi Shankar Prasad
Hon'ble Minister of Communications & IT
Government of India

MESSAGE FROM THE MINISTER

Historically technology has shaped up the civilization. Discovery of the wheel or the industrial revolution; technology has changed the course of human civilization. The advent of communications and information revolution is one such milestone.

At this juncture, India with its young demography, pre-eminence in the field of IT and under the dynamic leadership of the Prime Minister Shri Narendra Modi, is poised for a big leap into a new phase of growth and development. Digital India vision of our government reflects a paradigm shift in governance as aims to empower its citizens with effective use of technology.

Connectivity is an essential pre – requisite for digital revolution. Our efforts to connect every gram panchayats of India with high speed communication highway will lay the foundations of digital revolution. Success of the Spectrum Auction 2015 has not only paved way for a better connectivity but has also reinstated the trust of global business community in India.

The vast network of India Post, has become a vehicle for financial empowerment of citizens. India Post is taking the e-Commerce revolution to the villages of India. Instruments of financial inclusion such as Postal Life Insurance, Postal Savings, Kisan Vikas Patra, Sukanya Samriddhi accounts, Mobile Money Transfer etc. have attained great success in financial empowerments of citizens.

The MyGov portal is a unique example of a truly digital democracy by engaging citizens in policy making. Innovations like Jeevan Pramaan and Digital Lockers showcase our commitment towards improving

government services for the citizens. Efforts made towards boosting domestic electronic manufacturing has yielded satisfying results in a short span of one year and it will go a long way in creating employment opportunities for our local talent pool. Achievements in the field of Digital Saksharta Abhiyan, would empower every citizen in making the best use of technology and bridge the digital divide.

The first anniversary of our government led by Shri Narendra Modi, is an occasion when we must showcase before the world our innovative use of communications and information technology for inspiring the lives of people.

Let this be the beginning of a new era.

AT A GLANCE

Achievements of Department of Electronics and Information Technology (DeitY) in the last one year

'Digital India' is a visionary approach towards empowering every citizen by harnessing the potentials of Information Technology solutions. It seeks to establish a robust nation-wide IT infrastructure through which electronic delivery of services is made possible, leading to citizen empowerment. This is aimed at bridging the digital divide by providing easy accessibility and usability to common citizens. It is being implemented in mission mode.

Jeevan Pramaan provides an Aadhaar-based Digital Life Certificate for pensioners. The facility has also been extended to Defence and EPFO pensioners. Over 1.75 lakh pensioners have enrolled on this portal within six months.

'**Digital Locker'** enables citizens to share documents with service providers electronically. The initiative is aimed at eliminating use of physical documents as citizens can upload documents electronically and sign them digitally using the e-sign facility. Over one lakh digital lockers have been opened so far.

'e-Hospitals' application, launched at AIIMS, enables online appointment facility to patients on the internet thereby avoiding rush and minimising queues.

'eKranti' utilises emerging technologies such as cloud and mobile platform to bring in integration of services. National e-Governance Plan 2.0 has been approved by the Union Cabinet on 25.03.2015 with a vision 'Transforming e-Governance for Transforming Governance'. The portfolio of Mission Mode Projects under e-Kranti has increased from 31 MMPs to 44 MMPs.

National Scholarship Portal is being developed as one stop solutions for scholarships for students.

'e-Basta' enables publishers to upload electronic content and schools to search and collate e-content. Students can then download content through an app on a tablet/ phone / PC. This makes school books accessible in digital form.

A scheme to incentivise growth and employment in IT Industry in the North East Region through 5000 seats BPO is approved. A similar scheme for 48,000 seats BPOs in other smaller cities/towns of India has been approved .

Promotion of Electronics Hardware Manufacturing is an important pillar in the Digital India programme. Under the Modified Special Incentive Package Scheme (M-SIPS), 63 proposals worth ₹20,825 crore have been received, of which, 40 proposals worth approx. ₹9,565 crore have been approved. The estimated employment generation through these proposals is 41,922.

Electronics Development Fund has been created to enable participation of venture funds to support R&D, Innovation and IP Generation. Foundation stones for two Electronic Manufacturing Clusters (EMCs) have been laid at Bhopal and Jabalpur taking the total number of approved EMCs to 21.

Human Resource Development Initiatives include training in electronics for 3.28 lakh persons, setting up

of virtual smart rooms by connecting 17 NIELIT centres to improve quality of education in remote/rural areas, a scheme for increasing PhDs in Electronics & IT.

National Supercomputing Mission, with an outlay of ₹4,500 crore has been approved taking India to the league of high performance computing power nations. A supercomputer grid will be set up across India's top educational and research institutions, consisting of more than 70 supercomputers.

Open Source Software Policy: Policy on adoption of Open Source Software has been approved for its use in Government organizations. This will substantially reduce the cost of developing IT initiatives in government departments and promote start-up companies.

Achievements of Department of Telecommunications (DoT) in the last one year

Most Successful Spectrum Auction ever:
- The spectrum auction 2015, concluded recently where the highest ever auction proceeds of ₹1,09,874 crore was raised in a completely transparent and fair bidding process. Good governance was key to this achievement.

- The complex issue of defence band identification and harmonization of spectrum with Defence Ministry, pending since more than seven years has been resolved quickly. Not only the Cabinet approved the identification of defence band for the first time but a good quantity of 2100 MHz spectrum released by the Defence Ministry was put in to the recent auction.

Phone user-base touches a new high:
- Total phone users reached 998.6 million in April 2015 as compared to 933 million in March, 2014, out of which 976 million are mobile phones.

- Overall Tele-density increases to 79.3% in March, 2015 as compared to 75.2% in March, 2014.

- Overall growth of telephones during April '14 to March '15 has been 6.76% which is higher than 3.9% during April '13 to March '14.

- Total telephones added during May '14 to March '15 is 60.32 million (6 crore) which is double than what was added last year.

- Total telephones added in rural areas during April '14 to March '15 is 36.5 million (3.6 crore) which is one and half times more than last year.

- Total telephones added in Urban areas during May '14 to March '15 is 23.8 million (2.8 crore) which is more than double that was added during May '13 to March '14.

- The number of internet connections grew at a fast pace and reached 300 million (30 crore) in March '15.

Revival of BSNL and MTNL:
- BSNL has added 47 lakh new customers in last one year and its revenue has increased by 2.1%.

- BSNL is setting up 25645 new BTSs in Phase-VII of its expansion plan at a cost of ₹4805 crore. Out of these 15,000 BTSs have been commissioned in last one year.

- BSNL plans to replace the network of wireline local exchanges by IP (Internet Protocol) enabled Next Generation Network (NGN). 136 Exchanges have been migrated to NGN in last one year.

- After having seen a negative growth in subscriber base for last two years, MTNL has first time seen a positive growth in its subscriber base. In last one year it added 2 lakh new subscribers.

- MTNL is setting up/upgrading 1080 3G sites in Delhi and Mumbai each and 850 2G sites in Delhi and 616 2G sites in Mumbai.

Full Mobile Number Portability by July, 2015:
- With this the customers can retain their mobile number even if they shift from one part of the country to the other parts. They can also select the mobile service provider as per their choice.

WiFi at Tourist Places:
- This facility has been started by BSNL at Varanasi's famous Dashashwamedh Ghat and Hussain Sagar Lake, Hyderbad.

- This facility will be extended to Taj Mahal, Fatehpur Sikri, Sarnath, Konark Temple, Red Fort, Shore Temple Mahabalipuram, Hampi, Khajuraho and Thanjavur-Brihadeshwar temple soon.

Connecting Rural India through High Speed Broadband:
- Broadband connectivity to 2.5 lakh Gram Panchayats of India is also being executed in a mission mode.

- The work of laying optical fiber network has been speeded up (by 30 times) in the last 9 months.

- Idduki district in Kerala has become the first fully connected district, which was inaugurated by the Hon'ble Minister of Communications and IT.

- A high level Committee of experts was constituted to suggest measures to improve and augment this project, which submitted its report.

- A conference of the IT Ministers of the states was organised on 29th May, 2015 which was presided over by the Union Minister for Communications and IT, to seek greater participation of the states in implementing this project as suggested by the expert Committee. Many states have evinced great interest in taking a lead role in implementation of this project, renamed as Bharat Net.

Connecting Unconnected India:
- The Government has planned to cover all 55,669 unconnected villages, which presently do not have mobile connectivity, by March 2019.

- North Eastern Region: The project to connect 8621 villages of the North East at an estimated cost of ₹5336.18 crore, is likely to be commissioned by September 2017.

- Naxal Affected Areas: Government has approved, on 20th August, 2014, a project to provide Mobile Services in 2199 locations in the areas affected by Left Wing Extremism (LWE). 813 BTSs have been commissioned thereafter.

Skill India: Telecom Sector Skill Council has been set up which has skilled 1.86 lakh students in 14 job roles in 24 states, covering 161 cities and towns during 2014-15.

Department is working with service providers so that they tie up with local ITIs for providing training to local students.

National Telecom M2M Roadmap: 'National Telecom M2M Roadmap' has been released.

FDI In Telecom Sector touches new high:

- FDI inflow in telecom sector during April '14 to January '15 is $2832 million which is more than what was received during 2012-13 and 2013-14 put together.

- The share of FDI in telecom sector has taken a quantum jump during April 14-January 15 and is 11.09% of total FDI in India. This is highest in last seven years.

Achievements Department of Posts (DoP) in the last one year

- Special attention is being paid on completing the IT modernization Project of the Department which is aimed at networking all the 1,55,000 Post Offices and rolling out anywhere anytime banking, insurance and retail services. Efforts are being taken to provide biometric, solar charged mobile hand-held devices with wireless connectivity to about 1,30,000 rural post offices, which will facilitate Postal and other Government (Common Service Centre) services to the rural customers.

- The Department has networked 27215 Post offices, mail offices and administrative offices thereby creating the largest single organization WAN in the country. 2590 Post Offices with over 14.55 crore accounts have migrated to Core Banking Solution and 115 ATMs have also been commissioned in these CBS offices. In case of Core PLI, 12102 Post Offices have migrated to the new platform.

- In the area of financial inclusion, the Department has been able to open more than 43 lakh Sukanya Samriddhi Yojana accounts, with a deposit of 562 crore and sold 28 lakh KVP certificates, garnering investments worth ₹2600 crore, in a span of less than four months.

- In order to open additional banking facilities for the unbanked, the Government has announced the setting up of Payments Bank by the Department of Posts. The application for Post bank has been submitted to RBI and a Detailed Project Report prepared.

- e-Commerce : By focusing on enhancing the parcel handling and delivery capabilities in the last one year, the Department has been able to increase its parcel revenues by over 36% since last year. This is an unprecedented growth and has come mainly from the e-Commerce sector.

- Department has been able to handle Cash on Delivery (CoD) business parcels worth around ₹500 crore in 2014-15, when compared to CoD collection of ₹100 crore in 2013-14

- By creating a separate vertical for Life Insurance business, enhancing the maximum sum assured limit from ₹20 lakhs to ₹50 lakhs (in PLI) and ₹5 lakhs to ₹10 lakhs (in RPLI) and aggressive marketing, in accordance with the recommendations of the Task Force on leveraging Post Office network, the Department's life insurance business has grown by over 12% in the last one year.

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Department of
**Electronics and
Information Technology**

Activities & **Achievements**

MESSAGE FROM THE SECRETARY

The main objective of the Department of Electronics and Information Technology (DeitY), is to empower citizens through ICT and e-governance and to promote the growth of the electronics Industry in India.

Our mission is to facilitate and promote use of Information Technology to achieve better accountability, transparency, responsiveness, effectiveness, efficiency, reasonability and inclusiveness. These attributes, in effect, define what e-governance is all about.

Under Digital India, which is our flagship programme, we are scaling up e-Governance initiatives across the country under the National e-Governance Plan (NeGP 2.0). We are enlarging the portfolio of e-Governance Mission Mode Projects to include newer domains in the social sector, women and child development and financial inclusion. We are leveraging the immense potential of emerging technologies such as the cloud and the mobile platform. To ensure that systems and solutions remain interoperable and universally accessible, we are engaged in developing standards across various e-Governance domains. We wish to truly harmonize our core ICT infrastructure components such as State Wide Area Networks, National Knowledge Network, Bharat Net, Mobile Seva's Mobile Service Delivery Gateway and Meghraj (GI Cloud) for optimum, efficient and on-demand provision of infrastructure. Our programmes also aim at promoting and facilitating growth of the Electronics Manufacturing Sector.

This book provides a bird's eyeview of the various initiatives of DeitY.

We would be happy to receive feedback and suggestions on how these initiatives could be refined and improved further.

Shri RS Sharma
Secretary, Department of Electronics &
Information Technology,
Government of India

Jai Hind

Digital **India**

The formation of the new Government marked the envisioning of an ambitious umbrella programme to prepare India for a knowledge-based transformation: Digital India.

This programme will bring about a paradigm shift from the perspective of citizen-centric good governance, with a synchronized and coordinated engagement of the entire Government.

The Digital India Programme was conceptualized within 100 days of Government formation.

To realize the Prime Minister's vision, the Digital India Programme has identified three key areas:

(i)   Digital infrastructure as a Utility to Every Citizen

(ii) Governance and Services on Demand

(iii) Digital Empowerment of Citizens

The focus of the Digital India programme is on being transformative – to realize **IT (Indian Talent) + IT (Information Technology) = IT (India Tomorrow)** and on making technology central to enabling change.

Digital India aims to provide the required thrust to the nine pillars viz. Broadband Highways; Universal Access to Mobile Connectivity; Public Internet Access Programme; E-Governance: Reforming Government through Technology; eKranti - Electronic Delivery of Services; Information for All; Electronics Manufacturing: Target Net Zero Imports; IT for Jobs and Early Harvest Programmes.

Digital India is coordinated by DeitY and implemented by the entire Government.

While several game-changing initiatives have been launched during the last one year, certain projects under the Early Harvest Programmes and other Pillars of Digital India have already been implemented, and work is proceeding at a fast pace with respect to other Pillars for timely implementation, in succeeding paragraphs.

PRO-PEOPLE IT INITIATIVES

Platforms and Applications

MyGov.in has been implemented as a platform for citizen engagement in governance. It is a unique citizen engagement initiative, engaging with over 9 lakh citizens for enabling and empowering them to participate directly in policy formulation and program

Hon'ble Prime Minister launching the MyGov.in platform

implementation. The citizens participate in policy and execution through a "Discuss", "Do" and "Disseminate" approach. 33 groups, 182 discussion themes, 166 tasks have been published. Weekly newsletters are being sent to all registered users of MyGov.

Digital Locker System beta version has been released, which aims to eliminate the usage of physical documents and enable sharing of e-documents across agencies. The sharing of the e-documents will be done through

registered repositories thereby ensuring the authenticity of the documents online. Residents can also upload their own electronic documents and digitally sign them using the e-sign facility. These digitally signed documents can be shared with Government organizations or other entities. On-boarding of issuer and requester departments has been initiated. Over 1 lakh Digital Lockers have already been opened.

National Scholarship Portal has been developed as an end to end solution that includes all activities from registration to disbursement of scholarships. It is a single platform through which a student can apply to any centrally funded scheme. This would cater to crore of students.

eSampark database of 60 lakh email addresses and 88 lakh mobile numbers of elected representatives created. Now the message could be directly sent to them on the click of a button. 87 mailer campaigns carried out so far. Till date, over 10 crore mailers have been sent on various occasions.

Jeevan Pramaan portal has been launched. Over 1.75 lakh pensioners have enrolled their life certificates on the portal within 6 months. It is

Hon'ble Prime Minister and Hon'ble Minister, Communications & IT, at the launch of 'Jeevan Pramaan' (Aadhaar based Life Certificate)

a biometric enabled Digital Life Certificate for Pensioners scheme. The scheme runs around the idea of digitizing the whole process of securing the life certificate; aims to streamline the process of getting this certificate and making it hassle free and much easier for the pensioners. With this initiative, the pensioner's requirement to physically present himself/herself in front of disbursing agency or the certification authority will become a thing of the past. This facility has been extended to pensioners of Defence, EPFO and several state governments also.

Swachh Bharat Mission (SBM) Mobile app has been developed and is being used by the State Governments for uploading beneficiary and toilet photographs along with GPS (lat-long)

coordinates for all toilet constructions in rural India.

Aadhaar Enabled Biometric Attendance System: Biometric Attendance System (BAS) rolled out in 579 Central Government offices in Delhi with 1.22 lakh employees. In addition, BAS rolled out in 1,365 Central Government organizations outside Delhi involving nearly 95,000 employees. Also rolled out in over half a dozen States across the country.

e-Hospital- OPD Registration Framework (ORF) is an initiative to facilitate the patients to take online OPD appointments with Government hospitals. ORF has recently been soft launched in AIIMS Hospital. The framework enables the patients who have their mobile numbers registered with UIDAI, to book an appointment easily by visiting http://orf.gov.in .

e-Greetings portal launched on 14.8.2014. Over 8 lakh eGreetings sent.

Policies

Policy on Adoption of Open Source Software for GoI has been notified which would encourage the formal adoption and use of Open Source Software (OSS) in Government Organizations. As per this policy, all Government Organizations, while implementing e-Governance applications and systems, must ensure compliance of this policy and decide by comparing both OSS and Closed Source Software (CSS) options with respect to capability, strategic control, scalability, security, life-time costs and support requirements.

Policy on Collaborative Application Development by Opening the Source Code of Government Applications has been approved.

eSign framework has been released, which would allow citizens to digitally sign a document online using Aadhaar authentication.

E-mail Policy of Government of India (GoI) has been notified with the objective of ensuring secure access to and usage of GoI e-mail services by its users. Users will have the responsibility to use this resource in an efficient, effective, lawful, and ethical manner. The policy has been notified and 10 lakh employees have been already covered in Phase 1 and Phase 2 covering 50 lakh employees is in progress.

Policy on Use of IT Resources of GoI has been notified to ensure proper access and usage of GoI IT resources by its users. Users will have the responsibility to use these resources in an efficient, effective, ethical and lawful manner.

The 'e-Governance Competency Framework (e-GCF)' toolkit contains a set of end-user knowledge areas required for government employees. The objective of the framework is to strengthen the capacity building scheme to identify and define competencies, through a competency-based system which is required for different job roles under e-Governance.

> **e-Kranti has delivered over 292 crore e-transactions from May 2014 to May, 2015**

Schemes

e-Kranti: National eGovernance Plan 2.0 was approved by the Union Cabinet on 25th March 2015 with the vision of 'Transforming eGovernance for Transforming Governance'. The portfolio of Mission Mode Projects under e-Kranti has increased from 31 MMPs to 44 MMPs. The Mission Mode Projects of e-Kranti have delivered over 292 crore e-transactions from 25th May 2014 to 15th May, 2015. This is a substantial increment of 167% over the number of e-transactions delivered in the previous year for the corresponding period.

Capacity Building Scheme II (CB Scheme II) has been approved for strengthening capacities of the State/UT Governments through the setting up of appropriate institutional mechanisms, assisting them with professional resource support and training

and knowledge sharing initiatives. The scheme addresses the critical 'Human Resource Development' and 'Training' components of Digital India for central and state governments.

Good Governance and Best Practices scheme has been initiated to promote ICT-enabled good governance in the country. Under this scheme, DeitY has finalized a scheme to promote e-Governance in the country, wherein, the replication of successful e-governance (e-gov) practices and applications would be taken up and departments would also be encouraged to come up with new applications in uncovered domains. Various proposals have been received and 8 projects have been approved.

Other Initiatives

National Information Infrastructure (NII) has been envisaged which proposes to integrate various ICT infrastructure created across all the states namely SDCs, SWAN, NKN, NICNET, SSDG including Bharat Net (presently under implementation by DoT). NII would make available upgraded infrastructure from a technological, administrative and e-governance perspective.

Wi Fi connectivity in Allahabad University has been approved as Proof-of-Concept and further action is being taken for execution of this project. Action is also being taken to finalise the proposal for Wi Fi connectivity in 4 other Universities viz. Utkal University, Pune University, NEHU and Osmania University.

To recognise the talented Women VLEs, under Common Services Centers (CSC) Scheme, as torchbearer and inspiration to other women across the nation, the First Women VLE Conference was organized on 10th March 2015. The conference was held around the idea of ensuring women are at the fore front of "Digital India". This would result in a new social order

where women play the role of "Change Agents" in building a society free of caste, creed, and colour & gender discrimination.

Internet Governance: DeitY has received Golden Membership of the Internet Society to create greater awareness and participation in the area of Internet Governance.

Promotion of
Domestic Electronic Manufacturing

It is estimated that demand for electronics products and systems in India would grow to about USD 400 Billion by 2020. At the conventional rate of growth of domestic production, it would only be possible to meet demand for about USD 100 Billion by 2020.

The Government attaches high priority to electronics and IT hardware manufacturing. It has the potential to generate domestic wealth and employment, apart from enabling a cyber-secure ecosystem.

There have been some efforts for rapid growth of the electronics (including telecom) hardware manufacturing sector in the past like 100% FDI permitted under automatic route, no Industrial license requirement, payment of technical know-how fee and royalty for technology transfer under automatic route. However, these efforts have not led to a substantial impact; partly because India is a signatory to the Information Technology Agreement (ITA-1) that has resulted in a zero duty regime on import of the goods covered under the Agreement.

India has also executed Free Trade Agreements (FTAs) and Preferential Trade Agreements (PTA) with several countries/ trading blocks, which has enabled zero duty import of items not covered under ITA. Other factors hampering the growth of electronics includes lack of reliable power, high cost of finance, poor logistics & infrastructure, weak components' manufacturing base, lack of targeted and proactive R&D in collaboration with industry etc.

The development of the electronics system design and manufacturing sector in the country will lead to greater economic growth through more manufacturing and consequently greater employment. The

Laying the foundation stone of Electronics Manufacturing Cluster and IT Park at Jabalpur, Madhya Pradesh

Government has taken various initiatives in this area.

It is up to stakeholders, including Industry and States, to take advantage of these policies and promote electronics manufacturing in a big way, especially because the electronics sector has the potential to create a large number of employment opportunities for the youth as well as spur the economic development of the State as well.

The achievements after the inception of new government are as below:

- **Electronic Development Fund Policy** approved by the Cabinet in December 2014 provides for participation in venture funds to support R&D, Innovation and IP Generation in Electronics, IT and Nano Electronics.

- Two **Electronics Manufacturing Clusters** at Purva, Jabalpur and Badwai, Bhopal in the state of Madhya Pradesh involving investment of ₹84.17 crore have been granted final approval and the foundation stone was laid by Hon'ble Minister of Communications and IT on 6th October, 2014 in the presence of Chief

Minister of Madhya Pradesh at both the clusters. The number of Electronics Manufacturing Clusters given in-principle approval in the last one year have reached 16 for Greenfield EMCs, and 3 for Brownfield EMCs in 7 States. In total, 21 EMC clusters have been approved.

- Three Incubators for electronics start-ups approved at Delhi University, IIT Patna and Kochi which will incubate 135 start-up companies.

- National Centre for Flexible Electronics (NCFlex) at IIT Kanpur is being approved at an estimated cost of ₹132.99 crore.

- Inverted duty rationalized for various products including mobile phones, telecom equipment, tablets, PCs, solar photovoltaic cells, LED lights, LCD/LED TVs, specified medical electronics devices etc.

- **Modified Special Incentive Package Scheme (M-SIPS)** to provide financial incentives to offset disability and attract investments in the sector. So far, 63 proposals worth ₹20,825 crore in investments have been received and 40 proposals worth approx. ₹9,565 crore have been approved.

M-SIPS has recieved 63 proposals worth ₹20,825 crore in investments and 40 proposals worth approximately ₹9,565 crore have been approved

- Mandatory compliance to safety standards has been notified for identified electronic products with the objective to curb import of sub-standard and unsafe electronics goods. Further, four proposals for upgradation/setting up of Labs for testing products have been approved and the 1st instalment of assistance provided.

Digital Inclusion
BPO Schemes

'Policy approved for BPOs in small, mufassil towns' and 'Scheme approved to incentivize BPO operations in the North East'

North East BPO Promotion Scheme (NEBPS): The scheme has been approved to incentivize BPO Operations in the North East Region (NER) for creation of employment opportunities for the youth and growth of IT-ITES Industry, by the establishment of 5000 seats, with capital support in the form of Viability Gap Funding (VGF). The Software Technology Parks of India (STPI) has been designated as the Nodal Agency for implementation of the NEBPS. The RFP (Request for Proposal) inviting open bids has been e-published by STPI.

Rural BPO Scheme: To promote digital inclusion over the entire country a new policy of opening BPO call centres in small, mufassil towns of the country has been approved. This envisages creation of about 48,000 seats across different States, in proportion to the population, as per census. The policy envisages hand holding by well known and established BPO companies working with local entrepreneurs as a mandatory partner. This will generate employment in far flung areas of the country, as well as develop an eco-system, computer training, digital literacy and over all digital empowerment.

Promotion of **Indian Languages**

- **Updated Indian Language Toolkit CD for Windows 8.1 and Ubuntu 11.04:** Software toolkit containing fonts and tools for information processing in 22 scheduled Indian languages on computers have been made available in the public domain. This user friendly kit facilitates users to carry out information processing related tasks in local languages. So far there have been over 12 lakh shipments and 1.25 crore downloads. These software tools can be freely downloaded from http://www.ildc.in/ or CDs can be obtained on request.

- **Best Practices for Localization of Mobile web applications in Indian Languages:** Realising the potential of mobile devices as future access devices for the web, a set of guidelines were formulated as best practices to help developers to localize their software products / services on Mobiles in Indian languages. This has been adopted as best practices under the open standard framework of e-governance. The details are available at http://egovstandards.gov.in

- **Indic Layout Draft:** To address the issues of correct display of Indian languages in various web browsers and prepare a draft web standard for correct display of Indian languages.

- **Recognition of the use of Optical Character Recognition Software with Braille Interface:** The Gift of New Abilities, a project started in Indian Institute of Science (IISc) in Bengaluru developed with DeitY support, uses Optical Character Recognition (OCR) technology for the Tamil language to enable the blind to access printed text. So far, more than 500 Tamil books (school, college, story and general) have been converted by OCR and delivered as Braille books to hundreds of blind students in Tamil Nadu. Availability of this software has saved time and cost in converting Tamil books into Braille format.

Cyber
Security

Hon'ble PM during his address in NASSCOM conference stressed the need to focus on Cyber Security and exhorted Indian software experts for working in this area. Safe and Secure Cyber space is one of the important components of Digital India Programme which requires focus on Cyber Security.

Millions of people in the country (both in rural and urban areas) rely on the services and information available in cyber space. Increasingly, the work of government, business and national infrastructure is becoming highly dependent on cyber space. As the quantity and value of electronic information has increased, so too have the business models and efforts of criminals and other adversaries who have embraced cyber space as a more convenient and profitable way of carrying out their activities anonymously. Hence, security of cyber space has become an important part of the national agenda.

Considering its vital importance, DeitY is implementing a programme on Cyber Security that is aimed at building a secure and resilient cyberspace for citizens, businesses and Government, by way of actions to protect information and information infrastructure in cyberspace, build capabilities to prevent and respond to cyber threats, reduce vulnerabilities and minimize damage from cyber incidents through a combination of institutional structures, people, processes, technology and cooperation.

A number of initiatives have been taken towards securing cyber space. These initiatives have

focused on issues such as cyber security threat perceptions, threats to critical information infrastructure and national security, protection of critical information infrastructure, adoption of relevant security technologies, enabling legal processes, mechanisms for security compliance and enforcement, information security awareness, training and research.

The following initiatives taken up have significantly contributed to the creation of a platform that is capable of supporting and sustaining the efforts to securing cyber space. These are being continued, refined and strengthened to meet the requirements of the dynamic nature of cyber threat scenarios.

- New proposals were formulated in the areas of (i) Multi-media forgery detection, (ii) A robust and generic model for e-security index, (iii) Person authentication, (iv) Detecting security vulnerabilities in Android applications, (v) Digital Forensics for cloud environment and (vi) R&D in cryptography including analysis of side channel attack.

- Indigenous security solutions were developed and deployed/ being deployed at user organisations. These include: (a) A Tamper Evident System that provides recording of Audio-Video, Fingerprint Data, data and recording session related information in a tamper evident manner, (b) Advanced version of Cyber Forensics tools namely CyberCheck v6.0, Mobile Check v3.0 etc, (c) An Early Warning platform that identifies malicious hosts, botnets in near real-time based on DNS traffic, (d) System to analyze online content of multiple social media sites, (e) Anti-malware solution for web applications and mobiles, (f) Password recovery tool implemented for MS Office, PDF, WinRar and Winzip, (g) Security Solutions for SCADA system and (h) Mobile Device Security Solution for Android and Tizen OS platforms.

- CERT-In is setting up a centre for detection of computer systems infected by malware and bots and to notify, enable cleaning and securing systems of end users to prevent further malware infections. Approval for the project has been received and implementation is in progress.

Human Resource
Development

- **Skill Development Scheme** for the electronic sector attracting 3.28 lakh persons at an estimated cost of ₹411 crore approved.

- A scheme for increasing the number of **PhDs** in Electronics & IT started implementation from the academic year 2014-15. 291 Full time and 38 part-time PhD students supported across universities in India.

- A **Visvesvaraya PhD Scheme** for setting up of 7 new regional Electronics & IT Academies across the country to improve quality of graduate education in electronics and IT approved at an estimated cost of ₹147.48 crore.

- A scheme to provide **Digital Literacy (DISHA)** for 42.5 lakh persons at an estimated cost of ₹380 crore approved. Under implementation, especially targeting ASHA workers, Anganwadi workers and Authorized Ration Shop dealers.

- New **Centres of NIELIT** at Ranchi and Kokrajhar have been made operational and centres at Muzaffarpur and Buxar in Bihar are in the pipeline.

A workshop in progress at ICT centre in rural area of Santhavurity, Andhra Pradesh

- **Virtual smart rooms** and an intranet connecting 17 NIELIT centres were set up with a focus to improve the quality of education to students from remote/ rural parts of the country – which include centres at Kohima, Gangtok, Itanagar, Shillong, Imphal, Aizawal and Agartala.

- **ICT centres in 250 schools** in rural areas of Ajmer and Jaipur districts of Rajasthan and 204 schools at Srikakulam District of Andhra Pradesh were set up to empower students with ICT skills and to provide connectivity to access information.

- **e-Basta framework which enables**
  (I) Publisher to upload the electronic content with relevant data
  (ii) Schools to search and collate e-content into e-Basta and
  (iii) Students to download e-Basta contents through an App on their tablet/phone/PC.

IT **Promotion** & **E-Infrastructure**

- With a view to promoting Government to Government Cooperation in the field of IT and ITeS sector, including the Digital India Programme, India and the US signed a **Joint Declaration of Intent** in January this year.

- Foundation stone for **STPI's new Incubation Facility** at Ranchi and Patna has been laid. Further, STPI has, in collaboration with the Government of Karnataka has set up a Semiconductor Measurement Analysis and Reliability Test (SMART) Lab for the benefit of the ESDM Industry.

- **E-wallet,** showcasing the various Schemes/ Projects by using a QR code was prepared, which was circulated amongst various Central Ministries for replication.

- **Framing the draft Policy on Internet of Things (IoT):** The Government has taken an initiative to frame draft Internet of Things policy for India which is envisioned to develop connected and smart IoT based systems for our country's Economic, Societal, Environmental and Global Needs.

- Under this policy, it is proposed to create an IoT industry worth USD 15 billion by 2020. It will also aim to undertake capacity development, research and development and domain specific product developments.

- It is proposed in the policy that Innovation and R&D, Capacity Building, HRD, Demonstration Centres and Engagement with the right incentives to industry to be the 5 most important pillars which would be horizontally supported by an Open Standards policy and Governance structure.

- This will support the smart city initiative of the Government. The draft IoT policy for India shall provide spur in innovation of new ideas and technology which shall lead to skill development and job creation. The policy shall encourage indigenous product development and manufacturing in the country, boosting the Make in India campaign of the Government of India.

Implementation of National Policy on Universal Electronic Accessibility has been initiated and work is in progress.

Research and **Development**

A. R&D in IT

- The Cabinet approved the "National Supercomputing Mission (NSM)" with an outlay of ₹4500 crore over a period of 7 years to be jointly implemented by DeitY and DST. This will enable India to leapfrog to the league of world class high performance computing power nations.

- Two new centres of SAMEER are being set up, one on electromagnetic interference at Visakhapatnam and another on high power microwave components at Guwahati to meet the requirements of both strategic and civilian applications.

electronic Personal Safety System (ePSS) developed for the safety of women and children

- ".   " top level international domain for 11 languages, and an Integrated Indian Languages Virtual Keyboard and the SAKAL BHARATI font were launched by Hon'ble Minister of Communications and IT.

- An electronic Personal Safety System (ePSS) was developed, in association with MHA for the safety of women and children.

B. R&D in Electronics

- Intelligent Transportation System developed for traffic control, monitoring, management, counting, advisory, trip planning etc.

- Electronic Nose for the monitoring of

industrial obnoxious odorous constituents from pulp and paper industries, Web Enabled Access of Agricultural Information in seven local languages, Handheld E-Nose, Digital Image Processing Technologies applications in Tasar Sericulture, Membrane Electrode Array. Based Sensing System for Taste Characterization of Food and Agro Produces, GIS based decision support system for tea gardens using a Wireless Sensors Network were developed for commercialisation.

- Pilot demonstration of e-waste recycling facility initiated at E-Parisara, Bangalore along with Centre for Materials for Electronics Technology (C-MET), Hyderabad. Recovery of precious metals from printed circuit boards (PCB) had been successfully achieved through pyrolysis process by Centre for Materials for Electronics Technology (C-MET), Hyderabad and M/s E-Parisaraa Pvt. Ltd., Bangalore. Further upscaling of this in a second phase of the project is being implemented with the aim of setting up a demonstration plan at Bangalore. Towards this an MoU has been signed with KBIT (Govt. of Karnataka).

- Electronic waste awareness programme:

Web Enabled Access of Agricultural Information in seven local languages

The rapid growth of the electronic industry and the high rate of obsolescence of the electronic products, leads to the generation of huge quantities of electronic waste (e-waste), which is one of the fastest growing waste streams worldwide today. There is huge gap between generation and recycling needs to be bridged by improving the channelization of the e-waste for proper recycling and establishing a system of accountability in e-waste management. A major program for creating awareness of electronic waste has been initiated to improve the situation of e-waste management. The DPR was finalized and money transferred to STPI in 2014-15. Implementation initiated.

e-Saadhya is an education framework for children with autism and mild mental retardation.

C. e-Learning

- Development of Online Labs (OLabs) is an innovative, interactive simulation and e-Learning initiative jointly developed by CDAC, Mumbai and Amrita University. It is a virtual online laboratory experiment, which provides students with the ease and convenience of conducting experiments over the internet.

- Adaptable e-Learning Accessibility Model for the Disabled (e-Saadhya) implemented by CDAC, Bangalore jointly with CDAC, Hyderabad. Major achievement of this project is the development of a framework, namely 'e-Saadhya', which is an education framework for children with autism and mild mental retardation.

Department of
Telecommunications

Activities & **Achievements**

MESSAGE FROM THE SECRETARY

Government has launched an ambitious Digital India Programme in the mission mode with a vision to create infrastructure as a utility for every citizen, governance and services on demand and Digital empowerment of citizens. Department of Telecommunications will play an active role in this programme by its interventions through universal access to mobile connectivity, broadband highways and public internet access programme.

Telecom Sector continues to contribute in the growth of GDP of the country by providing internet and mobile services to the citizens in all parts of the country, both rural and urban. Government has already taken up special projects in the North East, Left Wing affected States and Andaman and Lakshadweep Islands, in addition to the flagship programme of Bharat Net wherein all the 2,50,000 Gram Panchayats comprising over 600 million rural citizens are proposed to be connected with 100 mbps broadband to bridge the rural coverage gap both for broadband penetration and voice. Government is committed to provide mobile connectivity to 55669 uncovered villages in a phased manner over the next 5 years and to also ensure seamless connectivity to the travelers on National Highways in these States.

Government has also taken initiative to provide Wi-Fi services at more than 70 prominent tourist places across the country to the benefit of domestic and foreign travellers.

I am extremely happy to present this booklet highlighting various achievements and initiatives of the Department of Telecommunications in the last one year. I am sure this booklet will be helpful in creating awareness in the country about Department of Telecommunications' contribution to the Country's social and economic development.

Shri Rakesh Garg
Secretary,
Department of Telecommunications
Government of India

an **Telecom**

**Information and
Communication
Technology (ICT)
is developing a
robust and secure
state-of-the-art
telecommunication
network**

Information and Communication Technology (ICT) has a very significant role in facilitating the accelerated inclusive socio-economic development of any country.

Therefore, developing a robust and secure state-of-the-art telecommunication network (which is the backbone of ICT), providing seamless coverage with special focus on rural and remote areas for bridging the digital divide and thereby facilitating socio-economic development is essential for an overall development of the country.

The Department of Telecommunications is spearheading the development of telecommunication facilities in India.

Growth in Telecom Sector

Telecom sector has posted phenomenal growth during the last one year. With 996 million telephones in the Country (as on March'15) India is the second largest telecom network in the world after China. Following are the achievements in telecom sector during the last one year.

1. FDI inflow in telecom sector during April'14 to January'15 (10 months) was $2832 million which is more than that during FY 2012-13 and 2013-14 put together and highest during the last seven years.

2. The share of FDI in telecom sector has taken a quantum jump during April'14 to January'15 (10 months) and is highest (11.09%) in comparison the previous seven years.

3. Overall growth of telephones during the period April'14 to March'15 has been 6.76% while the growth in rural India has been 10.14% which is much higher than 3.90% and 8.18% respectively during the corresponding period in the previous year, i.e. April'13 to March'14.

4. The total telephones added during May'14 to March'15 is 60.32 million which is almost double the number of telephones added during the corresponding period in the previous year i.e. May'13 to March'14 and is almost equivalent to three times the population of entire Australia or the population of France.

5. The number of telephones added in rural areas during the May'14 to March'15 is 36.5 million, which is one and half times that added during the corresponding period of previous year i.e. May'13 to March'14 and is equivalent to the population of Poland.

6. The number of telephones added in urban areas from May'14 to March'15 is 23.8 million which is more than double that added during the corresponding period of previous year i.e. May'13 to March'14 and is equal to the population of Australia.

7. Overall teledensity of the country has increased by 3.98% during May'14 to March'15 which is twice the increase in teledestiny during the corresponding period in the previous year i.e. May'13 to March'14 (2.07%). The teledensity of the country has reached 79.36%. Almost 80% people of the country are equipped with telecom facility.

8. The rural teledensity has increased by 3.86% during the May'14 to March'15 while it was 2.6% during May'13 to March'14.

With this the rural teledensity has reached 48.04%. hence almost 50% people in rural India are using the telecom services.

9. The number of Internet connections added during April'14 to Dec'14 (9 months) has been 15.8 million which is almost 6% of the total connections (267 million).

Circle Highlights:

In some circles the growth of telephones during May'14 to March'15 has been even three to ten times that during the corresponding period in the previous year i.e. May'13 to March'14. Following are a few examples:

1. With the addition of 1.17 million telephones during May'14 to March'15, Jammu & Kashmir has posted the highest growth of 14.07% while the national average is 6.45%. The growth of telephones in rural areas of J&K has been 28.96% as compared to 15.18% during the corresponding period in the previous year.

2. Odisha circle added 2.54 million connections and posted a growth of 9.92% during May/14 to March'15 while it was 1.09% during the corresponding period in the previous year. This is almost 10 times as that during previous year.

3. Bihar has added 7.25 million telephones during May'14 to March'15, thus posting a growth of 11.61% as compared to 4.42% during May'13 to March'14. Bihar has also posted a growth of 13.4% during May'14 to March'15 in rural areas while the national average in rural areas during this period is 9.62%.

4. In North East circle, the growth of telephones during May'14 to March'15 has been 10.51% while that was 3.25% during the corresponding period in the previous year. The growth of rural telephones during May'14 to March'15 in North east has been remarkable at 1.36% as compared to 4.30% during corresponding period in the previous year.

5. In Himachal Pradesh, the growth of telephones during May'14 to March'15 has been 8.53% which is more than four times the growth during the corresponding period in the previous year.

6. Kolkata telecom district, which was reeling under negative growth of -1.34% during May'13 to March'14, has been turned around and as a result it has achieved a positive growth of 6.27% during May'14 to March'15.

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Realisation of potential value of spectrum-**the scarce natural resource**

Auction of Spectrum

One of the challenges for the new Government was to restore the confidence, bring in transparency and ensure good governance. The historic success of the spectrum auction 2015, concluded recently where the highest ever auction proceeds of ₹1,09,874 crore were raised in a completely transparent and fair bidding process, has restored the confidence of all stakeholders in the sector.

• The complex issue of defence band identification and harmonization of spectrum with defence, pending for more than seven years has been resolved quickly. Not only did the cabinet approve the identification of defence band, but a good quantity of 2100 MHz released by the Defence Ministry, was put into the recent auction.

• Spectrum in 4 various bands - 800 MHz, 900 MHz, 1800 MHz and 2100 MHz were put into simultaneous and multiple rounds of auction for the first time, so that the operators could take informed decisions.

• Rules for Spectrum Usage Charges, liberalisation of spectrum, and earnest money deposits were made in a fair,
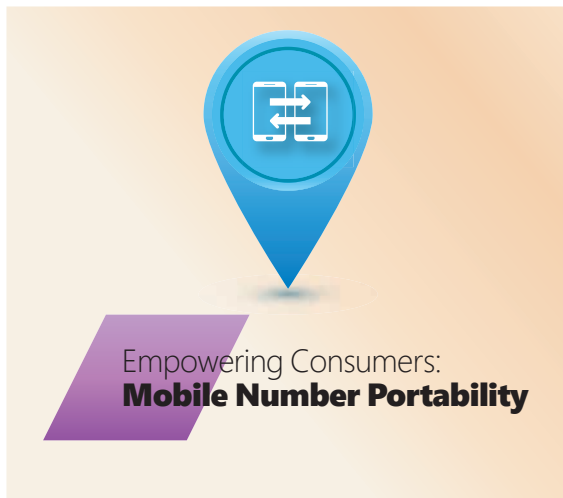
objective manner, and disclosed well in time to the industry to avoid any ambiguity.

• Transparent and clear rules for allocation of spectrum were notified for the first time.

• The entire process of decision making on reserve price determination was expedited.

• Once these decisions were taken, a clear message went out that the intentions of the government are clear, transparent and coupled with the favourable growth scenario in the country. The highest ever auction amount was received in India.

• India with more than 99.8 crore mobile phone users, more than 30 crore internet connections and the great future which awaits digital India has created further confidence in the Industry leading to this historic success. This will go a long way in implementing the Digital India Mission of the Hon'ble Prime Minister. As against the approved reserve price of ₹80,277 crore, the auction fetched a record realisation of ₹1,09,874 crore.

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Empowering Consumers:
Mobile Number Portability

Government Policy envisages achieving One Nation Full Mobile Number Portability in the country

Full Mobile Number Portability (MNP) will allow a subscriber to even change his Licensed Service Area (LSA) without change of mobile number. For example, a subscriber can move from Delhi to Bangalore without changing his or her mobile number.

Government Policy envisages achieving One Nation Full Mobile Number Portability in the country. The Government has decided to allow Full Mobile Number Portability and the

decision has been notified in September, 2014.

Necessary amendments to Mobile Number Portability license conditions and other instructions have been issued on 03.11.2014. The operators have been given a time period upto July 2015 to implement it.

MNP also allows subscribers to retain their existing mobile number when they switch from one telecom service provider to another irrespective of technology or service area limitation. Currently, Mobile Number Portability is in operation in the country within the same Licensed Service Area only.

This will benefit more than 97 crore mobile phone users in the country. This will also help the Government in developing mobile numbers as an identity of individuals for providing various government services and more towards JAM (Jan Dhan-Aadhar-Mobile) Trinity.

Revival of **BSNL and MTNL**

BSNL is setting up 25,645 new BTSs in Phase-VII of its expansion plan at a cost of ₹4,805 crore

Revival of both these telecom PSUs has been a priority area for this government. In 2004, BSNL had registered a profit of ₹10,183 crore and by 2014 its losses have reached ₹7,020 crore. MTNL was also in profit till 2008-09 but as on 31.12.2014 MTNL has a debt of ₹16,306 crore. The government has taken the conscious decision to revive these two PSUs.

• BSNL is setting up 25,645 new BTSs in Phase-VII of its expansion plan at a cost of ₹4,805 crore. 15,000 such BTSs have been already installed in the last one year.

• BSNL plans to replace the network of wireline local exchanges with an IP (Internet Protocol) enabled Next Generation Network. 432 Telephone Exchanges and 70 lakh telephone lines which are more than

30 years old are being replaced with this new technology.

- BSNL signed an MoU with Bangladesh Submarine Cable Company Limited (BSCCL) to provide alternate internet connectivity to North East.

- MTNL is setting up/ upgrading 1080 3G sites in Delhi and Mumbai each and 850 2G sites in Delhi and 616 2G sites in Mumbai.

Recent initiatives by BSNL/ MTNL for making landlines more attractive

BSNL has recently announced unlimited calls during night hours effective from 01.05.2015
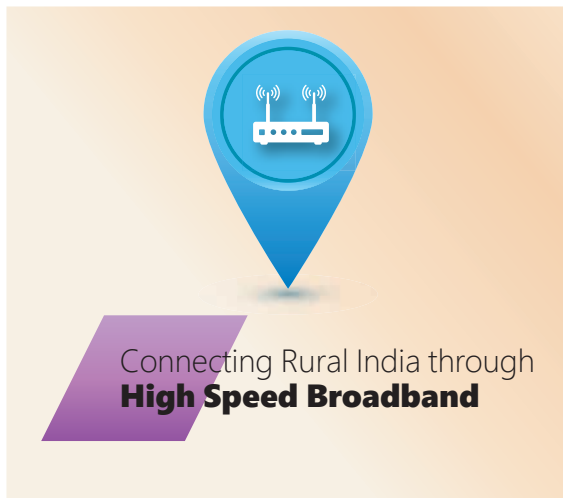

Greater value proposition for BSNL & MTNL customers

which allows one to make calls free of cost to any operator including mobile phones, anywhere in the country between 2100 hrs to 0700 hrs.

MTNL has also launched similar scheme under which unlimited free local calls for its Landline and Broadband customers (Combo) between 2200 hrs to 0700 hrs to any network. Also the STD call charges have been made local by making call charge rate 180 sec/ pulse during night hours between 2200 hrs to 0700 hrs.

These schemes launched by BSNL & MTNL will provide greater value proposition to their esteemed customers and would encourage them to use their landline facilities.

Connecting Rural India through
High Speed Broadband

Bharat Net is the largest rural connectivity project of its kind in the world. Aiming to link 2.5 lakh Gram Panchayats, connecting 600 million rural citizen

Digital India is a flagship programme of this Government, which is being executed in a mission mode. Bharat Net is the second pillar of Digital India Programme. It is the largest rural connectivity project of its kind in the world. It seeks to link each of the 2.5 lakh Gram Panchayats of India through a Broadband optical fibre network. On its completion,

Bharat Net is expected to facilitate Broadband connectivity to over 600 million rural citizens of the country.

Bharat Net, which is being funded by the Universal Service Obligation Fund (USOF), Department of Telecom, Ministry of Communications & IT, Govt. of India, is

Trenching work for laying Optical Fibre Cable under progress

envisaged as a non-discriminatory telecom infrastructure which will bridge the gap in rural telecom access. Bharat Net will enable all the 2.5 Lakh GPs to have 100 Mbps of bandwidth, thereby facilitating the delivery of various e-services and applications including e-health, e-education, e-governance and e-commerce in the future.

In the first phase, Bharat Net is being extended to cover 1,00,000 GPs, with the balance 1,50,000 GPs expected to be covered in a phased manner. The project is being implemented by Bharat Broadband Network Limited [BBNL], the Special Purpose Vehicle (SPV) created by Govt. of India for this purpose, with the actual execution being done by its partners viz. BSNL, PGCIL and Railtel for Phase-1.

Bharat Net will support e-governance services, telemedicine, tele-education, financial services, e-commerce and e-entertainment and hence benefit all the people in the remote areas.

This would open up new avenues for access service providers like mobile operators, cable TV operators etc. to launch next generation services, and spur creation of local employment opportunities encompassing e-commerce, IT outsourcing etc. as well as services such as e-banking, e-health and e-education for inclusive growth.

In the last 10 months, the work of laying optical Fibre network has been speeded up by 30 times

This will also enable delivery of various services such as local planning, management, monitoring and payments under Government schemes at panchayat level.

The work of laying optical fibre network has been speeded up (by 30 times) in the last 10 months. To make the entire project more effective in tune with the Digital India programme, a special committee was constituted for further improvement and speedy implementation to serve the larger purpose of Broadband to all. A committee of eminent people was constituted which has recently submitted a report for the consideration of the government, to make it more effective from district to block, block to Gram Panchayat and beyond.

India's First High Speed Rural Broadband Network has been commissioned on 12th January, 2015 in Idukki district of Kerala. With the commissioning of the Bharat Net, the Idukki

district of Kerala has become the first in India to be connected with the high speed broadband for all the areas of the district.

Currently the District has a total of eight (8) Block Offices and 53 Gram Panchayats of which 8 Block Offices and 52 Gram Panchayats have been connected on Optical Fibre and one Gram Panchayat, namely Edamalakudy, is connected through VSAT.
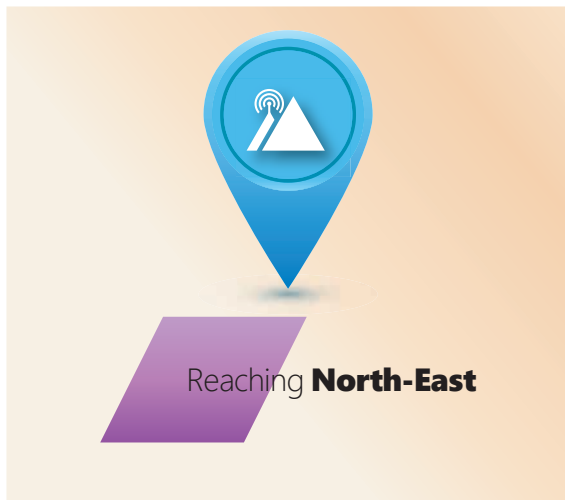
A historic milestone was achieved when the first mobile phone call ever was made from the Gram Panchayat of Edamalakudy in Idukki district. This tribal Gram Panchayat is 34 km way from the nearest town and has no road

India's First High Speed Rural Broadband Network has been commissioned on 12.01.2015 in Idukki district of Kerala

connectivity, electricity or piped water. Today, this settlement has been connected to the Bharat Net through VSAT media and now has both mobile and internet access.

Launching of India's First High Speed rural broadband network by BBNL in Idukki district of Kerala under DIGITAL INDIA PROGRAMME

Reaching **North-East**

The strategic location of the North East requires communication and connectivity throughout the main artery that runs through the region - the National Highways

The North Eastern Region (NER) of India comprising the States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura is characterized by an extremely difficult terrain, sparse population and long international borders. Better telecom connectivity would help in overall economic development and social integration of the region. Delivering quality telecom infrastructure to the NER is an integral component of realising the national objective.

The NER, because of its strategic location, requires communication and connectivity throughout the main artery that runs through the region, namely, the National Highways. Government has approved a proposal on 10.09.2014 to implement a Comprehensive Telecom Development Plan for the North-Eastern Region at the estimated cost of ₹ 5,336.18 crore.

The Project envisages extension of mobile coverage to 8,621 identified uncovered villages, installation of 321 mobile tower sites along National Highways and strengthening of the transmission network by linking the state capitals and districts in the States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.

The project is likely to be commissioned by September 2017. Details of number of villages, towers, Optical Fibre Cable (OFC) and total cost state-wise is as below:

S. No.	STATE	No. of Villages	No. of Towers	No. of Towers to be installed along NH	OFC to be laid (Kms)	Total Cost (₹ Cr.)
1	Arunachal Pradesh	2805	1893	149	1584	1561.64
2	Assam	2503	1874	33	228	1542.2
3	Manipur	610	528	53	171	351.95
4	Meghalaya	2389	2374	11	123	1390.3
5	Mizoram	258	252	19	747	282.46
6	Nagaland	137	134	48	154	157.08
7	Tripura	2	2	7	76	19.36
8	Sikkim	23	23	1	125	30.74

Connecting Left Wing Extremism (LWE)
**affected states**
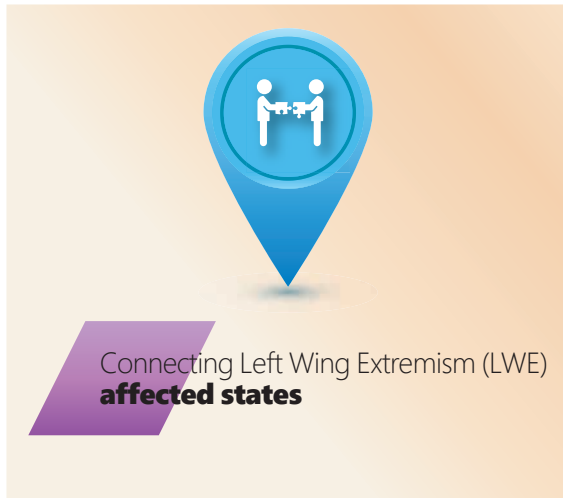
The Left Wing Extremism (LWE) affected areas are characterized by poor socio-economic indicators. Lack of infrastructure development has been identified as one of the causes for its backwardness. Telecom connectivity would help in fostering economic development of the region and enable security forces to deal effectively with extremism in their areas.

On 20.08.2014, Government has approved a project to provide mobile services in 2,199 locations in Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Maharashtra, Madhya Pradesh, Odisha, Telangana, Uttar Pradesh and West Bengal, which are affected by Left Wing Extremism (LWE).

The estimated project implementation cost including operational costs for 5 years is ₹3,567.58 crore which is to be funded from the Universal Service Obligation Fund (USOF). Affordable mobile communication services will be available to the public in the identified areas. The project is likely to be commissioned by September 2015. Till May 2015, 546 towers have been commissioned under this project.

Building connectivity
bridge with Islands
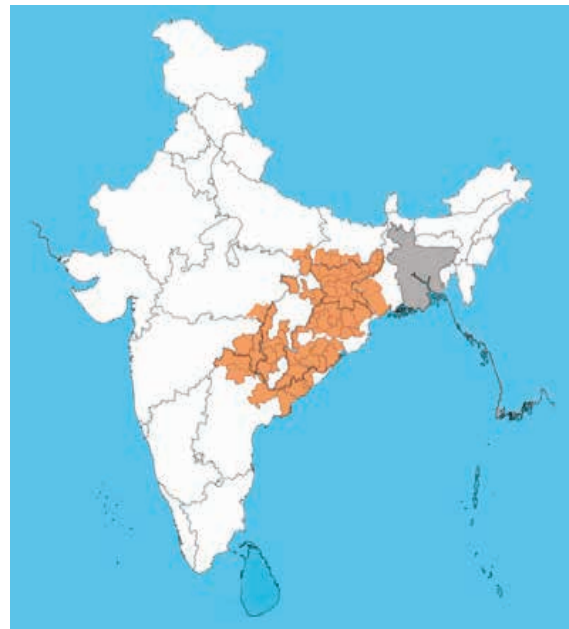
The Andaman and Nicobar Islands (ANI) and Lakshadweep are of immense strategic importance for India. The geographical configuration and the location of the ANI chain in the Bay of Bengal and Lakshadweep in the Arabian Sea safeguards India's eastern and western seaboard respectively.

Provision of secure, reliable, robust, and affordable telecom facilities in these islands is of utmost importance for the people living in these islands and from a strategic point of view to the whole country.

The Government has approved a Comprehensive Telecom Development Plan for Andaman & Nicobar Islands and Lakshadweep Islands with the total estimated investment of ₹221.05 crore for augmentation of satellite bandwidth and OFC network for telecommunication services in ANI and Lakshadweep; 2G services in all towns/ villages with population of 10 or more in ANI and extending mobile coverage to entire National Highways in ANI.

The Scheme envisages the establishment of a direct communication link through a dedicated submarine Optic Fibre cable from the mainland viz. Chennai Cable Landing Station (CLS) to Andaman & Nicobar Islands [Port Blair CLS]. The total length of cable being laid is 2,100 kms covering a population of about 3.8 Lakh people in the islands.

This will ensure reliable and redundant telecom connectivity between Mainland India and Andaman & Nicobar Islands and Lakshadweep Islands.

Seamless connectivity
across India

Rural Indian mobile phone users will have access to agricultural information, entertainment services and financial services

Mobile coverage to balance uncovered villages, numbering 55,669 that presently do not have mobile connectivity, is to be provided in a phased manner over five years.

Himalayan States (Jammu & Kashmir, Himachal Pradesh and Uttarakhand) and Western Border States (Rajasthan, Gujarat, Haryana and Punjab) are targeted in the 1st phase commencing 2015. Besides, the shadow portion of national highways in these states will also be provided with connectivity so as to ensure seamless connectivity while travelling along the national highways.

In India, mobile phone use is a large driver of income growth. This initiative will help the rural

Indian mobile phone users in accessing the most sought after services such as agricultural information (40%), entertainment services (16%) such as music and financial services (8%) such as mobile remittance and money.

Facilitating **'Make in India'**
in Telecom Sector

Telecommunications Standards Development Society, India (TSDSI) was set up to boost R&D and Global Standards Development in the telecom sector

To create a level playing field for the domestic manufacturers, who suffer severe disability due to poor infrastructure and inverted duty structure and to give a fillip to domestic telecom electronic manufacturing, the Government has imposed a basic Customs Duty of 10% on those products which are not covered under ITA-1 of WTO in the Union Budget 2014-15.

To give a boost to R&D and Standards Development in the telecom sector, the Telecommunications Standards Development Society, India (TSDSI) was set up with the objective to participate in the global standards development work and to reflect the requirements of the country in the

development of telecom standards. TSDSI has recently become a member of the Global Standards Collaboration (GSC) on 23rd July 2014.

Telecom Standards Development Society, India (TSDSI) has signed Cooperation Agreements with the Association of Radio Industries and Businesses (ARIB); Japan,

India has become a council member of International Telecommunications Union (ITU), the United Nations specialised agency for information and communication technologies

Alliance for Telecommunications Industry Solutions (ATIS); U.S., China Communications Standards Association (CCSA), European Telecommunications Standards Institute (ETSI); Telecommunications Technology Association (TTA) – Korea and Telecommunication Technology Committee (TTC) – Japan on 8th November, 2013 at C-DOT campus, New Delhi.

TSDSI has also signed cooperation agreement with Global Certification Forum (GCF). TSDSI was granted Observer status in 3GPP's on 30th April, 2014.

India has become a council member of International Telecommunications Union (ITU), which is the United Nations specialised agency for information and communication technologies – ICTs, in October, 2014 for a period of four years.

Public **Internet Access Programme**

WiFi at Tourist places

To provide internet connectivity to the tourists, WiFi connectivity at prominent tourist places in the country is being provided in a phased manner. The Archeological Survey of India (ASI) has decided to upgrade 25 monuments under its protection to the status of 'Adarsh Smarak' (Model Monuments). WiFi connectivity would be provided at all these monuments.

This will help in increasing the tourist flow in the identified tourist destinations. The states of Uttar Pradesh, Karnataka, Tamil Nadu, Orissa, Madhya Pradesh will benefit from this scheme, as will visitors touring renowned tourist places like Taj Mahal, Fatehpur Sikri, Sarnath, Konark Temple, Red Fort, Shore Temple Mahabalipuram, Hampi, Khajuraho and Thanjavur-Brihadeshwar temple etc.

BSNL, MTNL and RailTel, have expressed interest in providing WiFi coverage to some monuments as Proof of Concept (PoC). BSNL is willing to provide WiFi services at its own cost at the four locations namely, Taj Mahal, Fatehpur Sikri, Sarnath and Konark Temple. ASI has given approval for these 4 monuments. BSNL is likely to commission these sites by the end of May, 2015.

Incidentally, RailTel has agreed to provide WiFi services at its own cost at Red Fort, New Delhi. RailTel has also shown its interest to provide WiFi at two additional sites – Humayun's Tomb and Qutub Minar, New Delhi.

Further, BSNL is also willing to provide WiFi

services in the additional five locations, provided ASI is willing to work out a cost sharing model. These locations are Shore Temple, Mahabalipuram, Hampi, Khajuraho, Jagannath Temple Puri and Thanjavur-Brihadeshwar temple. BSNL has also expressed its willingness to provide WiFi at 30 locations in Bihar including Bodh Gaya.

Further action has been initiated by way of finalization of EoI and Draft MoU and the same has been provided to ASI and Ministry of Tourism.

A new list of 40 locations for providing WiFi services has been received from Ministry of Tourism. List has been forwarded to CPSUs: BSNL, MTNL and RailTel for consideration of viability of tourist destinations and for roll out of WiFi connectivity.

The first WiFi facility by BSNL at Varanasi's famous Dashashwamedh Ghat was inaugurated by Hon'ble Minister of Communications & IT on 8th February, 2015. Similarly, 30 such hotspots around Husain Sagar Lake, Hyderabad were inaugurated by Hon'ble Minister on 16th April 2015.

Building robust and secured communication
Network for Defence Services

Defence OFC Network

Network For Spectrum (NFS) has been planned as an Exclusive Optical Fibre based 'Nationwide Communication Network' for Defence Services. This will be a Countrywide Secure, Multi service and Multi protocol Converged Next Generation Network based on Exclusive and Dedicated Tri-services Optical Transport Backbone. The estimated cost of the project is ₹13,334 crore. The project is being implemented by BSNL. The scheduled time for the implementation of the project is 36 months.

NFS will be a "Next Generation Network" based on Highly Resilient and Virtualised IP/ MPLS backbone and Gigabit Optical Access Networks based on Fault Tolerant Carrier Ethernet transport technologies. The complete network will be controlled from Geo Redundant Central and Regional Network Operating Centres. This project involves several components. The most

To facilitate the growth of national tele-density and modernisation of defence communications (To support Network-Centric Warfare abilities of the Indian Army)

crucial component of the project is the laying of nearly 60,000 km OFC spanning over the whole country. BSNL has already awarded the work of OFC laying in July 2014.

The aim of 'Network for Spectrum' is two fold - to facilitate the growth of national tele-density on the one hand and to ensure modernization of defence communications with the state-of-the-art communication infrastructure to support net-centric military operations.

The project is being implemented by BSNL. This project will enhance the operational communications of the Army. The project will have an impact on the Network-Centric Warfare capabilities of the Indian Army in terms of enhanced voice, data and real time video services.
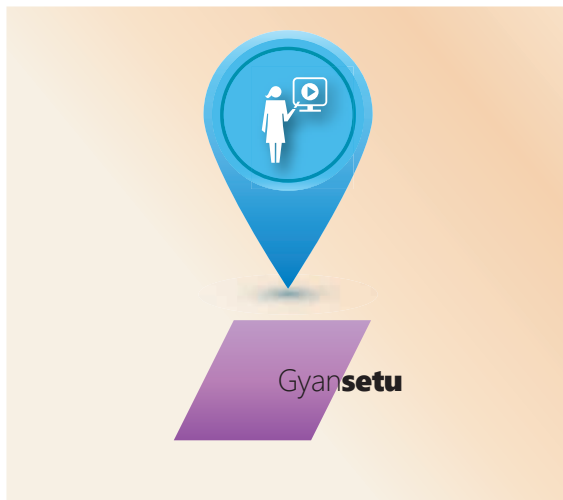
Gyan**setu**

Gyansetu is an internet based real-time ICT system designed by C-DOT primarily to provide various e-services to the under privileged rural population of India. Such systems are envisaged to be deployed in Gram Panchayats as a carrier of information and knowledge along with the traditional other government e-services.

This common infrastructure will serve the entire village population and can be accessed

easily due to its simplified design. Gyansetu was inaugurated by Hon'ble Minister of Communications & IT on the occasion of Good Governance Day.

Gyansetu, in each Gram panchayat of the country, would extend the benefits of internet technology to rural India and narrow down the digital divide between literate, high-end societies and rural community by taking knowledge and information to the doorsteps of our rural folks.

Gyansetu overcomes the limiting factors of rural masses including low/no literacy level and requires exposure only to the local language, to get connected to the internet. It interacts with the user with its own Graphic User Interface (GUI).

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National Telecom **M2M Roadmap**

Assimilate various M2M standards, outline policy and regulatory approaches and measures for increased M2M proliferation

Under this initiative, 'National Telecom M2M Roadmap' has been launched by the Hon'ble Minister of Communication & IT on 12.05.2015. The roadmap document endeavours to assimilate various M2M standards, outline policy and regulatory approaches and measures for increased M2M proliferation. The document includes International M2M scenario, prevailing communication technologies, standardisation activities and adapting them to suit Indian conditions in different sectors.

Department of
Posts

Activities & **Achievements**

MESSAGE FROM THE SECRETARY

The booklet on the achievements of the Department of Posts in the last one year is aimed at highlighting the path breaking initiatives and progress made by the Department in the service of the nation. By focusing on the key areas mandated by the Hon'ble Prime Minister, the Department has made unprecedented progress in leveraging the Post Office network and driving growth of e-Commerce, Life Insurance, e-Infrastructure and e-Governance.

In the coming year it shall be our endeavor to complete some key milestones of our ambitious IT modernization project and reinforce our position as a market leader in mails and parcel delivery services, life insurance and banking business, forging new alliances with Central & State Government agencies as well as the private sector to drive socio-economic growth and financial inclusion. Under the inspiring leadership and guidance of the Hon'ble Minister of Communications & IT, the Department has been working towards improving service quality & efficiency, enhancing customer satisfaction by introducing new facilities and products in line with market trends & business needs, and partnering in the progress of the nation by using our un-matched reach to better connect the people and markets.

Smt Kavery Banerjee
Secretary, Department of Posts
Government of India

Achievements and success stories as a result of new policy initiatives and programmes initiated since the new government assumed office

After the formation of the new Government, there has been a renewed interest in improving the physical Post Office and IT infrastructure, and leveraging Department of Posts' vast network to promote e-Commerce, financial inclusion and the delivery of the Government's various social security schemes. The present Government has taken serious steps to revamp the postal network, which is the largest in the world.

e-Infrastructure & e-Governance

A pan India IT Modernization Project is being implemented covering 1,55,000 Post Offices, including 1,30,000 Post Offices in rural India

With a view to transform the Department of Posts into a modern, technology enabled and self-reliant market leader, an IT modernization project is being implemented as a pan India project covering 1,55,000 Post Offices – including close to 1,30,000 Post Offices in rural India. By setting up this vast IT infrastructure, the Department will be able to harness the benefits of consolidated real time information and capabilities across various functional silos as well as geographical reach. The key benefits for the customers, Government and the Department of Posts from the IT Project, after its complete implementation, will be:

• Improved customer satisfaction due to faster and more reliable services in mails, banking, insurance and money remittance/ transfer operations.

• Transparency in financial services by introduction of Core Banking and Core Insurance Solutions.

• Multiple channels of access to the customers through Post Office counters, internet, mobiles, call centers and ATMs etc.

• Better financial inclusion for the common man in the rural and semi-urban locations through mobile remittances, mobile banking, mobile insurance etc.

• Effective and transparent delivery of the social security and employment guarantee schemes of the Government.

• Increased revenue through better quality and business growth under existing services, and by introduction of new products based on IT.

- Remote villages will be networked through hand-held, device-enabled Branch Offices for rendering quality postal services, Centre and State Government schemes as well as the services of the private sector.

Achievements so far:

- Contract signed with the vendor for supply of biometric, solar charged mobile handheld devices with wireless connectivity to about 1,30,000 rural Post Offices. IT Application for these mobile devices is also under development and shall facilitate Postal and other Government (Common Service Centre) services to the rural customers.

- 27,215 Post Offices, Mail offices, Accounts offices, Administrative offices and Store depots have been networked in a countrywide WAN. This makes it the largest WAN for any single organization in the country.

- 2,590 Post Offices across the country having 14.55 crore accounts and savings certificates and a deposit of ₹2,28,505 crore, have migrated to the Core Banking Solution (CBS). Circle Processing Centres (CPCs) have also been established at each Postal Circle Head Quarter as part of CBS implementations.

- 115 ATMs have been installed.

- Core Insurance Solution for providing the facility to deposit policy premiums at any Post Office and online automated claims management and online renewal notices; faster claim settlement and improved after-sales service has been rolled out in 12,102 Post Offices.

- The solution will cover rural Post Offices giving rural customers enhanced product knowledge and better customer interaction channels – through mobile phones as well.

Post Office ATM, Varanasi Cantt

Financial Inclusion through
new schemes

**Aimed at ensuring
financial security
to girl child for
meeting future
educational and
marriage expenses**

The following 2 schemes have been launched by the new Government for promoting small savings:

(a) Sukanya Samriddhi Yojana

Sukanya Samriddhi Yojana is a special deposit scheme aimed at ensuring financial security to girl child for meeting their future educational and marriage expenses. It was launched by the Hon'ble Prime Minister on 22nd January 2015. The salient features and key benefits of this scheme are:

- Rate of interest 9.2% Per annum (w.e.f. 1-4-2015), calculated on yearly basis, yearly compounded.

- Minimum ₹1000/- and Maximum ₹1,50,000/- in a financial year. Subsequent deposits in multiples of ₹100/- deposits can be made in lump-sum No limit on number of deposits either in a month or in a financial year

- Account can be closed after completion of 21 years. However, partial withdrawal, maximum up to 50% of balance standing at the end of the preceding financial year can be taken after account holder's attaining 18 years of age.

- Available at all Post Offices.

Achievements, so far:

Within a short span of time 43 lakh accounts have been opened in Post Offices. The total amount deposited in the accounts is approximately ₹562 crore.

(b) Kisan Vikas Patra:

Kisan Vikas Patra (KVP) is a simple saving instrument having high assured return and aimed at promoting small savings among common persons. It has been re-launched on 18th November 2014. The salient features and key benefits of this scheme are:

• Amount invested doubles in 100 months (8 years and 4 months)

KVP certificates worth ₹2,549 crore sold through Post Offices

• Available in denominations of ₹1,000, 5,000, 10,000 and ₹50,000. Minimum deposit ₹1,000/- and no maximum limit.

• Certificate can be purchased by an adult for himself or on behalf of a minor or by two adults.

• KVP can be purchased from any Departmental Post Office.

• Facility of nomination is available.

• Certificate can be transferred from one person to another and from one Post Office to another.

• Certificate can be encashed 2.5 years after the date of issue.

Achievements, so far:

28 lakh KVP certificates have been sold through Post Offices with a total investment of ₹2,549 crore.

Social Sector
Disbursement

Total amount of ₹7682.65 crore disbursed to 6.82 crore MGNREGA account holders across the country in the last one year

Financial Inclusion has emerged as the focus of the present Government.

The Department of Posts has been entrusted with the payment of various Government sponsored Social Security Schemes like disbursement of wages under MGNREGA Scheme through Post Office Savings Bank accounts.

Total amount of ₹7,682.65 crore has been disbursed to 6.82 crore MGNREGA account holders across the country through Post Offices in the last one year.

Apart from this, disbursement of Social Security Pensions under three schemes viz. Indira Gandhi National Old Age Pension Scheme (IGNOAPS), Indira Gandhi National Widow Pension Scheme (IGNWPS), and Indira Gandhi National Disability Pension Scheme (IGNDPS) and benefits under Indira Gandhi Matritva Sahyog Yojana (IGMSY) is made through Post Offices.

Post Bank of **India**

Post Bank of India shall be a technology driven corporate entity fully owned by the Department of Posts

In order to leverage the Post Office network for promoting financial inclusion through the Pradhan Mantri Jan Dhan Yojana, it was announced during the Budget speech on 28th February 2015 that a payments Bank shall be set up by the Department of Posts. The Department has applied for a Payments Bank License to RBI and a Detailed Project Report has also been prepared in this regard.

Post Bank of India shall be a technology driven corporate entity fully owned by the Department of Posts. It shall be professionally managed and shall utilize the vast Post Office network for operating full-fledged bank branches and subsidiary branches. 1.3 lakh rural Gramin Dak Sewaks shall serve as business correspondents of the Bank.

Post Bank shall be a bank for the common citizen and shall offer banking services as well as money remittance services. Utilizing the vast network of Post Offices, Post Bank shall prove to be a game changer in promoting financial inclusion in every nook and corner of the country.

Setting up of Task Forces

Setting up of Inter-Ministerial Task Force on leveraging Post Office Network and two internal Task Forces for Scaling up Life Insurance business and Capturing e-Commerce Market

Submission of the Task Force report to Hon'ble Minister, Communications & IT

As per the directions of the Hon'ble Prime Minister of India, an inter-Ministerial Task Force on leveraging the Post Office Network was set up in August 2014. The objective behind setting up of the Task Force is to use the Post Office Network for more citizen centric services by introducing new services and participation of multiple players for connecting rural India with the market place. The report of the Task Force has since been received and a roadmap for implementation of the recommendations with a view to empowering rural India at the grassroots level is being drawn, keeping in focus the role of the vast postal network in changing times. Further, in order to orient the Department towards capturing the growing e-commerce and life insurance market, separate verticals have been set up in the Department for handling Postal Life Insurance and e-commerce businesses.

Initiatives taken and achievements so far:

(a) Life Insurance

i. Postal Life Insurance

- PLI, introduced on 1st February 1884, covers employees of Central and State Governments, Central and State Public Sector Undertakings, Universities, Government aided Educational institutions, Nationalized Banks, Local bodies, Defence Services and Para-Military Forces.

- The limit of maximum sum assured in 'Postal Life Insurance' policies has been enhanced from ₹20 to 50 lakh in December, 2014 to give benefit of greater insurance coverage to the customers. This enhancement has come after 4 years and has provided an improved long term savings instrument to the public besides placing a higher compensation to dependents of the insured in case of premature death.

ii. Rural Postal Life Insurance

- The prime objective of Rural PLI is to provide insurance cover to rural public in general and to benefit weaker sections and women workers of rural areas in particular and also to spread insurance awareness among the rural population. The limit of maximum sum assured in 'Rural Postal Life Insurance' policies is ₹5 lakh.

- In order to provide an opportunity to the rural population to take an insurance policy of higher denomination, a proposal for raising outer limit of RPLI from ₹5 lakh to ₹10 lakh has been drawn up by the Department. This enhancement will provide an improved

The limit of maximum sum assured in 'Postal Life Insurance' policies has been enhanced from ₹20 to 50 lakh

long term savings instrument to rural citizens besides placing a higher compensation to dependents of the insured in case of premature death.

Business Growth

Total PLI/ RPLI premium income achievement for FY 2014-15 about ₹8217 crore (approx.) showing 12.39% growth over premium collections in previous year (2013-14).

Total number of policies

Year	PLI	RPLI
2013-2014	54,06,093	1,50,14,314
2014-2015	64,89,421	2,38,68,541

Aggregate Sum Assured

Year	PLI	RPLI
	(Figures in crore)	(Figures in crore)
2013-2014	1,02,276.08	79,466.46
2014-2015	1,30,745.27	1,05,204.79

Premium Income

Year	PLI	RPLI
	(Figures in crore)	(Figures in crore)
2013-2014	5,350.69	1,960.25
2014-2015	6,202.76	2,014.37

(b) e-Commerce initiatives

- The Department has started augmenting the parcel booking and transmission capacities across the country in order to tap the growing e-Commerce business. 28 Parcel Booking Centres have been established and these efforts have resulted in a 36% growth in parcel revenues in the last one year.

Last year 28 Parcel Booking Centres established- resulting in a 36% growth in Parcel revenues

- Department of Posts has rationalized its offering in parcel segment and is positioning Speed Post as a premium product for e-Commerce delivery solution.

- Tie-ups have been made with various e-Commerce players viz. Naaptol, Amazon.in, Flipkart.com, Myntra.com, Snapdeal.com, StarCJ etc to provide distribution and Cash on Delivery services. From 7,000 parcels in January 2014, Amazon traffic has risen to more than 1.8 lakhs per month. M/s Naaptol is offering a business of approx. ₹25 crore per annum.

- Considering the high demand for Cash on Delivery (CoD) option in India specially in Tier II and Tier III cities, Department of Posts has introduced Cash on Delivery facility as a value addition to Business Parcel, Express Parcel and Speed Post services, to

provide fast and economical remittance option to customers towards cost of their goods. Department has been able to handle COD worth around ₹500 crore in the last financial year; total COD collection for 2013-14 was ₹100 crore.

- A pilot started with M/s Snapdeal. com (Jasper Infotech Pvt. Ltd.) in Varanasi w.e.f. 25.12.2014 to provide a platform for online sale of merchandise of Varanasi weavers to extend the benefit of e-Commerce to the small weavers etc.

- Notices/Summons of Hon'ble High Court of Delhi are being booked through Speed Post with Proof of Delivery facility. The Proof of Delivery in its return transmission is also booked under Speed Post. Department of Posts is also providing specially designed envelopes for this purpose. The service of delivery of Notices/Summons through Speed Post has now been extended to Odisha High Court and Punjab and Haryana High Court.

- Department has introduced an automated Short Messaging Service (SMS) on the sender's and addressee's mobile (captured at the time of booking) intimating the arrival of article in delivery Post Offices and delivery status.

(c) Leveraging Post Office Network

- Dialogue on with several Central Government departments/PSUs/ Autonomous bodies and State Governments for using the Post Office network for rendering people centric Government services.

Philately **Promotion**

Department of Posts has taken a number of new measures to promote Philately:

- Online sale of Philatelic products through e-Post Office and e-Commerce website. In this context, an agreement was signed with Snapdeal and online sale through Snapdeal website was started on 29.08.2014.

- A Postal fair was organised at Dilli Haat on 11th-12th October 2014, which had the following attractions:-

  o An exhibition wall with theme-wise stamp display.

  o An emcee, dressed as a postman, engaged visitors in postal and philately activities like quizzes and sit-and-draw competitions.

  o Stamps on hands and arms, designed by tattoo artists, and short skits were performed every hour on the role, importance and need of postal services in our daily lives.

- National Philatelic tours-cum-workshops were organized from 9th-15th October 2014 and in December 2014 to promote philately amongst the youth. More than 18 schools in Delhi participated in the workshops, and the number of participants

Release of commemorative postage stamps on 100 years of Mahatama Gandhi's return to India by the Hon'ble Prime Minister

was quite encouraging. Students also participated in workshops and short films and quizzes organised all over the country. Painting competitions on the theme of Philately were the main attraction for the school children.

- Recently, the Department has issued significant Commemorative Postage Stamps on various themes viz. (a) 100 Years of Mahatma Gandhi's Return (b) Beti Bachao Beti Padhao, (c) Swachh Bharat, (d) FIFA World Cup, 2014, (e) Musicians of India, (f) Sri Lankan Buddhist Spiritual Leader Anagarika Dharmapala etc. The stamps on

"Swachh Bharat" were based on designs submitted by children across the country.

A notification for a stamp-design competition on the theme "Women Empowerment" has been issued and crowdsourcing for selection of a design has been initiated.

- The National Philatelic Museum located at Sansad Marg, New Delhi, has been included in the itinerary of HOHO (Hop-on Hop-off) buses operated by Delhi Tourism Corporation for tourists visiting Delhi since September 2014. An advertisement of 'My Stamp' has also been given on the customer coupons of the HOHO Bus Tickets which tourists can keep as a souvenir.

Franchise **Schemes**

The sale of stamps and postal stationery through private outlets has been revamped for easy availability

- The franchise scheme of the Department for the sale of stamps and postal stationery through private outlets has been revamped to enable easy availability of stamps, postcards and letters through private outlets. There are now two types of franchisees under the revised Franchise Scheme:

o Counter services through Franchisee Outlets in urban and rural areas, where there is demand for postal services, but a Post Office cannot be opened.

o Sale of postal stamps and stationery through Postal Agents in urban and rural areas.

- Individual as well as institutions/organisations/other entities such as new upcoming urban townships, special economic zones, major highway projects, upcoming new industrial centres, colleges, polytechnics, universities, professional colleges etc. are eligible for taking up the franchise work.

Public **Grievances**

About 15,674 Computerised Customer Care Centres (CCCCs) are functioning across the country.

(i) Customer Care

The system of acceptance/receipt of complaints in the Department of Posts is readily accessible to the public. Each Post Office works as a receiving point for complaints. The Department has a well laid out procedure for handling public grievances. A monitoring mechanism to ensure the quality of services and prompt redressal of public grievances is in place. The Department has upgraded its web-based grievance handling system to interconnect the Customer Care Centres with the objective of systematic handling and quick redressal of public grievances. Presently, about 15,674 Computerised Customer Care Centres (CCCCs) are functioning in the Post Offices, Speed Post Centres and Divisional/Regional/ Circle Headquarters across the country.

During the year 2014-15 (1st April 2014 to 31st December 2014), total 9,29,535 cases of public grievances were handled. A total of 8,20,366 cases were settled during the period of report, which constitutes 88.25% of the total grievances handled.

> **Till now around 1200 CPIOs and 153 First Appellate Authority accounts have been created online across the country for disposing RTI applications and appeals**

(ii) Citizen's Charter

The Citizen's Charter of the Department of Posts has been reviewed after extensive consultation with stakeholders so as to make available a transparent, open and efficient service delivery system to the customers. The revised Citizen Charter has been approved by the Hon'ble Minister of Communications & IT on 09.02.2015. The updated Citizen's Charter is available on www.indiapost.gov.in. It contains information on the vision, mission, organisation, purpose of Citizen's Charter, postal services, facilities for the customers, postal products and services, delivery standards, customer's expectations and Grievance Redressal Mechanism.

(iii) Launch of RTI Online Portal by the DoP

Online web portal was developed by the Department of Personnel & Training (DOP&T) for disposal of online RTI applications/appeals. Department of Post is the first Central Public Authority to take this portal to field officers level. Till now around 1200 CPIOs and 153 First Appellate Authority accounts have been created online across the country for disposing RTI applications and appeals. The Department of Personnel & Training appreciated the Department of Posts for taking the initiatives to extend this facility to its various Circles, Regions and Divisions across the country. DOP&T has also congratulated the Department of Posts for their commendable efforts in making the implementation of the RTI online a success.

Miscellaneous

6,000 additional Post Offices have been added to the network

- In order to make the Public Provident Fund accessible to almost the entire eligible population of the country, the facility has been extended to all double-handed and above Post Offices in the country with effect from 9th January, 2015, with the concurrence of the Finance Ministry. This has resulted in adding 6,000 additional Post Offices to the network.

- A simplified combined Money Order form has been prescribed for the public for all the three money order remittance services of the Department, viz. eMoney Order, Instant Money Order and Mobile to Mobile Money Transfer Services, for which separate booking forms/formats were earlier in vogue.

- Income Tax Department in Delhi has been allowed to use their Post Box Number as the sender's address instead of office address for their Speed Post articles of NFMS (Non Filter Monitoring System) Project as a special case in view of Public Interest.

- NANYATHA software for monitoring of letterbox clearance-Nanyatha software

facilitates monitoring clearance of letterboxes (LB) planted at various locations and also provides information on the volume of letters posted in a letterbox. Members of public can also check time of next clearance of any particular letterbox online.

**Good Governance and
Social Media Initiatives**

• Two e-Books viz. "New Initiatives-Touching lives... in many ways" and "Wings-A Bulletin on Best Practices" highlighting the services, major activities and best practices of the Department, and a Pocket Book on products and services of the Department have been released for benefit of public and are made accessible to the public through India Post website i.e. http://www.indiapost.

gov.in/Index.aspx. So far four issues of the "Wings-A Bulletin on Best Practices" have been released by the Department.

• Social Media related services have been initiated in the Department and a Joint Secretary level officer has been nominated as Nodal Officer to liaise with the New Media Wing of Ministry of Information and Broadcasting for Social Media related activities.

Post Office Infrastructure Improvement

During 2014-15, infrastructure and customer facilities in 492 Post Offices were modernised

Swachh Bharat Mission

Swachh Bharat Mission has been started in the Department of Posts with full zeal. The five year action plan for Swachh Bharat Mission in Department of Posts has been formulated and the progress is being monitored on regular basis.

All officers and staff have been sensitized about the need to keep office premises clean. In order to keep the Posts Offices clean, spotless and welcoming for public, the employees of the Department and also the members of public are being educated and sensitized to ensure cleanliness in all Post Offices.

Visit of Hon'ble Minister of Communications & IT to Gol Dak Khana in New Delhi tocheck cleanliness under Swachh Bharat Mission

A special social media campaign has also been started by the Department to spread awareness among the people. Apart from this, the National Postal Week (observed every year from 9th to

The National Postal Week was dedicated to Swachh Bharat Mission in 2014.

15th October) was dedicated to Swachh Bharat Mission in 2014, to create awareness amongst employees and public about cleanliness. Under the Swachh Bharat Mission, 90 toilets have been built in Post Offices/administrative offices.

Further, as an endeavor to institutionalize this initiative, the Rafi Ahmed Kidwai National Postal Academy, Ghaziabad, has brought out a work book on National Cleanliness Drive and made it a mandatory course material for all training programmes undertaken in the Department.