

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS  
(603, MTNL Building, Old Minto Road, New Delhi 110002)**

No. 02-01/2022-PHP

Dated: 16<sup>th</sup> November, 2022

**C I R C U L A R**

**Subject :- Review of policy on Telephone Advisory Committees (TACs)**

The policy regarding the Telephone Advisory Committees (TACs) has been reviewed and the following consolidated guidelines are hereby issued in supersession to all the earlier guidelines/circulars issued so far on Telephone Advisory Committees:-

**A.** Telephone Advisory Committees will function in Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL). In Telecom circles of BSNL where Business Areas(BAs) have been defined, the Telephone Advisory Committees will be constituted at Business Area (BA) level and in Metro Districts of BSNL, as in the case of Kolkata and Chennai, one Telephone Advisory Committee (TAC) each will be constituted at the concerned Area General Manager(Area GM) level. In MTNL, one Telephone Advisory Committee (TAC) each will be constituted at the concerned Zonal/Area General Manager (Area GM) level, as the case may be.

**B. Tenure of TACs**

Telephone Advisory Committees will be constituted for a period of two years or till further orders, whichever is earlier.

The TACs will be functioning in the following manner:-

**C. Nomination of Hon'ble MPs in TACs**

- i. The Hon'ble Members of Parliament (MPs) shall be nominated as members in the TACs. An Hon'ble Member of Parliament shall be member of only one TAC falling within his/her constituency by virtue of his/her office. In case of Rajya Sabha MPs as well as nominated Members of Parliament, they may be nominated in the TAC falling within their adopted constituency [with regard to the constituency adopted for Member of Parliament, Local Area Development (MPLAD) programme]. An Hon'ble MP shall be member of a TAC till the tenure of that TAC or till he/she remains member of the House (Lok Sabha/Rajya Sabha) or till further orders, whichever is earlier.
- ii. Hon'ble MPs who become Ministers shall not be nominated/will cease to continue in the TAC.
- iii. An Hon'ble Member of Parliament (MP) shall be given Chairman status in the Telephone Advisory Committee (TAC) meetings in which he/she is present. If more than one Hon'ble MPs, are nominated as members in a particular TAC, then the Chairman status shall be granted to the Hon'ble MPs on rotational basis in the TAC meetings of that TAC i.e. one TAC meeting will be chaired by one Hon'ble MP and the next TAC meeting will be chaired by the other Hon'ble MP and so on. Further, the Hon'ble MP(s), other than the chairperson MP, if present in any TAC meeting, shall be accorded the status of Co-Chairperson(s).
- iv. Further, the concerned officer heading the area of the TAC viz. Principal General Manager (PGM), General Manager (GM), Area General Manager (Area GM), as the case may be, shall be the Member-Secretary of the TAC.

*S. K. Sanyal*  
16/11/22

- v. In case of a TAC in which there is no Hon'ble MP as a TAC member, the concerned officer heading the area of the TAC viz. Principal General Manager (PGM), General Manager (GM), Area General Manager (Area GM), as the case may be, will chair the TAC meetings till such time an Hon'ble MP is nominated as a member in that TAC.

**D. Recommendation of persons by Hon'ble MPs for nomination as TAC members:**

Hon'ble Minister of Communications (MoC), may seek recommendations from the Hon'ble MPs of as many suitable names as he deems fit and necessary for nomination as TAC members from their respective constituencies. For the purpose of recommendations of TAC members by an Hon'ble MP, the following shall be treated as his/her constituency:

- i. In case of a Lok Sabha Hon'ble MP-his/her Lok Sabha constituency
- ii. In case of a Rajya Sabha Hon'ble MP-the respective state represented by him/her
- iii. In case of a nominated Member of Parliament - the entire country

**E. Strength of TAC**

The maximum strength of members in a TAC will generally be 25. However, the strength could be revised in any special case by Hon'ble Minister of Communications.

**F. Nomination of TAC members**

- i. The sole discretion to nominate or terminate a TAC member lies with Hon'ble Minister of Communications (MoC).
- ii. Nomination of a person as a TAC member will be subject to the following conditions:
  - (a) That he/she has no outstanding telephone bills/dues pending in BSNL/MTNL; and
  - (b) That he/she does not have any interest which clashes with the interests of BSNL/MTNL.

BSNL/MTNL, as the case may be, shall ensure that the nominated TAC member has no outstanding telephone bills/dues pending in BSNL/MTNL and does not have interest, which clashes with the interests of BSNL/MTNL.

**G. Facilities to TAC members**

1. A TAC member would be provided any one of the following telecom facilities from BSNL/MTNL only, as per his/her choice:-

**(a) Prepaid Mobile Telephone Connection**

- i. A prepaid SIM (with local/STD/All India Roaming /SMS/Data etc.)
- ii. A free recharge coupon/direct recharge, of amount of Rs.700/- (Rs. Seven Hundred) only per month will be given.
- iii. The mobile handset will be arranged by the TAC member himself/herself.
- iv. The TAC member will be permitted to use his/her private pre-paid mobile connection of BSNL/MTNL as TAC mobile connection or he/she can have a new SIM from BSNL/MTNL.

OR

**(b) Landline Telephone Connection**

- i. A Telephone connection with Broadband and STD facility (ISD barred)OR an FTTH connection with STD facility (ISD barred), whatever is available,feasible and demanded

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by a TAC member at his/her residence within the area of jurisdiction of the concerned TAC with free limit of Rs.700/-(Rs. Seven Hundred only) per month, in any commercial plan of his/her choice.

- ii. TAC members shall be permitted to convert his/her working private telephone connection into TAC telephone provided under the capacity of TAC member subject to withdrawal of ISD facility, if available, and clearance of up to date dues, if any.
  - iii. It will be incumbent upon each TAC member to pay the telephone bill beyond the free limit of Rs 700/- per month.
  - iv. The concerned officer heading the area of the TAC will ensure that the billing amount beyond prescribed free limit is realized from the TAC member within the prescribed time limit and would initiate appropriate action including disconnection as per rule in case of non payment of bills.
2. On expiry of his/her tenure, a member of TAC may be allowed to retain his/her mobile SIM/landline telephone connection in private account.
  3. In case of an Hon'ble MP, the TAC telephone connection may be installed at his/her address anywhere in the country, as per the choice of the Hon'ble MP. The concerned officer heading the area of the TAC in which Hon'ble MP has been nominated will coordinate for the provision/disconnection of TAC telephone connection.

#### **H. Holding of TAC meetings and TA/DA to TAC members for attending TAC meetings**

- i. Each TAC shall hold at least two meetings every year preferably when Parliament is not in session.
- ii. Hon'ble Members of Parliament are entitled to avail TA/DA as per the rules applicable to them [The Members of Parliament (Travelling and Daily Allowances) Rules 1957, as amended from time to time].
- iii. Non-official TAC members are also entitled to avail TA/DA (conveyance allowance for local) as per the rule (FRSR-II).

#### **I. Functions of the TAC**

The functions of the TAC shall be as follows:-

- i. TAC shall work as interface between telecom service consumers and BSNL/MTNL, as the case may be.
- ii. TAC shall work to give the public a confidence that their aspirations relating to telecom services are properly represented and taken care of.
- iii. Educate public/bring awareness among telecom service consumers about the various services provided by BSNL/MTNL.
- iv. To suggest measures for improving telecom services and efficiency.

#### **J. Termination of membership of TAC member**

The membership of a TAC member can be terminated any time by the orders from Department of Telecommunications. Additionally, the ineligibility conditions which may also attract termination are following:-

- i. If any member fails to attend two consecutive TAC meetings of the TAC of which he/she is a member.
- ii. If any TAC member indulges in misbehaviour/unsocial or antisocial activities.

*Sr. Balyan*  
J. 16/11/22

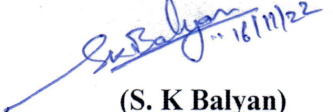
- iii. If the member runs into outstanding arrears of his/her telephone connection.
- iv. If the TAC member has any interest which clashes with the interests of BSNL/MTNL.

These instructions will come into force with immediate effect.

This issues with the approval of Hon'ble MoC.

Kindly acknowledge the receipt of this circular.

Hindi version will follow.

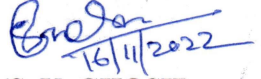
  
(S. K Balyan)  
ADG(PHP)

To

1. The Chairman-cum-Managing Director, BSNL, New Delhi
2. The Chairman-cum-Managing Director, MTNL, New Delhi

Copy to:-

1. All the Hon'ble MPs  
(Through Liaison Officer(Phones), DOT, Room No. 520, 5<sup>th</sup> Floor, Parliament House Annexe, New Delhi-1) - He is requested to bring it to the notice of all the Hon'ble MPs without fail.
2. PS to Hon'ble MoC/PS to Hon'ble MoS(C)
3. Sr. PPS to Chairman(DCC)
4. Sr. PPS to Member(S)/PPS to Member(T)/PPS to M(F), DoT
5. Addl. Secretary(T)/ Administrator(USOF)/ Advisor(O)/Advisor(T)/Advisor(F)/Wireless Advisor(WPC)
6. DDG(IT), DoT- for uploading on DoT website
7. Press Information Officer, DOT; PIB, ShastriBhawan, New Delhi
8. Guard file

  
(S. K. GHOSH)  
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