

**No. 14-1/2013-O&M
Government of India
Ministry of Communications & IT
Department of Telecommunications**

**Sanchar Bhawan
New Delhi – 110001**

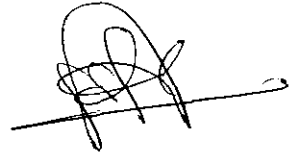
27/1/2014.

OFFICE MEMORANDUM

Subject: Inspection of O/o Controller of Communications Accounts (erstwhile DoT Cells) and TERM Cells of DoT for the financial year 2012-13.

The undersigned is directed to forward Inspection Reports (in original) of CCA Offices/TERM Cells (Pune, Patna, Shillong, Guwahati, Kolkata, Jammu & Port Blair) for uploading in the Department of Telecommunications web site. These reports may be returned after doing the needful.

This may be done ON PRIORITY as this exercise is being done as part of a RTI reply which is time bound.



**(A.K.Singh)
Under Secretary (C&A)
Ph No. 23036073**

Encl: as above

ADG (IT-II), DoT HQrs

-35

INSPECTION QUESTIONNAIRE FOR TERM CELL ON ORGANISATION & METHODS (O&M) for 2012-2013

MINISTRY / DEPARTMENT : Communication & IT

DATE OF LAST INSPECTION : --

OFFICE / SECTION : TERM Cell, Bihar

DATE OF PRESENT INSPECTION: 3rd & 4th Oct, 2013

1. **Subjects allotted to Section /Desk Unit in brief :**

2. **Staff Strength:**

S.No.	Name of Post /Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	DDG (TERM) Director(TERM-I) } Director(TERM-II) } JTS PA/Steno DE/Sr. SDE/JTO	01 02 04 03 (7 Post on loan basis)	01 02 01 01 04	03 02 03	Not yet posted	

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

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

4. (a) Number of receipts received : 1189

(b) Number of New Files opened : 70

(c) Registers & Folders : Yes

(i) Whether Section Diary Register, Assistant Diary, Despatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folders, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary, Register for Communications from MPs, Register for Parliamentary Assurances etc. are Being maintained and kept neat and tidy. : Dispatch register maintained
VIP file for complaint is maintained.
NOTE : As there is no dealing assistant/clerk in this office, maintenance of balance register/books is not being done except essential ones mentioned above.

(ii) Registers/folders not being maintained along with the reason. : No assistant/clerk posted in this office,

(d) Consolidation of Orders and Review of Rules / Manuals etc. :

(i) Whether orders/instructions are being consolidated, if so, details of consolidation of orders made during the year. Yes, all the orders/instructions received from DoT, HQ, New Delhi are being consolidated subject wise and kept in concerned file.

(ii) Whether there is any regular mechanism for undertaking revision of old files, rules, regulations, manuals etc.

Yes, New files are opened in new financial year.

(iii) Details of rules, regulations, manuals etc. revised/updated/reprinted during the year.

P&T manuals neither supplied from DoT HQ on indent nor available in market. Got four P&T Manuals Vol.I, Vol.III, Vol.IV & Vol.VIII from P&T audit and Got photocopied, binded and kept in office.

(e) Work Environment :

(i) Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc.

Yes

(ii) If not, specify the areas of deficiency and action Being taken to improve the same

Two bathrooms on 7th & 3rd Floor for repairs were sanctioned for day to day use of TERM officers.

(f) Items of work which have been computerized:

CAF sampling & penalty package made available by TERM Pune is used. Pay bill is issued by using MS-Excel.

(g) Reasons specifying not able to implement the : computerization

Guidelines from DoT HQ regarding computerization awaited like Softwares to be used.

5. Processing, Submission and Monitoring of Cases :

(a) Processing and Submission of Papers
(Take a sample of 5 current cases at draft stage)

- (i) Number of cases, which were properly referenced flagged and enclosures clearly marked :
- (ii) Whether name, designation, complete address and Telephone number of the signatory were marked. :
- (iii) Number of files which were found neat and tidy :

38

(iv) Extent of computerization of file movement / tracking of papers. :

(b) Monitoring of Pending Cases

(i) Whether Weekly/Monthly statement of pending cases are being submitted on due dates : Yes, all monthly, quarterly reports are submitted to concerned offices in due time.

(ii) Number of Pending cases

Upto One month	Between 1 to 3 months	Between 3 to 12 months	Over 1 year	Total
(1)	(2)	(3)	(4)	(5)
NIL	NIL	NIL	NIL	NIL

(iii) Whether cases pending over a month are being brought to the notice of concerned Joint Secretary or higher officers. :

6. (a) Training of Staff

Groups	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Area/Module of training	Number of persons who require short-term training (i.e. upto 3 months) in work related jobs.	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Group-A	--	01	Information Security & Computer Communications	--	--	Training at Nanjing, China
Group-B		Nil	Due to ambiguity in payment of TA/DA by DoT or BSNL, the training of officers on loan from BSNL is hampered.			
Group-C		Nil				
Group-D		Nil				

(C) Reasons for failure in achieving training targets : NIL

28

7. Punctuality

- (i) Is Attendance Register maintained properly ? : Yes Manual
(Please specify, Manual or electronic)
- (ii) Is late Attendance marked showing the time : Yes
of arrival of late comers ? :
- (iii) Is Attendance Register checked by an officer daily ? : Yes
- (iv) Is forfeiture of casual leave etc. done as per instructions ? : Yes
- (v) Whether surprise visits conducted by senior officers ? : Yes on daily basis
If so, frequency per month.

8. Security of Official Documents, if applicable

- (i) Whether Classified files and papers (other than those : Yes
in hand) are being kept in locked almirahs ?
- (ii) Whether separate record (e.g. section diary, file : Yes
register, file index slip) is being maintained in respect
of secret papers (unless the section itself is designated
as secret or top secret) ?
- (iii) Whether any instances of violation of prescribed : No
instructions for treatment and safe guarding of secret/
top secret papers/information have come to notice
and, if so, action taken thereon ?
- (iv) Whether a periodical review is done to declassify : Yes
the existing classified documents and if so, the
result thereof.

9. Compliance of Official Language Policy

- (i) Number of letters received in Hindi : 05
- (ii) Number of letters out of (i) above replied in Hindi : 05
- (e) Percentage of correspondence in Hindi with Government : No "Hindi Adhikari/ Hindi Anubhag" available
Offices located in Hindi Speaking States/UTs.

- (iv) Whether all the documents like orders, notifications, contracts, agreements etc. are issued bilingually : --

10. Records Management

- | | | | |
|---|---|----------------|---|
| (a) (i) Total No. of old files as recorded | : | 405 | |
| (i) No. of files generated/opened during this year | : | 70 | |
| (ii) Number of files due for recording | : | -- | |
| (iii) Number of files recorded | : | -- | |
| (f) Number of files pending for recording | : | -- | |
| (b) (i) Number of files received for review from the Record Room | : | | } No space is available for record room. Matter taken up with BSNL as per DoT instructions. |
| (ii) Number of files reviewed | : | | |
| (iii) Number of files pending for review | : | | |
| (iv) Number of files marked for further retention after review and its percentage to (ii) above | : | | |
| (c) (i) Number of files weeded out | : | | |
| (ii) Whether proper record has been maintained of such files | : | | |
| (d) Whether Index Slips prepared for recorded files Alphabetically | : | Yes | |
| (e) (i) Number of files sent to Organizational Record Room: | : | Not Applicable | |
| (ii) Number of files sent to National Archives of India, if applicable | : | | |
| (f) (i) Whether Retention Schedule for records have been drawn up relating to substantive work | : | Not Applicable | |
| (ii) If yes, whether the schedule is reviewed every 5 years.: | : | | |

- 41 -

11. Pending references from MPs and other V.I.Ps : NIL

Number of references			Number of references disposed	Number of reference pending for disposal					Out of pending references number of cases in which acknowledgement /interim reply has been sent	Reasons for pendency of cases over one year (in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
--	--	--	--	--	--	--	--	--	--	--

12.(a) Matters related to the Parliament (Pending Assurances given in the Parliament) NIL

S.No.	Parliament Question No. and date on which replied	Number of Assurances given	Date on which the extended period expires	Assurances pending for			Reasons for non-fulfillment	Present Status
				Less than 6 months	Between 6 to 12 months	More than one year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
	--	--	--	--	--	--	--	--

12. (b) Directions of Parliament Committees Pending Compliance

S.No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
	NIL	NA	NA	NA	NA

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13. (c) Disposal of Complaints of SC/ST Employees : NIL

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

14. Court Cases : Separate Sheet Attached –

At present 14 court cases are in different courts.

15. Mechanism of Public Grievances and Transparency

- (i) Whether a senior officer has been appointed as the Director of Public Grievances :Yes, At present a new post of DDG (TERM A1) is functioning
- (ii) Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections :Yes
- (iii) Whether a day of the week has been earmarked for attending to public grievances by senior officers :Yes, Customer can lodge his complaint in CPGRAM Website and send complaint directly to this office *also*.
- (iv) Whether a complaint box has been placed at the reception :No, No reception is there due to paucity of staff & space.
- (v) Have suitable arrangements been made for visitors for lodging their complaints :Yes
- (vi) Have information and Facilitation Counters been opened :No
- (vii) Has a Complaint Register been opened and are the complaints being entered therein :Yes
- (viii) Has time-frame been fixed for disposal of complaints :Yes
- (ix) Does Head of Office/Department review the action taken for redressal of Public Grievances :Yes
- (x) Whether release of information to the public on Department's activities is taking place through :Yes
 - (a) Book-lets: (b) Information & Facilitation Counter:
 - (c) Internet

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16. Disposal of Petitions from the public : NIL

Number of petitions			Number of petitions disposed	Number of petitions pending for disposal (from date of receipt)					Reasons for pendency of cases over six months	Broad nature of petitions received
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
--	71	71	71							

17. Maintenance of Office Support System

(a) Equipments/Machines (like Typewriters, Computers, photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/Workload	Whether in working order	Whether these are under AMC	Action taken to repairing the fault
(1)	(2)	(3)	(4)	(5)
Desktop PC – 06	No	Yes	No	--
Lap-Top - 03	No	Yes	No	--
M.F. Printer – 03	Yes	Yes	No	--
Other Printer -04	Yes	Yes	No	--

(b) Furniture

Action taken for replacing the old furniture by Modular furniture : Not Required

(c) Status of yearly disposed /dead stock as per GFR : Nil

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18. VTM Matters 2012-13 (1.4.2012 to 31.3.2013)

S.No.	Area of operation (State-wise)	No. of illegal operation detected	No. of meetings undertaken with line Deptt. i.e. security agencies COAI etc.	No. of Complaints		Remarks
				Received	Disposed off	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Bihar LSA	00	07 (inter operator with IB & CBI)	--	--	

19. Scheme(s) for Awards for suggestions

- (i) Whether any 'Scheme of Cash Awards to the Staff/ Public' is in operation for suggesting innovative ideas/ New methods/procedures/techniques for improving the efficiency and productivity of the Organisation. : No Cash Award Given.
- (ii) Number of suggestions made by the Staff and Public during the year : --
- (iii) Whether any of the suggestions were accepted for Implement : --
ation and, if so, details of awardees and their suggestions.

-46-

20. Inspection of attached/Subordinate Offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year : Not Applicable, as there is no subordinate /attached office .


Name of Office inspected	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/ Recommendations/ Defects pointed out (in brief)	How many Suggestions/ Recommendations have been implemented	Suggestions/ Recommendations not so far implemented and reasons therefor	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)

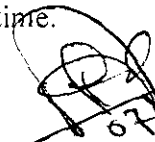
21 Implementation of Suggestions/Recommendation of Last Inspection

- (i) Have all the suggestions/recommendations/defects pointed out in the previous inspection been implemented/ rectified : This is 1st inspection
- (ii) If not, specific reasons for not implementing the same in each case. :

22. Brief recapitulation of defects or shortcomings noticed and any other Comments which Inspecting Officer(s) may have to make.

- (i) Outsourcing of activities/services are required in order to meet the targets and fill up the gap in number of officials. Enhancement of financial power in these heads shall be required accordingly for effective working of office.
- (ii) Record management requires more attention. Exercise of recording, receiving, indexing and weeding out of files need to be done at regular intervals as per the provision of manual of office procedures and record retention schedule of D/o ARPG. For this adequate no. of staff at support level requires to be sanctioned on priority.
- (iii) All vacant posts particularly in the grade of JTS/ASG are required to be immediately filled up and sufficient no. of post of Group B officers are also required to be sanctioned for completion of all technical work of this office in time.


 07/10/2013
 (S.N. Singh)
 DDG (TERM) Cell, Bihar
 Patna – 800 001


 07/10/13
 (A.K. Singh)
 US , DoT
 Inspecting Officer

-47-

12(a)

Parliamentary Questions during 2012-13

Sl No.	PQ No.	Content	Reply sent date
1	LS DY.NO.14489	MNP complaints & data regarding dt.19.04.12	19.04.12
2	LS DY.NO.24062	Gray market setup in 2009,2010,2011 & 2012	03.05.12
3	LS DY.NO.23582	Sale of pre-activated/post activated mobile SIM cards dt.03.05.12	07.05.12
4	LS DY.NO.5321	Cancelled Access Services Licences regarding dt.07.5.12	07/09.05.12
5	LS DY.NO.14715	Telcom Subs. Receiving fake calls reg. Winning of lottery	11.05.12
6	LS DY.NO.6458	Inadequate telecom facilities in border areas	14.05.12
7	LS DY.NO001179	Reg misusing of identity card of people	02.08.12
8	LS DY.NO.183	Issuing mobile connection/SIM card without proper verification	02.08.12
9	RS DY.NO.U1313	4G N/W managed by the ZTE co. Across all TSP including Airtel	09.08.12
10	RS DY.NO.2136	Cases regarding SIM cloning	09.08.12
11	RS DY.NO.1671	Availability of signal of neighbouring countries - intl border areas	16.08.12
12	RS DY.NO.1585	Complaints of mobile radiation.	16.08.12
13	LS DY.NO.1478	Instances no. where telephone & Mobile N/W crashed in natural calamities.	17.08.12
14	RS DY.NO.1354	Coverage of Indian TSP along Intl. Border	17.08.12
15	LS DY.NO.6869	List of Distt/places around Intl.border where no coverage by TSPs	17.08.12
16	LS DY.NO.1840	Complaints recd on parameters of TRAI regarding QoS.	17.08.12
17	LS DY.NO.151	List of naxals/maoist affected districts.	17.08.12
18	LS DY.NO.4238	Mobile & broadband capacity by sh kirti Azad	17.08.12
19	RS DY.NO.283	Mobile towers emit radiations causing harmful effects	27.08.12
20	LS DY.NO.17713	Compl.ag.TSPs for leaking call details of customers to Pvt. Sec. Ag.	29.08.12
21	RS DY.NO.6149	Caes of cloned IMEI	31.08.12
22	LS DY.NO.1810	Mobile co. Not cooprating with intelligence deptt.	09.10.12
23	LS DY.NO.54186	Security threat	31.00.12
24	LS DY.NO.6507	Reg No. of BTSs found exceeding radiation limit till 30.11.12	03.12.12
25	LS DY.NO.11036	Reg Tel & Mobile network crash during occurrence of Natural calamity etc.	06.12.12
26	RSQ DY.NO.U 2346	Reg Sex racket run by Tel Operators	07.12.12
27	RSQ DY.NO.2396	Reg. Failur of Police & Security agencies in trace out & capture of anti social elements	10.12.12
28	LSQ DY.NO.9650	No of cases reported regarding illegal call tapping by TSP	12.12.12
29	LSQ DY.NO.16273	No. and capacity of BTSS	17.12.12
30	LSQ DY.NO.16541	List of 3G BTSS	
31	LSQ DY.NO.4302	Reg. IMEI cloning	
32	LSQ DY.NO.S815	Reg. Information of Mobile Tower at Dumri Khurd of Sitamarhi	19.12.12
33	LSQ DY.NO.1832	Reg. spliggase of mobile signals from neighbouring countries	21.02.13
34	LSQ DY.NO.1478	Reg. Clampdown in mobile towers instln. Leading to call drop	21.02.13
35	LSQ DY.NO.1184	Reg. Issuance of l/net connections without proper vfn of subscriber.	21.02.13
36	LSQ DY.NO.1932	Reg no. of BTS associated with eacg MSC/Tel Exch	22.02.13
37	RSQ DY.NO.1092	Reg no. of mobile BTS as on 31.0110 n 31.01.13	26.02.13
38		Reg no. of complaints of TSP not complying MNP - one case	27.02.13
39		Reg no. of complaints recd ag. BTS sites i/r/o EMR	
40	RSQ DY.NO.3232	Reg no. of BTSs exceeding new radiation limit.	28.02.13
41	LSQ DY.NO.3023	Reg no. decline in mob cons. N port out due to increase in tarrif	01.03.13
42	LSQ DY.NO.10388	Reg no. Complaint recd.in TERM cell reg inadequate capacity of BTS in comparision to mobile subscribers	06.03.13
43	LSQ DY.NO.15066	court cases - Penalty amount imposed on TSP	15.03.13
44	LSUSQ NO.3896	TSPs whose license cancelled in varios circles - complaint if any	18.03.13
45	LSQ NO.3818	WLL connection count & out of order count i/r/o TSPs.	19.03.13
46		No of showcause notice for BTS self certification	21.03.13

h8-

Name of the Wing: TERM Cell, Bihar
 Name of the Officer with Tele. No., R.K.Gupta, ADG 09431000184
 (Who can be contacted for any clarification)

Proforma-I

Summary of Court Cases pending for the quarter ending July-Sep,2013

Name of the Court	No. of cases pending at the close of quarters				Total
	More than five years old	More than two years old	More than one year old	Less than one year old	
1	2	3	4	5	6
Supreme Court	Nil	NA	NA	NA	Nil
High Court	Nil	NA	1	10	11
TDSAT	Nil	NA	2	1	3
CAT	Nil	NA	NA	NA	Nil
Lower Court	Nil	NA	NA	NA	Nil
Other Courts	Nil	NA	NA	NA	Nil
Total	Nil	Nil	3	11	14

NOTE : IN case No 331/2012-S Tel & 457/2012-S Tel mentioned in this report Bihar TERM Cell is not a party.


50

50

Statement of Important Court Cases for the quarter ending July-Sept,2013

Sl. No.	No. & Title of the case	Name of Court	Brief facts of the case	Name of Counsel	Status with next date of hearing, if already fixed	Nodal Officer	Remarks
	2.	3.	4.	5.	6.	7.	8.
1	131/2012	TDSAT	Imposition of penalty- case of M/s. RCL,Bihar	Maneesha Dhir	Order issued from TDSAT. Case sent to DoT HQ for necessary guidelines.	--	--
2	331/2012-S Tel	TDSAT	Imposition of penalty- case of M/s. S Tel,Bihar	-do-	--	--	--
3	457/2012-S Tel	TDSAT		-do-	--	--	--
4	CWJ22824/12	HC patna	M/s DWL vs UOI & others reg. Quashing of clause 5.1 & 10.2 (ii) of license agreement and circular dated 23.03.2009 and demand notice for Rs. 1,81,42,000/- for CAF verification from Nov.'10 to Mar'11	K.P.Ranjan,CG C	Next date fixed on 23.10.2013.	--	--
5	CWJ No. 2000/13	HC patna	M/s. SSTL Vs UOI & Others reg. Quashing of clause 5.1 & 10.2 (ii) of license agreement and circular dated 23.03.2009 and demand notice for Rs.11,87,70,000/- for CAF verification from Nov.'10 to Mar'11	K.P.Ranjan,CG C 9386809900	Reply alongwith CA duly appd. by DoT submitted to Hon'ble Highcourt. Next date fixed on 23.10.2013.	--	--
6	9303/2013		M/s. SSTL Vs UOI & Others reg. Quashing of clause 5.1 & 10.2 (ii) of license agreement and circular dated 23.03.2009 and demand notice for Apr'11 to Jun'11 for Rs.8,88,64,000/- and Jul'11 to Dec'11 for Rs.12,10,46,000/-	Sh.Amit Shrivastav 9430488073	Reply alongwith CA submitted by TERM, Bihar. Next date fixed on 23.10.2013.	--	--
7	CWJC/ 3899/2013	HC patna	M/s. TTSL Vs UOI & Others for Quashing of clause 5.1 & 10.2 (ii) of license agreement and circular dated 23.03.2009 and demand for Rs. 80,82,000/- for penalty of CAF verification from Nov.'10 to Mar'11	Md.Rashid Izhar 9431017107	Reply alongwith CA duly appd. by DoT submitted to Hon'ble Highcourt, Stay granted. BG of Rs.5.52 crore could not be encashed by CCA,JKD. Next date fixed on 23.10.2013.	--	--
8	9574/2013		M/s. TTSL Vs UOI & Others reg. for Quashing of clause 5.1 & 10.2 (ii) of license agreement and circular dated 23.03.2009 and demand for Rs. 1,07,34,000/- for CAF from Apr'11 and Rs. 3,59,77,000/- for Jul'11 to Dec'11 CAF verification	Sh.Amit Shrivastav 9430488073	Reply alongwith CA submitted by TERM, Bihar to Hon'ble Highcourt. Next date fixed on 23.10.2013.	--	--
9	10308/2013	HC patna	M/s. BAL Vs UOI & Others reg. for Quashing of clause 5.1 & 10.2 (ii) of license agreement and circular dated 23.03.2009 and demand notice for Rs. 79,93,000/- for CAF from Apr'11 to Jun'11 and Rs. 1,22,69,000/- for Jul'11 to Dec'11.	Md.Rashid Izhar 9431017107	Reply with CA is submitted by TERM, Bihar. Next date fixed on 23.10.2013.	--	--
10	9559 /2013	HC patna	M/s. Idea Cellular Vs UOI & Others reg. for Quashing of clause 5.1 & 10.2 (ii) of license agreement and circular dated 23.03.2009 and demand notice for Rs. 2,70,98,000/- for CAF from Apr'11 to Jun'11 and Rs. 1,44,48,000/- for Jul'11 to Dec'11.	Sh.Amit Shrivastav 9430488073	Reply with CA submitted by TERM, Bihar. Next date fixed on 23.10.2013.	--	--
11	15129 /2013	HC patna	M/s. SSTL Vs UOI & Others against CAF penalty of Rs.46,900/-for period Nov.12 to March, 13		Reply along with CA submitted by TERM, Bihar. Next date fixed on 23.10.2013.	--	--
12	10791/13	HC patna	M/s. SSTL Vs UOI & Others against CAF penalty for period Jan. 12 to April, 12		-do-	--	--
13	10799/13	HC patna	M/s. SSTL Vs UOI & Others against CAF penalty for period May, 12 to June, 12		-do-	--	--
14	11269/13	HC patna	M/s. SSTL Vs UOI & Others against penalty of Rs. 27,00,000/- for ware house inspection		Reply along with CA submitted by TERM, Bihar.	--	--

Note: Important cases means cases involving Constitutional validity of any Act or Rules, Cases involving Policy matters and cases with high revenue stake (Excluding Bank Guarantee cases for which a separate proforma is available)



Statement of Important Bank Guarantee cases for the quarter ending July-Sept,2013

Sl. No.	No. & Title of case	Name of Court	Brief facts of the case (including value of Bank Guarantee)	Present status (if stay is in operation, indicate the date since when)	Next date of hearing	Remarks
1.	2.	3.	4.	5.	6.	7.
1	I.A.	HC patna	M/s DWL vs UOI For Stoppage of encashment of FBG of Rs. 7,67,00,000/- to CCA Jharkhand	Stay for encashment of FBG granted by Hon'ble court.	--	This I.A. Is related with Case No. 22824/2012 of DWL Vs Union Of India & Others
2	I.A.3351/2013	HC patna	M/s DWL vs UOI For issue of appropriate order for stay the demand for Rs. 8,14,00,000/- as issued by CCA, Jharkhand requirement of FBG revised (Additional & extension due to availability to nil FBG after encashment)	Case was listed on Hon'ble Highcourt, listened before party on 15.05.13 & 16.05.13 and passed order for non interference in matter, I.A. Demand rejected and disposed accordingly	--	This I.A. Is related with Case No. 22824/2012 of DWL Vs Union Of India & Others
3	IA No. 3050/2013	HC patna	M/s. TTSL Vs UOI & Others for returning of DD of BG Rs.5.52 crore & against CCA order to furnish fresh FBG for Rs.5.52 crore	Case was listed on Hon'ble Highcourt, listened before party on 15.05.13 & 16.05.13 and passed order for non interference in matter, I.A. Demand rejected and disposed accordingly	--	This I.A. Is related with Case No. 3899/2011 of TTSL Vs Union Of India & Others
4	I.A. No. 40/2013	HC patna	M/s. SSTL Vs UOI & Others against CCA Jharkhand ordered for encashment of B.G.	Hon'ble Highcourt passed order too stop encashment of B.G.	--	This I.A. Is related with Case No. 2000/2013 of SSTL Vs Union Of India & Others

Proforma IV

Statement of Unimplemented Court Decisions for the quarter ending July-Sept,2013

Sl. No.	Case No. & Title of the case	Name of Court	Brief facts of the case	Date of receipt of order	Present status	Nodal Officer	Remarks
1.	2.	3.	4.	5.	6.	7.	8.
1	Nil	NA	NA	NA	NA	NA	NA

Proforma V

Statement of important Arbitration cases for the quarter ending July-Sept,2013

Sl. No.	Description of case	Brief facts of the case (including financial implication)	Date of appointment of Arbitrator	Name of Arbitrator	Present status	Reasons for delay	Nodal Officer	Name of person responsible for execution	Remarks
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
1	Nil	NA	NA	NA	NA	NA	NA	NA	NA

Proforma VI

Statement of Important Bank Guarantee cases for the quarter ending July-Sept,2013

Sl. No.	No. & Title of case	Name of Court	Brief facts of the case (including value of Bank Guarantee)	Present status (if stay is in operation, indicate the date since when)	Next date of hearing	Remarks
1.	2.	3.	4.	5.	6.	7.

Proforma-VII

Statement of pending fee bill matters of Law Officers for the quarter ending July-Sept,2013

Sl. No.	Name of Law Officer	Details of the Court case	Law Ministry's Ref. No. approving appointment of Law Officer	Date of submission of fee bill and amount	Reason(s) for delay	Present status	Remarks
1.	2.	3.	4.	5.	6.	7.	8.
1	Rashid Izhar	3899/13 TTSL Vs UOI	NA	12.08.13 For Rs. 30,910/-	Fund Not available	Bill in Process	Fund Recd. on Ist.Oct.13

57

(B) REASONS FOR FAILURE IN ACHIEVING TRAINING TARGETS : NA

7. PUNCTUALITY

- (i) Is Attendance Register maintained Properly ? : Yes(Manual)
(Please specify, Manual or electronic)
- (ii) Is late Attendance marked showing the time of arrival or late comers ? : Yes
- (iii) Is Attendance Register checked by an officer daily ? : Yes
- (iv) Is forfeiture of casual leave etc. done as per instructions ? : No
If so, frequency per month.
- (v) Whether surprise visits conducted by senior officers ? : Two visits per month.
If so, frequency per month.

8. SECURITY OF OFFICIAL DOCUMENTS, IF APPLICABLE

- (i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs ? : Yes
- (ii) Whether separate record (e.g. section diary, file register, file index Slip) is being maintained in respect of secret papers (unless the section Itself is designated as secret or top secret) ? : Yes
- (iii) Whether any instance of violation of prescribed instructions for treatment and safe guarding of secret/top secret papers/information have come to notice and, if so, action taken thereon ? : No
- (iv) Whether a periodical review is done to declassify the existing classified documents And if so, the result thereof. : Yes

9. COMPLIANCE OF OFFICIAL LANGUAGE POLICY

- (i) Number of letters received in Hindi : 149
- (ii) Number of letters out of (i) above replied in Hindi : All
- (iii) Percentage of correspondence in Hindi with Government Offices located in Hindi speaking States/UTs. :

58

(iv) Whether all the documents like orders, notifications, contracts Agreements etc. are issued bilingually : No

10. RECORDS MANAGEMENT

(a) (i) Total no. of old files as recorded :
(ii) No. of files generated/opened during this year :
(iii) Number of files due for recording :
(iv) Number of files recorded :
(v) Number of files pending for recording :

(b) (i) Number of files received for review from the Record Room :
(ii) No. of files reviewed :
(iii) Number of files pending for review :
(iv) Number of files marked for further retention after review and its Percentage to (ii) above :

(c) (i) Number of files weeded out : Nil
(ii) Whether proper record has been maintained of such files :

(d) Whether Index Slips prepared for recorded files Alphabetically : NO

(e) (i) Number of files sent to Organization Record Room : No

(ii) Number of files sent to National Archives of India, if applicable : No

(f) (i) Whether Retention Schedule for records have been drawn up relating to substantive work : No

(ii) If Yes, whether the schedule is reviewed every 5 years.

-59-

11. PENDING REFERENCES FROM MPS AND OTHER V.I.PS

Number of references			Number of References disposed	Number of reference pending for disposal					Out of pending references number of cases in which acknowledgement interim reply has been sent	Reasons for Pendency of cases over one year (in each case)	
Brought Forward	Received during the year	Total		Less than 3 Months	Between 3 to 6 Months	Between 6 to 12 Months	Over one Year	Total pending			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	
			No such case received during the year.								

12. (a) MATTERS RELATED TO THE PARLIAMENT (PENDING ASSURANCES GIVEN IN THE PARLIAMENT)

S.No.	Parliament Question No. and Date on which replies	Number of Assurances Given	Date on which extended period expires	Assurances Pending for			Reasons for Non-fulfillment	Present Status
				Less than 6 Months	Between 6 to 12 Months	More than One year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
				NIL				

12. (b) DIRECTIONS OF PARLIAMENT COMMITTEE PENDING COMPLIANCE

Sl. No.	Name of the Committee	Date on which Directions given	Nature of directions	Date by which direction are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
		NIL			

60

13. (a) DISPOSAL OF REPRESENTATION FROM THE STAFF

Number of Representations			Number of Representations Disposed	Number of representations pending for disposal					Reasons for Pendency of cases over six months	Broad nature of Representations
Brought Forward	Received during the year	Total		Less than 3 Months	Between 3 to 6 Months	Between 6 to 12 Months	Over one Year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil	20	20	20	-	---	-	-	-	-	

13. (b) DISPOSAL OF COMPLAINTS FOR WOMEN EMPLOYEES REGARDING HARASSMENT

Number of complaints			Number of Complaints Disposed	No. of pending complaints	Detail of each pending complaint				Present status
Brought Forward	Received during the year	Total			No. of women employee	Date of receipt of complaint	Whether any hearing has taken place, if so, date thereof	Whether the matter was discussed in Committee/Cell set up to look into such complaints	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
			NIL						

-61/

13. (c) DISPOSAL OF COMPLAINTS OF SC/ST EMPLOYEES

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

14. MECHANISM OF PUBLIC GRIEVANCES AND TRANSPARENCY

- (i) Whether a senior officer has been appointed as the Director Of Public Grievances : Yes
- (ii) Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections : Yes
- (iii) Whether a day of the week has been earmarked for attending to Public grievances by senior officers : Pension Helpline open on all working day.
- (iv) Whether a complaint box has placed at the reception : Yes
- (v) Have suitable arrangements been made for visitors for lodging their complaints : Yes
- (vi) Have information and Facilitation Counters been opened : Yes
- (vii) Has a complaint Register been opened and are the complaints being Entered therein : Yes

-62-

- (viii) Has time-frame fixed for disposal of complaints : Yes
- (ix) Does Head of Office/Department review the action taken for redressed of Public Grievances : Yes
- (x) Whether release of information to the public on Department's activities is taking place through : All
 - (a) Book-lets
 - (b) Information & Facilitation counter
 - (c) Internet

15. DISPOSAL OF PETITIONS FROM THE PUBLIC

Number of Petitions			Number of Petitions disposed	Number of petitions pending for disposal (from date of receipt)					Reasons for pendency of cases over six months	Broad nature of petitions received
Brought Forward	Received during the year	Total		Less than Months	Between 3 to 6 Months	Between 6 to 12 Months	Over one Year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
NIL	NIL									

16. MAINTENANCE OF OFFICE SUPPORT SYSTEM

(a) Equipments/ Machines (Like Typewriters, Computers, Photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/workload	Whether in working order	Whether these are under AMC	Action taken to repairing the fault
(1)	(2)	(3)	(4)	(5)
Computers	Out of 55 working strength, 46 computers are available.	Yes	Yes	-

-63-

Photocopiers	03(one at each floor)	Yes	Yes	-
--------------	------------------------	-----	-----	---

(b) Furniture
Action taken for replacing the old furniture by Modular furniture : NIL

(c) Status of yearly disposed/dead stock as per GFR : NIL

17. MAINTENANCE OF SERVICE BOOKS

(a) Take a sample of 10 Service Books and note the following -:

Are Service Books Available for all categories of staff?	Whether Service Books are complete and upto-date ?	Are nomination forms duly filled in an attached ?	Are records of leave LTC, CGEGIS, HBA, annual increments etc. maintained ?	Has verification of service been done particularly for officials retiring in next five years ?	Whether Service Books have been shown to the persons concerned every year ?
(1)	(2)	(3)	(4)	(5)	(6)
Yes	Yes	Yes	Yes	Yes	Yes

(b) Where Service Books are not complete, whether any special drive was undertaken and if so, the results thereof : All service books are completed .

18. DETAILS OF PENDING REVIEW/APPEAL CASES

Sl.No.	Name & designation of delinquent official	Nature of Penalty imposed	Date of receipt of appeal/review application	Present Status
(1)	(2)	(3)	(4)	(5)
No such case				

- bh -

19. DETAILS OF CASES WHERE PENSION AND PENSIONARY BENEFITS HAVE NOT BEEN SETTLED:

(a) Pending Cases for Settlement of Pensionary Benefits etc. to Persons Retired on Superannuation /Voluntarily

S.No	Name & designation of Employee	Date of retirement on Superannuation/ Voluntarily	Nature of pensionary benefits to be settled like pension, CGEGIS and encashment of leave (specify each item separately)	Whether advance action like NOC from the Date of Estates, filling of forms for family details nomination of bank verification of qualifying service, forwarding of Form-7,& pension calculation sheet was taken as per schedule	If not Reasons for delay in each item	Any other reason for which pensionary benefits were not settled	Present status	Whether anticipatory pension sanctioned in respect of long pending case
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1.	Ram Sagar Rai	31.03.2010	Pension	Is being not completed by unit		Presidential order not available	Correspondence have been made with unit	No

19. (b) Pending Cases for settlement of Pensionary Benefits etc. to Persons Died in Harness in the office

S.No.	Name & Designation of Employee	Date of Death	Date of sanction of Immediate relief	Date of receipt of Application along death certificate and other papers for sanction of family pension	Date of sanction of family pension	Details of non settlement of claims like DCRG,PF,CGEGIS encashment of leave, Deposit link Insurance	Specify the reasons for non- settlement of each item
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Ramu Mandal, TM	05.11.2005	-	21.06.12			Case not received after queries.
2.	Ramshovit Yadav, RM	17.07.2011		26.06.12			Claimant not responding
3.	Lankeshwar Sah, Rm	30.12.2010		20.09.12			Presidential order wanting
4.	Late Pano Devi, RM	17.02.2008		05.12.2012			Claimant doubtful.
5.	Late Rajendra Prasad	20.02.1999		06.12.12			Pension paper, death certificate not submitted by claimant.

-65 ✓

20. COURT CASES (PENDENCY MAY BE TAKEN FROM THE DATE OF FILLING THE PETITION/APPLICATION IN CAT/COURT)

(a) Number of Court Cases Pending for

Less than 6 months	Between 6 months to 1 year	Between 1 year to 2 years	Over 2 years	Total
(1)	(2)	(3)	(4)	(5)
18	17	13	07	46

(b) Details of Pending Court Cases.

Petition/OA with date	No.	Name of Court/Bench CAT	Major issues of involved	Dated of which Counter Affidavit was filed	Date of filing subsequent affidavits if any	Present Status of the case
(1)	(2)	(3)	(4)	(5)	(6)	(6)
Detail of all cases in r/o District Court/CAT Patna Bench/High Court Patna is attached as separate sheet as Annexure -I						

(c) Status of Implementation of Court Judgments :

Petition /OA No. With date	Name of Court/Bench of CAT	Date of Judgment	Time frame, if any, given by court for implement action	Major issues involved	Whether the appeal /review application against the judgment has been filed by Government/ individual, if so, the date thereof	Status of the appeal/ review application	If no appeal etc. has been filed.	Reasons for delay in implementing the judgment	Whether the Contempt Petition has been filed for delay in implementation or against the manner if implementation of the judgment
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
769/2012	CAT Patna Bench	29.04.13	3 months	Wrong pay fixation	Yes	Pending/ running in list	17270/ 2013		

bb

21. DELEGATION OF POWERS BY THE HEADS OF DEPARTMENT/SENIOR OFFICERS :

- (i) Whether the Administrative/Financial Powers have been delegated to subordinate : No
Offices/Officers
- (ii) If so, the order numbers and date vide which such powers were delegated.
- (iii) Whether delegated powers are being exercised :

22. (A) AUDIT OBJECTIONS.

- (i) Is internal Audit being done every year : Last Inspection on 30.10.12 to 03.11.12.
- (ii) Date of Last visit of external Audit Team : Last visit on 16.10.12 to 12.11.12.

(B) DETAILS OF PENDING AUDIT OBJECTIONS:

Sl. No.	No. of pending audit paras. Brought to notice by audit team	No. of audit paras having financial implications	No. of cases of misappropriation/embezzlement, if any	No. of audit paras, pending action	Reason for delay in taking corrective action(para-wise)	Remarks.
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	35			35	Action is being taken.	

23. SCHEME(S) FOR AWARDS FOR SUGGESTIONS

- (i) Whether any "Scheme of Cash Awards to the Staff/Public" is in operation for suggestion innovative ideas/New methods/productivity of the Organization. : NIL
- (ii) Number of Suggestions made by the Staff and Public during the Year : NIL

67

(iii) Whether any of the suggestions were accepted for implementation and, if so, details of awardees and their suggestions

: NIL

24. INSPECTION OF ATTACHED/SUBORDINATE OFFICES(DETAILS OF INSPECTIONS CONCLUDED BY THE HEAD OF THE DEPARTMENT/SENIOR OFFICERS DURING THE YEAR.

Name of office inspected.	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestion/recommendation/defects pointed out(in brief)	How many suggestions/recommendation have been implemented	Suggestions/ Recommendations not so far implemented and reasons there for	Remarks.
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Term Cell	22.01.13 to 24.01.13	Sh. Dabasish Jana, CAO	Non recovery penalty from TSPs	09	05	
Term Cell	17.07.13 to 19.07.13	Sh.T.B.Gaikwad, Sr.CAO	Non recovery penalty from TSPs, Maintenance of cash book		10	

25. IMPLEMENTATION OF SUGGESTIONS/RECOMMENDATION OF LAST INSPECTION

(i) Have all the suggestions/recommendations/defects pointed out in the previous inspection been implemented/rectified

: Yes


(ii) If not, specific reasons for not implementing the same

:

68

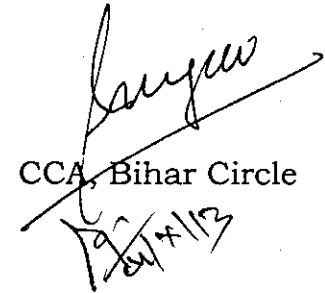
26. Brief recapitulation of defects or shortcomings noticed and any other :
Comments which Inspecting Officer (s) may have to make

1. Records management requires more attention. The exercise of reviewing, recording, indexing, categorization and weeding out of files/records should be carried out at regular intervals in terms of the relevant provisions of Manual of Office Procedures(MoP) and Records Retention Schedule issued by D/o Administrative Reforms and Public Grievances.
2. Emphasis should be laid on computerization of more and more office work to ensure better and faster delivery of services to the public/citizen. Various applications of e-office soft-ware developed by NIC should be adopted in office work in a phased manner with definite timelines.
3. All the vacant posts, particularly in the grade of AAO should be filled up on priority to avoid suffering of work.
4. An officer below the CCA should be nominated as Head of Office with well defined financial and administrative powers as per the provisions of Delegation of Financial Power Rules, 1978



24/10/13

A.K.Singh, US(DOT)
Inspecting Officer



CCA, Bihar Circle
24/10/13

68

INSPECTION QUESTIONNAIRE ON ORGANISATION & METHODS (O & M)

MINISTRY/DEPARTMENT of Telecommunications

DATE OF LAST INSPECTION 26/09/2012 to 28/09/2012

OFFICE/SECTION TERM, ASSAM CIRCLE, GUWAHATI

DATE OF PRESENT INSPECTION 25/09/2013 to 27/09/2013

1. Subjects allotted to Section/Desk Unit in Brief :

Customer application forms (CAF) Verification, OSP registration, Busting of Grey market operations, Investigation of MoC PG Cases, Inspection of various telecom licensees & customers, Monitoring of telecom networks, Service testing of licensees and other works assigned by DoT from time to time.

2. Staff Strength:

S.No.	Name of Post/Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Deputy Director General, SAG of ITS 'A'	1	2			Recently one no. of DDG and one no of Director have been posted on Broad Functional basis & designated as TERMA1, 4 Nos Group B Officers from BSNL working on deputation in TERM Cell
2.	Director, JAG of ITS 'A'	2	3			
3.	STS/JTS of ITS 'A'	4	1	3 Since beginning	Not Posted	

1261/2013/09M
1) to

7-

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

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

4. (a) Number of receipts received : 445

(b) Number of New Files Opened : 20

(c) Registers & Folders : DAK Despatch Register, file Index Register Guard file is maintained. Other Register's at S.No.(i) are not maintained and shortage of staff and nature & volume of work do not justify the maintenance of other Registers/Folders. Only File register ,

(i) Whether Section Dairy Register, Assistant Dairy, Despatch Register, File Register, File Movement Register, Allotment of fund & Expenditure register, Register of Valuables, Pay bill, Impress Register, Stock index Register maintained during the period.

Call Book, Guard File, Reference Folders, Precedent Book, Subject Distribution Chart, Remainder/Suspense Dairy, Register for Communication from MPs, Register for parliamentary Assurances etc. are being maintained and kept neat and tidy.

(ii) Registers/folders not being maintained along with : . The same could not be maintained owing to shortage of staff /nature & volume of work.

21

**(d) Consolidation of Orders and Review of :
Rules/ Manuals etc.**

- (i) Whether orders/instructions are being Consolidated, if so, details of consolidation of orders made during the year. : **Important orders and instructions are kept in Guard file Subject wise. Consolidation of penalty Order , EMF cases is done on a monthly basis.**
- (ii) Whether there is any regular Mechanism for Undertaking revision of old files, rules, regulations, manuals etc. : **Office was established in April, 2007,**
- (iii) Details of rules, regulations, manuals etc Revised/updated/reprinted during the year. : **This office is field unit of DOT, important orders, rules, regulations are issued from DOT, H.Q. New Delhi.**

(e) Work Environment :

- (i) Whether work environ in office is congenial Keeping in view the general cleanliness seating Arrangements etc. : **Yes but for newly posted DDG & Director proper sitting arrangement could not be made due to Shortage of Space.**
- (ii) If not, specify the areas of deficiency and action: Being taken to improve the same.

(f) Items of work which have been computerized : Official works, Reports, Official Correspondence, Record Keeping works, salary preparation, Budgeting.

(g) Reasons specifying not able to implement the Computerization

5. Processing, submission and Monitoring of Cases :

- (a) Processing and Submission of Papers
(Take a sample of 5 current cases at draft stage)
- (i) Number of cases, which were properly referenced : **Almost all.**
Flagged and enclosures clearly marked

(ii) whether name, designation, complete address and: Designation is marked.

Telephone number of the signatory were marked.

(iii) Number of files which were found neat and tidy : All

(iv) Extent of computerization of file movement/ tracking of Papers : Not done.

(b) Monitoring of Pending Cases

(i) Whether Weekly/Monthly statement of pending Cases are being submitted on due dates : **MOC, PG, Court Cases Public grievances etc. are being discussed with head of office in monthly review meeting on a regular basis.**

(ii) Number of Pending Cases

Upto one Month (1)	Between 1to 3 months (2)	Between 3to 12 months (3)	Over 1 year (4)	Total (5)
	1. Petition No. 443 of 2013 in W(C) 2222 of 2013	1. Petition No. 545 of 2012of 2012. TDSAT 2. Petition No. 333 of 2012 TDSAT 3. Petition No. 731 of 2012 TDSAT 4. WP(C) NO. 397 and 422 of 2012 Agartata H.C. 5. Petition No. 974 of 2012 Bharati Airtel Ltd Vs UOI Pending at TDSAT, New Delhi	1. WP (C) No. 4584 of 2008 is pending at Guwahati High Court, referred by DOT, H.Q. to this Office. 2. Petition No. 69 of 2012of 2012.in TDSAT 3. Petition No. 248 of 2012of 2012. in TDSAT 4. Petition no.517 of 2012 in TDSAT	11

(iii) Whether cases pending over a month are being brought to the notice of concern Joint Secretary or higher officers : **Yes**

6. Training of Staff

(a)

Groups	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Area/Module of training	Number of persons who require short-term training. (i.e. upto 3 months) in work related jobs.	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Group-A	6	1	Vigilance & Disciplinary	Nil	Nil	
Group-B	4(deputation from BSNL)	-----	-----	-----	-----	-----
Group-C		-----	-----	-----	-----	-----
Group-D		-----	-----	-----	-----	-----

(C) Reasons for failure in achieving training targets : **Nomination for training is done by DOT HQ.**

7. Punctuality

(i) Is Attendance Register maintained properly ? : **There is no Group C & D official posted in this unit.**

(please specify, Manual or electronic)

(ii) Is late Attendance marked showing the time of arrival of late comers :

(iii) Is Attendance Register checked by an officer daily ? : N/A

(iv) Is forfeited of casual leave etc. done as per instructions ? :

(v) whether surprise visits conducted by senior officers ?

If so, frequency per month.

8. Security of Official Documents, if applicable

(i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs ? : **No classified file**

- (ii) Whether separate record (e.g. section diary, file register, file index slip) is being maintained in respect of secret papers : **No Secret.**
- (iii) Whether any instances of violation of prescribed Instructions for treatment and safe guarding of secret/ top secret papers/information have come to notice and, if so, action taken thereon ? : **No**
- (iv) Whether a periodical review is done to declassify The existing classified documents and if so, the result thereof. : **N/A**

9. Compliance Of Official Language Policy

- (i) Number of letters received in Hindi : **Three**
- (ii) Number of letters out of (i) above replied in Hindi : **No letter replied in Hindi.**
- (iii) Percentage of correspondence in Hindi with Government : **----**
- (iv) Whether all the documents like orders, notifications, contracts, agreements etc. are issued bilingually. : **Partially**

10. Records Management

- (a)(i) Total No. Of old files as recorded :
- (ii) No. Of files generated/opened during this year:
- (iii) Number of files due for recording
- (iv) Number of files recoded
- (v) Number of files pending for recording
- (b) (i) Number of files received for review from the Record room. : **NIL**
- (ii) Number of files reviewed :
- (iii) Number of files pending for review :
- (iv) Number of files marked for further retention after :
Review and its percentage to (ii) above
- (c) (i) Number of files reviewed :

- (ii) Whether proper record has been maintained of : NIL
Such files
- (d) Whether Index Slip prepared for recorded files
Alphabetically :
- (e) (i) Number of files sent to Organizational Record Room:
(ii) Number of files sent to National Archives of India, :
If applicable
- (f) (i) Whether Retention Schedule for records have been :
Drawn up relating to substantive work.
(ii) If yes, whether the schedule is reviewed every 5 years:

11. Pending references from MPs and other V.I.Ps

Number of references			Number of references disposed	Number of references pending for disposal					Out of pending references number of cases in which acknowledgement/interim reply has been sent	Reasons for pendency of cases over one year (in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
NIL	NIL	NIL	NIL					NIL	NIL	NIL

12. (a) Matters related to the Parliament (Pending Assurances given in the Parliament)

S.No	Parliament Question No. And date on which	Number of Assurances given	Date on which the extended period expires	Assurances pending for	Reasons Non-fulfilment	Present Status
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-76-

	replied			Less than 6 months	Between 6 to 12 months	More than one year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
	Nil	Nil	Nil	Nil	Nil	Nil		

12.(b) Direction of Parliament Committees Pending Compliance

S.No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
	Nil	Nil	Nil	Nil	Nil

13.(a) Disposal of representation from the staff (2012-13)

Number of Representations			Number of Representations disposed	Number of Representation pending for disposal					Reasons for pendency of cases over six months	Board nature Representation
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total Pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
0	2	2	2	Nil	Nil	Nil	Nil	NIL	NIL	NIL

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13.(b) Disposal of Complaints of Women Employees regarding Harassment

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

13.(C) Disposal of Complaints of SC/ST Employees NIL

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

14. Mechanism of Public Grievances and transparency

28 ✓

- (i) Whether a senior officer has been appointed : **Complaints are handled by Director (TERM) Cell,**
As the Director of Public Grievances
- (ii) Whether the office has been empowered to pursue the : **Yes**
Matters represented and liaise with all branches and sections
- (iii) Whether a day of the week has been earmarked for attending : **The senior officers attend public grievances on all working days.**
Public grievances by senior officers
- (iv) Whether a complaint box has been placed at the reception : **Yes**
- (v) Have suitable arrangements been made for visitors for lodging : **Yes**
Their complaints
- (vi) Have information and Facilitation Counters been opened : **This office provides information whenever sought by public no separate Information is required for such a small office setup.**
- (vii) Has a Complaint Register been opened and are the Complaints : **Yes**
Being entered therein
- (viii) Has time-frame been fixed for disposal of complaints : **The Complaints are disposed in priority basis,**
- (ix) Does Head of Office/Department review the action taken : **Yes**
For redressal of Public Grievances
- (x) Whether release of information to the public on Department's : **No.**
Activities is taking place through (a) Book-lets: (b) Information
& Facilitation Counter (c) Internet

15. Disposal of petitions from the public

Number of petition			Number of Petition Disposed	Number of petitions pending for disposal (from date of receipt)					Reasons for pendency of cases over six months	Board nature of petitions received
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	24	24	17	3	1	2	1	7	Disturbed Area.	MNP , EMF , Tower, Generator etc.

78

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16. Maintenance of Office Support System

(a) Equipments/Machines (like Typewriters, Computer, Photocopier Etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-a-vis Staff/workload	Whether in working order	Whether these are under AMC	Action taken to repairing the fault
(1)	(2)	(3)	(4)	(5)
Computer=12, Laptop=03, Photocopier=02, Scanner=01, Printer=08	Moderate	Yes	No AMC, Bill basis Mtce.	

(b) Furniture

Action Taken for replacing the old furniture by Modular furniture : **All the furniture are in good condition. There is no out or unserviceable furniture for disposal.**

(c) Status of yearly disposed/dead stock as GFR.

17. VTM Matters (01/04/2012 to 31/03/2013)

S.No.	Area operation (state - wise)	No. of illegal operation detected	No. of meetings undertaken with line Deptt. i.e. security agencies COAI etc.	No. Of Complaints		Remarks
				Received	Disposed off	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Assam	NIL	Three			On an average in a calendar year quarterly meeting held with the security agencies.

80

18. Scheme(s) for Awards for suggestions

(i) Whether any 'Scheme of Cash Awards to the staff/ : NIL

Public' is in operation for suggesting innovative ideas/

New methods/ procedures/techniques for improving

The efficiency and productivity of the Organisation.

(ii) Number of suggestions made by the Staff and Public :NIL

During the year

(iii) Whether any of the suggestions were accepted for :NIL

implementation and, if so, details of awardees and

their suggestions.

18. Inspection of attached/ subordinate offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year.

Name of office inspected	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/Recommendations Defects pointed out (in brief)	How many Suggestions/recommendations have been implemented	Suggestions/recommendations not so far implemented and reasons therefor	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
N/A	N/A	N/A	N/A	N/A	N/A	No subordinate office

81

20. Implementation of Suggestions/Recommendation of Last Inspection

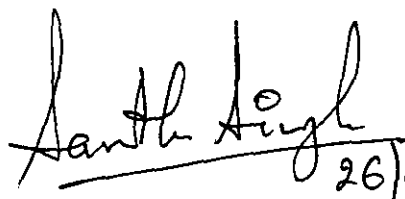
- (i) Have all the suggestions/recommendations/defects pointed: **Partially Implemented, Efforts are being made to remaining recommendations.**
Out in the previous inspection been implemented/ rectified
- (ii) If not, specific reasons for not implementing the same in each case

**21. Brief recapitulation of defects or shortcomings noticed and any other
Comments which Inspecting Officer(s) may have to make.**

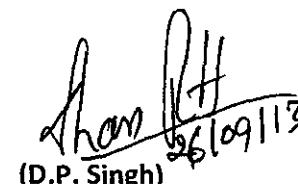
The observations are as follows:

The working of office of DDG(TERM) , Assam is , in general, found to be satisfactorily. To further improve the efficiency & effectiveness of this office, the following recommendations are made.

1. More technical support staff needs to be posted.
2. More office support Staff (Non-Technical) needs to be posted.
3. The officers & staff of TERM Cell Assam may be sent for technical training more frequently.
4. As there is no Space for newly posted officers, so space is required urgently.
5. Office should be fully computerized.


26/09/13.

(S.K.Singh)
Director (TERM, Assam)


26/09/13

(D.P. Singh)
DS(Cord)
DoT(HQ),New Delhi

86

(51)

17	OA No. 285 of 2013	Phudan Das Gupta	UOI & Others	The applicants have demanded the upgraded pay from 975-1540 to 975-1700 which was upgraded by the 5th pay commission. The case is related to service matter.	Sh. Satish Kumar,	Guidelines/suggestion awaited from DOT(HQ).
18	OA No. 324 of 2013	Manoj Kumar & Others	UOI & Others	Punishment of censure by DOT on the advice of UPSC due to CBI case and promotion in next higher cadre from the date of promotion of his junior.	Awadhesh Kumar Pandit	A request letter has been sent to CGSC for take three months time on direction received from DOT(HQ).
19	OA No. 348 of 2013	L.K.Jha	UOI & Others	Vigilance cases are pending against ex-officer for granting the status of 140 Regular Mazdoor from TSMs in Darbhanga during year 2002.	Ram Kinker Choubey	Ws has been sent to DOT(HQ) for legal vetting.
20	OA No. 364 of 2013	Ajoy Kumar & Ors	UOI & Others	Regarding departmental examination in JTO Cadre under 50% quota. The applicants are permanently absorbed in BSNL working as Sr. TOAs and filed the against the speaking order passed by the CGMT, Patna regarding filling of vacancies which is a service matter and purely in domain of BSNL.	Sudhir Kr. Tiwary	WS has been sent to CGSC for filing in Hon'ble CAT.
21	OA No. 584 of 2012	Santosh Prasad	UOI & Others	Case relates to West Bengal Circle. Detail of case is not available. Matter related to compassionate appointment.	Rajiv Krishna Bariayar	Case has been sent to DOT(HQ) for guidelines.
22	CCPA 63 of 2013	Arvind Kumar	UOI & Others	The case relates to the appointment on compassionate ground which is a service matter and purely doamin of BSNL.	Satish Chandra Jha	Duly vetted WS has been sent to Sr. CGSC for deletion the name of UOI.
23	CCPA 71 of 2013	Shailndra kr. Choudhary	UOI & Others	The case relates to the appointment on compassionate ground which is a service matter and purely doamin of BSNL.	Satish Chandra Jha	Duly vetted WS has been sent to Sr. CGSC for deletion the name of UOI.
24	OA 394 of 2013	Mani Kr. Rinkesh	UOI & Others	Pay Protection in the grade of Rs. 2800/- whereas the official has joined as LDC in this office.	Satish Chandra Jha	Para wise comments have been supplied to DOT(HQ) as well as CGC for preparation of WS.
25	OA No. 323 of 2013	Chhote Lal	UOI & Others	The case relates to nomination for payment of pensionary benefits. Previously Sh. Shiv Shankar Arya elder son of Late Panna Devi has filed the case for including his name in nomination for DCRG, etc due to he was not nominated by his mother. Now Chhote Lal has file the case before Hon'ble CAT. As discussed with pension section no such claim has been received from BSNL.	Satish Chandra Jha	Copy of OA has been sent to DOT(HQ) and BSNL is requested to furnsh the case of the applicant.

-87-

57/1

26	OA No 2170 of 2013	Jitendra Kumar	UOI & Others	Permanent absorption as Jr. Accountant in O/o CCA, Patna on one time absorption basis in Department of Telecommunication.	The case has been filed in Pr.CAT Bench, New Delhi.	A parawise comments has been sent to DOT(HQ) for further necessary action.
27	CCPA No. 133 of 2013	Kripa Nand Jha	UOI & Others	Payment of interest on delayed payment of DCRG and family pension	Satish Chandra Jha	Detail of case has been sent to DOT(HQ) as well as Sr.CGSC for defending the case.
28	CCPA No. 134 of 2013	D.N.Choudhary	UOI & Others	Payment of interest on delayed payment of DCRG and family pension	Abhisekh singh.	Detail of case has been sent to DOT(HQ) as well as Sr.CGSC for defending the case. An appeal in Hon'ble High Court hasa already been filed.
29	CCPA No. 136 of 2013	Ashok Kumar	UOI & Others	Payment of interest on delayed payment of DCRG and family pension	Satish Chandra Jha	Detail of case has been sent to DOT(HQ) as well as Sr.CGSC for defending the case.
30	OA No.of 2013	Chandra Kanti Devi	UOI & Others	Pensionary benefits.	Kaushal Kumar Jha	Case has been sent to DOT(HQ) for guidelines.

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531

LIST OF COURTS CASES PENDING /DISPOSED OFF IN DISTRICT COURTS (AS ON 31.08.2013)

Sl. No.	Case No.	Name & Design. of the Applicant	Details of the respondents	Subject of the Case/Relief sought by the applicant	Name and Contact No. of Govt. counsel	Present Status
1	10/08, Court of Sub Judge, Vaishali	Shri Om Prakash Singh	UOI & Others	Payment of rent arrear. The case relates to BSNL and the relief sought by the plaintiff are to be settled by BSNL.	Shri Diwakar Kumar Mobile.9431068178	A letter has been sent on 29.08.13, status awaited from advocate.
2	41/2009, District Consumer Forum, Munger	Smt. Maruti Sinha	UOI & Others	During the talk on telephone the electric wire of 11000 volts current supply in the telephone wire causing death o Lal Bhadur Rakshit.	Shri Uday Prakash Mobile: 9431418540	W.S. filed on 11-11-2011 for deletion the name of UOI. And, a letter has been sent on 29.08.13.
3	66/2008, District Consumer Forum, Samastipur	Shri Lal Bahadur	Secretary (DOT) Vs Others	Telephone disconnection and excess billing.	Shri Sanjay Kr. Sinha Mobile: 9431480360	A letter has been sent on 29.08.13, status awaited.
4	07/2011, Munsif Sadar, Motihari	Md. Raghiv Azam	Secretary (DOT)	Land dispute between BSNL and the applicant. The case is purley domain of BSNL.	Shri Kamaldeo Sah Mobile: 9835472816	The advocate has informed vide letter dated 23.07.13, the WS has been filed on 12.06.12 and the last date of hearing is 07.08.13.
5	22/12 Consumer Forum Chhapra	Gautam Mishra	CCA, Bihar Circle & others	Interest for late payment of of GPF.	Shri S.R.P.Singh. Mob.-8521066174	Reply has been submitted on 20.04.12 itself. A letter has been sent on 29.08.13, status awaited.

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Sr. CAO

Dy.CCA

-89-

INSPECTION QUESTIONNAIRE ON ORGANIZATION & METHOD (O & M)

Ministry/Department : Department of Telecommunications Date of Last Inspection : 26/09/2012

Office/Section : O/o CCA, Assam Telecom Circle, Guwahati Date of Present Inspection : 26/09/2013
(For the period ending) : 31/03/2013

1. Subjects allotted to Section/Desk unit in brief:

2. Staff Strength:

S. No.	Name of Post/Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	CCA	01	01	-		
2	Jr. CCA	02	01	1	Transfer	
3	Dy. CCA	02	01	1	Retired	
4	Asstt. CCA	01	-	1	Non Posting	
5	CAO	08	04	04	Transfer /Non posting	
6	Asstt. CAO	13	0	13	Non posting	
7	Sr. Acctt.	22	09	13	Transfer/Non posting	04 Regular 4 Officiating 1 deputation
8	Jr. Acctt.	05	03	2	Transfer /Non posting	02 officiating 1 deputation
9	LDC	10	0	10	Transfer /non posting	2 LDC officiating in JA

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

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

[Handwritten signature]

See

(a)	Number of receipts received	4029				
(b)	Number of New Files opened	<table border="1"> <tr> <td>Pension</td> <td>Others</td> </tr> <tr> <td>336</td> <td>52</td> </tr> </table>	Pension	Others	336	52
Pension	Others					
336	52					
(c)	Registers & Folders	15				
(i)	Whether Section Diary Register, Assistant Diary, Despatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folder, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary, Register for Communications from MPs, Register for Parliamentary Assurances etc. are being maintained and kept neat and tidy.	All registers are being maintained except mentioned in (ii) as below				
(ii)	Registers/folders not being maintained alongwith the reason.	Call Book, Precedent Book, Reference folders. as these are not required at present and will be maintained as & when required				
(d)	Consolidation of Orders and Review of Rules/Manuals etc.					
(i)	Whether orders/instructions are being consolidated if so, details of consolidation of orders made during the year.	Yes				
(ii)	Whether there is any regular mechanism for undertaking Revision of old files, rules, regulations, manuals etc.	Will be developed				
(iii)	Details of rules, regulations, manuals etc. revised/Updated/reprinted during the year.	Maintained in respective section				
(e)	Work Environment					
(i)	Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc.	Yes				
(ii)	If not, specify the areas of deficiency and action being taken to improve the same.	NA				
(f)	Items of work which have been computerized	Cash, USO, LF, Pension Audit & Pension etc.				
(g)	Reasons specifying not able to implement the computerization	NA				

8. Processing, Submission and Monitoring of Cases

(b)	Processing and Submission of Papers (Take a sample of 5 current cases at draft stage)	
(i)	Number of cases, which were properly referenced flagged and enclosures clearly marked	Almost all cases
(ii)	Whether name, designation, complete address and Telephone number of the signatory were marked.	Yes
(iii)	Number of files which were found neat and tidy	All files
(iv)	Extent of computerization of file movement/ tracking of papers.	Not done

-91-

5 (b) Monitoring of Pending Cases

(i) Whether Weekly/Monthly statement of pending cases are being submitted on due dates *Yes, being submitted in due time to.*

(ii) Number of Pending cases (Pension)

Upto One month (1)	Between 1 to 3 months (2)	Between 3 to 12 months (3)	Over 1 year (4)	Total (5)
18	25	11	0	54

(iii) Whether cases pending over a month are being brought to the notice of concerned Joint Secretary or higher officers. *Yes*

9. Training of Staff

Groups (1)	Number of persons in Section/Unit (2)	Number of persons who have undergone in-service training during the year (3)	Area of Training (4)	Number of persons who require short-term training (i.e. upto 3 months) in work related jobs (5)	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs (6)	Remarks (7)
Group - A	03	03	CVC guideline, GPF, Audit, Office management, MCT.	03	Nil	-
Group - B	05	05	GPF, Compact, Pension, NPS, GR, AGR	05	Nil	-
Group - C	12	09	Compact and Induction training	03		
Group - D	-	-	-	-	-	-

(b) Area of Training : Office Management, LF, COMPACT, USO, Pension, Legal

(c) Reasons for failure in achieving training target : Due to shortage of Staff / Officer(s).

-82

7. Punctuality

(i)	Is Attendance Register maintained properly? (Please specify, Manual or electronic)	Yes, manual
(ii)	Is late Attendance marked showing the time of arrival of late comers?	No
(iii)	Is Attendance Register checked by an officer daily?	Yes
(iv)	Is forfeiture of casual leave etc. done as per instructions?	No
(v)	Whether surprise visits conducted by senior officers? If so, frequency per month.	Yes, once in a month by Dy. CCA

8. Security of Official Documents, if applicable.

(i)	Whether Classified files and papers (other than those in hand) are being kept in locked almirahs?	Yes
(ii)	Whether separate record (e.g. section diary, file Register, file index slip) is being maintained in respect of secret papers (unless the section itself is designated as secret or top secret)?	No
(iii)	Whether any instances of violation of prescribed instructions for treatment and safe guarding of secret/ top secret papers/information have come to notice and, if so, action taken thereon?	No
(iv)	Whether a periodical review is done to declassify the existing classified documents and if so, the result thereof.	Not done

9. Compliance of Official Language Policy

(i)	Number of letters received in Hindi	11
(ii)	Number of letters out of (i) above replied in Hindi	Two replied in Hindi
(iii)	Percentage of correspondence in Hindi with Government Offices located in Hindi Speaking States/UTs.	Nil
(iv)	Whether all the documents like orders, notifications, contracts, agreements etc. are issued bilingually.	No

12. Records Management (Weeding out of documents)

a)		
(i)	No. of files due for recording	Records not kept
(ii)	No. of files recorded	
(iii)	No. of files pending for recording	

b)	(i)	Number of files received for review	<i>Records not kept</i>
	(ii)	No. of files reviewed	
	(iii)	No. of files pending for review	
	(iv)	No. of files marked for further retention after review and its percentage to (ii) above	
c)	(i)	No. of files weeded out	
	(ii)	Whether proper record has been maintained of such files.	
d)		Whether Index Slips prepared for recorded files alphabetically	
e)	(i)	Number of files sent to Departmental Record Room	
	(ii)	Number of files sent to National Archives of India No. of files reviewed	
f)	(i)	Whether Retention Schedule for records have been drawn up relating to substantive work	
	(ii)	If yes, whether the schedule is reviewed every 5 years	

13. Pending references from MPs and other V.I.Ps

Number of references			Number of references disposed	Number of reference pending for disposal					Out of pending references number of cases in which acknowledgement/interim reply has been sent	Reasons for pendency of cases over one year (in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
<i>NIL</i>										

12. (a) Matters related to the Parliament (Pending Assurances given in the Parliament)

Sl. No.	Parliament Question No. and date on which replied	Number of Assurances given	Date on which the extended period expires	Assurances pending for			Reasons for non-fulfillment	Present Status
				Less than 6 months	Between 6 to 12 months	More than one year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
<i>NIL</i>								

84

12. (b) Directions of Parliament Committees Pending Compliance

Sl. No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
NIL					

13. (a) Disposal of representation from the staff

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

13.(b) Disposal of Complaints of Women Employees regarding Harassment : Total no. of women employees in the unit are 06, however no complaint has been received regarding harassment.

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

13. (c) Disposal of Complaints of SC/ST Employees : Total no. of SC/ST employees in the unit are 2(1+1), however no complaint has been received.

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

-85-

15. Mechanism of Public Grievances and Transparency

(i)	Whether a senior officer has been appointed as the Director of Public Grievances	<i>Grievances in respect of Pension cases are being attended by the Jt. CCA. Dy. CCA and CAO(Pension). Pension Adalat is also being held periodically.</i>
(ii)	Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections	<i>Yes</i>
(iii)	Whether a day of the week has been earmarked for attending to public grievances by senior officers	<i>Public is generally attended on all working days. However a particular day will be fixed for attending Public Grievances by a specific Senior Officer</i>
(iv)	Whether a complaint box has been placed at the reception	<i>Yes</i>
(v)	Have suitable arrangements been made for visitors for lodging their complaints	<i>Yes</i>
(vi)	Have information and Facilitation Counters been opened	<i>Yes</i>
(vii)	Has a Complaint Register been opened and are the complaints being entered therein	<i>Yes</i>
(viii)	Has time-frame been fixed for disposal of complaints	<i>Yes, one month</i>
(ix)	Does Head of Office/Department review the action taken for redressal of Public Grievances	<i>Yes</i>
(x)	Whether release of information to the public on Department's activities is taking place through (a) Book-lets; (b) Information & Facilitation Counter; (c) Internet.	<i>Website and Annual Report</i>

15. Disposal of Petitions from the Public

Number of Petitions			Number of Petitions disposed	Number of petitions pending for disposal (from date of receipt)					Reasons for pendency of cases over six months	Broad nature Petitions received
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total Pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
<i>NIL</i>										

-96-

16. Maintenance of Office Support System

(a) Equipments / Machines (like Typewriters, Computers, photocopier etc.)

Name of Equipment	Whether in working order	If not in working order, date from which not working	Action taken for repairing the fault	Whether the number of equipments provided are adequate vis-à-vis Staff/ work load
(1)	(2)	(3)	(4)	(5)
1. Computer 17 nos.	Yes	-	-	Yes
2. Photo copier 01 no.				
3. Fax 03 nos.				

(b) Furniture

Action taken for replacing the old furniture by Modular furniture

Nil. As all furniture are new.

(c) Status of yearly disposed/dead stock as per GFR

Nil

18. Maintenance of Service Books

(b) Take a sample of 10 Service Books and note the following:

Are Service Books available for all categories of staff?	Whether Service Books are complete and up-to-date?	Are nomination forms duly filled in and attached?	Are records of leave LTC, CGEGIS, HBA, annual increments etc. maintained?	Has verification of service been done particularly for officials retiring in next five years?	Whether Service Books have been shown to the persons concerned every year?
(1)	(2)	(3)	(4)	(5)	(6)
Yes	Yes	Yes	Yes	One officer is retiring within 5 years, process is going on	Yes

(b) Where Service Books are not complete, whether any special drive was undertaken and if so, the results thereof:

NA

18. Details of Pending Review/Appeal Cases

Sl.No.	Name & Designation of delinquent official	Nature of Penalty imposed	Date of receipt of appeal/ review application	Present Status
(1)	(2)	(3)	(4)	(5)
<i>NIL</i>				

-57-

19. Details of cases where Pension and Pensionary Benefits have not been settled

(a) Pending cases for Settlement of Pensionary Benefits etc. to Persons Retired on Superannuation /Voluntarily

Sl. No.	Name and Designation of Employee	Date of retirement on superannuation/ Voluntarily	Nature of pensionary benefits to be settled like pension, CGEGIS and encashment of leave (specify each item separately)	Whether advance action like NOC from the Dte. Of Estates, filling of forms for family details, nomination of bank verification of qualifying service, forwarding of Form-7, & pension calculation sheet was taken as per schedule	If not, reasons for delay in each item	Any other reasons for which pensionary benefits were not settled.	Present status	Whether anticipatory pension sanctioned in respect of long pending case
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

Details at Annexure - II

(b) Pending Cases for settlement of Pensionary Benefits etc. to Persons Died in Harness in the office.

Sl. No.	Name & Designation of Employee	Date of Death	Date of sanction of immediate relief	Date of receipt of application along death certificate and other papers for sanction of family pension	Date of Sanction of family pension	Details of non-settlement of claims like DCRG, PF, CGEGIS, encashment of leave, Deposit Link Insurance	Specify the reasons for non-settlement each item
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

NIL

20. Court Cases (Pendency may be taken from the date of filing the petition/application in CAT/Court

(d) Number of Court Cases pending for

Less than 6 months	Between 6 months to 1 year	Between 1 to 2 years	Over 2 years	Total
(1)	(2)	(3)	(4)	(5)
3	5	9	1	18

-98-

20-(b)

Details of Pending Court Cases:

Sl. No.	Petition/OA No with Date	Name of Court/Bench of CAT	Major issues involved	Date on which counter affidavit was filled	Date of Filing subsequent affidavit if any	Present status of the case
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	WP(C)6491/2007	Guwahati High Court	Disciplinary	19/01/2009	-	Pending in High Court
2	WP(C)3800/2008	---do---	--do--	-	-	No direction received from DoT
3	OA NO.50/2005	--do--	--do--	-	-	Inquiry proceedings awaited from BSNL
4	OA NO.151/2011	CAT Bench Ghty	--do--	07/06/2012	-	Judgement reserved by the Hon'ble CAT.
5.	WP(C)3032/2012	Guwahati High Court	Installation of Mobile Tower	-	-	No direction received from DoT HQ
6	WP(C)2983/2012	--do--	House keeping service	-	-	Decision of DoT HQ is awaited
7	WP(C)2640/2012	--do---	Installation of mobile tower.	01/02/2013	-	Hearing date not listed
8.	OA NO.162/2010	CAT Ghty bench	Promotion	31/08/2011	-	Pending in CAT
9	OA NO.294/2011	--do--	Promotion	01/03/2011	-	--do--
10	OA.No.147/2011	--do--	For granting temp.status	-	-	Reserved the matter by Hon'ble CAT
11	OA No.226/2012	--do--	For fixation of pay	23/01/2013	-	Pending in CAT
12	OA NO.373/2012	--do--	For granting regular status	01/04/2013	-	---do---
13	OA.NO.8/2013	---do---	---do---	09/04/2013	-	--do---
14	OA NO.99/2013	--do--	For set aside the punishment	27/08/2013	-	Hon'ble CAT allowed 4 weeks time to the petitioner to file reply.
15	OA.NO.85/2013	---do---	For granting regular status	22/07/2013	-	Pending in CAT
16	OA NO.137/2013	---do---	---do---	16/08/2013	-	---do---
17	TS NO.29/2010	Civil Judge Court Hailakandi	Devide of pension	17/01/2011	-	Pending in Court
18	CA No.105/2003	Consumer Forum Ghty	Repairing of telephone No.475168	-	-	Pending in Consumer Court.

-99-

(c) *Status of Implementation of Court Judgements*

<i>Petition/ OA No. with date</i>	<i>Name of Court/ Bench of CAT</i>	<i>Date of Judgement</i>	<i>Time-frame, if any, given by Court for implementation</i>	<i>Major issues involved</i>	<i>Whether the appeal/review application against the judgement has been filed by Government/ individual, if so, the date thereof</i>	<i>Status of the appeal/ review application</i>	<i>If no appeal etc. has been filed, present status of action taken to implement the judgement</i>	<i>Reasons for delay in implementing the judgement</i>	<i>Whether any contempt petition has been filed for delay in implementation or against the manner of implementation of the judgement.</i>
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
3011/2008	CAT, Guwahati	27/04/2010	-	Disciplinary	-	-	Dismissed	-	No
30/2009	CAT, Guwahati	25/02/2010	-	Disciplinary			Dismissed		No
388/2010 in WP(C) 2223/2005	High Court, Guwahati	23/02/2011		Disciplinary			Disposed off		No
4/2010	CAT, Guwahati	16/07/2010		Disciplinary			Disposed off & the OSD(Legal) BSNL, New Delhi directed to take necessary action		No

21. *Delegation of Powers by the Head of Department / Senior Officers.*

(i)	Whether the Administrative/Financial Powers have been delegated to Subordinate Officers/Officers	Yes
(ii)	If so, the order numbers and date vide which such powers were delegated	ASM/CCA/DFP/2009-10/25 dtd 26/07/2010
(iii)	Whether delegated powers are being exercised	Yes

22. (a) *Audit Objections*

(i)	Is internal Audit being done every year	Yes
(ii)	Date of last visit of external Audit Team	07/03/2011 to 16/03/2011

(b) Details of pending Audit objections (As on 31/03/2011)

Sl. No.	Number of pending Audit Paras, brought to notice by Audit Team	Number of Audit Paras having financial implications	Number of cases of misappropriation/ embezzlement, if any	Number of Audit Paras, pending action	Pending Audit Paras, in brief	Reasons for delay in taking corrective action (Para-wise)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	10	06	-	0	All paras have been complied with 14/5/2013 but reply not received from P & T Audit		Nil

23. Scheme(s) for Awards for suggestions

(i) Whether any 'Scheme of Cash Awards to the Staff/Public' is in operation for suggesting innovative ideas/New methods/ procedures/ techniques for improving the efficiency and productivity of the Organisation.	Nil
(ii) Number of suggestions made by the Staff and Public during the year	Nil
(iii) Whether any of the suggestions were accepted for implementation and, if so, details of awardees and their suggestions	Nil

24. Inspection of attached/Subordinate Offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year.

Name of Office inspected	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/ Recommendations/ Defects pointed out (in brief)	How many Suggestions/ Recommendations have been implemented	Suggestions/ Recommendations not so far implemented and reasons therefore	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
WMS, Dibrugarh	20/11/2012 to 21/11/2012	Sri P K Roy Dy.CCA and Sri D. Das,CAO	Suggestion on Establishment	09	Compliance not received	
TERM Cell, Assam Circle, Guwahati	06/03/2012 to 07/03/2012	Shri P.K. Roy, Dy.CCA	Cash management, Stock management, Budget, Hiring of Vehicle DDO function, Vigilance function.	08	01	Establishment Register not maintained

- 101 -

25. Implementation of Suggestions/Recommendation of Last Inspection

(i) Have all the suggestions/recommendations/defects pointed out in the previous inspection been implemented/rectified	Yes. Implemented. except the suggestion that CCA office should deal with Court Cases directly.
(ii) If not, specific reasons for not implementing the same in each case.	Authorisation for the same from DoT HQ is required


27. *Brief recapitulation of defects or shortcomings noticed and any other: Comments which Inspecting Officer(s) may have to make.*

The working of CCA, Assam is in general, found to be satisfactory. To further improve the efficiency and effectiveness of the office the following recommendations.

1. *As CCA staff is involved in checking/handling USO aided activities; training of such staff especially on technical aspects/matters would be of help to ensure Credibility of such works performed. CCA office may take up the matter with concerned training centre(s).*
2. *CCA office may take up the Case with DoT for dealing directly with Court cases involving routine issues such as deletion of name of Sec(T) from cases concerning with BSNL operational issues etc. This will increase the efficiency in dealing with such routine cases.*
3. *Posting of Assistant Communication Accounts Officer. Asstt/Secretoral assistance can be outsources/deputation or appointing as consultants or through SSC. DOT should also take up this issue with DOP+T/SSC*


 27.9.13
 (Dalzakam Valte),

Jt. Controller of Communication Accounts
 0361-2734686, 9435000018(M)


 27/09/13
 (D.P. Singh)

Dy. Secretary(Coord)
 9717953414 - 011-23315120

19 A - Annexure - II

-02-

PENDING PENSION CASES AS ON 31.03.2013

ANNEXURE -II

Sl No	Name	Designation & SSA	Date of Retirement on superannuation/Voluntary.	Nature of pensionary benefits to be settled like pension CGEIS&encashment of leave(specify each item separately.)	Whether advance action NOC from the Dte. of Estates, filling of forms for family details, nomination of bank verification of qualifying service forwarding of Form 7 & pension calculation sheet was taken as per schedule.	If not, reasons for delay in each item	Any other reasons for which pensionary benefits where not settled	Present status	Whether anticipatory pension sanctioned respect of long pending case.
1	2	3	4	5	6	7	8	9	
1	Harish Haloi	EX-DE GMTD Kamrup	30/09/2012	Pension		Pay fixation Wrong.		Settled.	No.
2	Purna Nanda Borgohain	EX-SI GMTD DBR	31/10/2012	Pension		21.1.2013		Settled.	No.
3	Randip Kumar Chanda	EX-SDE NETF Ghy	31/10/2012	Pension		Letter sent to SSA on		Settled.	No.
4	Ramendra Chanda	EX-SDE NETF Ghy	31/10/2012	Pension		Letter to SSA on 15.1.2013		Settled.	No.
5	Rakhal Chandra Das	EX-Sr.TOA(G) BNG	31/12/2012	Pension		Letter to SSA on 23.1.2013		Settled.	No.
6	Prabin Ch Roy	EX-RM BNG	31/12/2012	Pension		SB sent to SSA on 28.02.2013		Settled.	No.
7	Biswanath Saha	EX-TM BNG	31/12/2012	Pension		SB sent to SSA on 28.02.2013		Settled.	No.
8	Rama Kanta Gogoi	EX-TM JORHAT	31/12/2012	Pension		SB sent to SSA on 28.02.2013		Settled.	No.
9	Shyamal Kanti Karmakar	EX-SDE KAMRUP	31/12/2012	Pension		Pay fixation wrong		Settled.	No.
10	Bhairab Gohain	EX-SDE DBR	31/12/2012	Pension		VC wanting		Settled.	No.
11	Md Janmil Ali	EX-TM BNG	31/12/2012	Pension		Letter sent to SSA on		Settled.	No.
12	Hrishikesh Ganhuly	Ex-Sr.TOA(G) BGN	31/01/2013	Pension		Under Process		Settled.	No.
13	Anjali Paul	Ex-TOA(G) BGN	31/01/2013	Pension		Under Process		Settled.	No.
14	Mahendra Ram	EX-TM BGN	31/01/2013	Pension		Under Process		Settled.	No.
15	Md. Madina Mia	EX-LM BGN	31/01/2013	Pension		Under Process		Settled.	No.
16	Satyendra Ray	EX-TTA BGN	31/01/2013	Pension		Under Process		Settled.	No.
17	Kishore Dutta	EX-JTO BGN	31/01/2013	Pension		Under Process		Settled.	No.
18	Karuna Kanta Das	EX-TM BGN	31/01/2013	Pension		Under Process		Settled.	No.
19	Numali Gogoi	Ex-Safaiwala JORHAT	31/01/2013	Pension		Under Process		Settled.	No.
20	Babul Chetia	EX-SI JORHAT	31/01/2013	Pension		Under Process		Settled.	No.

21 Dwijendra Nath Talukdar	EX-TTA KAMRUP	31/01/2013	Pension	Under Process	Settled.	No.
22 Md. Jalaluddin Ahmed	Ex-TM KAMRUP	31/01/2013	Pension	Under Process	Settled.	No.
23 Chandra Kanta Das	Ex-S.TG.M KAMRUP	31/01/2013	Pension	Under Process	Settled.	No.
24 Babul Ch Dey II	EX-TM KAMRUP	31/01/2013	Pension	Under Process	Settled.	No.
25 Maklisur Rahaman Choudhury	Ex-DGM(F) GMTD NGG	31/01/2013	Pension	Under Process	Settled.	No.
26 Narendra Chandra Sutradhar	EX-DE GMTD NGG	31/01/2013	Pension	Under Process	Settled.	No.
27 Arab Ali	Ex-TM GMTD Ngg	31/01/2013	Pension	Under Process	Settled.	No.
28 Dilip Kumra Dey	EX-JTO GMTD NGG	31/10/2013	Pension	Under Process	Settled.	No.
29 Sabinay Das	EX-RM(BCR 26 Yrs)SIL	31/01/2013	Pension	Pay fixation wrong	Not Settled	No.
30 Md Yeasin Ali	Ex-DE GMTD:DIBRUGARH	31/01/2013	Pension	Under Process	Settled.	No.
31 Lakhi Nath Hazarika	EX-SI:GMTD KAMRUP	31/01/2013	Pension	PC,SV,Pay Fixation Wrong	Settled.	No.
32 Ramen Hazarika	Ex-TM CTSD,CGM GHTY	31/01/2013	Pension	P/Fixation Wrong	Settled.	No.
33 Baldev Paswan	Ex Chowkidhar NETF GHTY	31/01/2013	Pension	P/Fixation Wrong	Settled.	No.
34 Parimal Chandra Dey	EX-SDE NETF GHTY	31/01/2013	Pension	P/Fixation Wrong	Settled.	No.
35 Pradip Kumar Ghosh	Ex- NETF:GHTY	31/01/2013	Pension	P/Fixation Wrong	Settled.	No.
36 Mahananda Nath	Ex-TM BGN	31/01/2013	Pension	P/Fixation Wrong	Settled.	No.
37 Bilash Pandit	Ex-RM,GMTD BNG	28/02/2013	Pension	Under Process	Settled.	No.
38 Sunil Kr.Hajong Roy	EX-STOA(G) BNG	28/02/2013	Pension	Under Process	Settled.	No.
39 Md.Amanullah	EX-STOA(P) BNG	28/02/2013	Pension	Under Process	Settled.	No.
40 Karuna Kanta Das	EX-TM,GMTD BNG	28/02/2013	Pension	Under Process	Settled.	No.
41 Binita Borah	EX-STOA(G), JRT	28/02/2013	Pension	Under Process	Settled.	No.
42 Trailakya Ch Das	EX-STOA(P),KTD	28/02/2013	Pension	Under Process	Settled.	No.
43 Ashak Mitra	EX-TTA,GMTD KTD	28/02/2013	Pension	Under Process	Settled.	No.
44 Maniram Baro	EX-TM GMTD,KTD	28/02/2013	Pension	Under Process	Settled.	No.
45 Mahendra Ch.Mahanta	EX-TM, GMTD,KTD	28/02/2013	Pension	Under Process	Settled.	No.
46 Praneswar Das-	Ex-RM,GMTD KTD	28/02/2013	Pension	Under Process	Settled.	No.
47 Kailash Ray	EX-TM, GMTD,KTD	28/02/2013	Pension	Under Process	Settled.	No.
48 Dharendra Ch.Ray	Ex-TM,GMTD Silchar	28/02/2013	Pension	Under Process	Settled.	No.
49 Ram Lal Thakuria	EX-TM,GMTD,Tz.	28/02/2013	Pension	Under Process	Settled.	No.
50 Binu Hazarika	EX-STOA(G) Tz	28/02/2013	Pension	Under Process	Settled.	No.

136

51 Pronob Kr. Baruah	EX-TFA, DBR	28/02/2013	Pension	Under Process	Settled.	No.
52 Ganesh Ch. Das	EX-Sr. TOA RTTC Ghy	28/02/2013	Pension	Under Process	Settled.	No.
53 Shyam Kanta Boro	EX-SDE, GMTD, KTD	28/02/2013	Pension	Under Process	Settled.	No.
54 Prohlad Ch. Nath	Ex-TM, GMTD, BGN	28/02/2013	Pension	Under Process	Settled.	No.

Depn. of Telecom - 105 -
(CS-III)

Dated, 12th Nov, 2013

Subject: Inspection of CCA Office at Kolkata - reg.

It is to be intimated that due to very busy schedule in election duty etc; I am unable to inspect Kolkata's Office. Kindly deploy some interested officer for doing the ~~matter~~ needful in the matter.

[Signature]
12/11/13

U.S. (CS-III)

Sh. A.K. Singh

U.S. (Coordination)

[Signature]
12/11/13
A.K. Singh / Padma

206

Ministry of Communications & IT
Department of Telecommunications
O/o the Deputy Secretary (Admn.I)

Subject : Inspection of O/o Controller of Communications Accounts (erstwhile DoT Cells) and TERM Cells of DoT for the financial year 2012-13.)

Please refer to your letter dated 12th September, 2013 on the subject mentioned above, in which the undersigned was assigned the offices mentioned at Sl. No. 3 located at Shillong. As discussed with DS(Coord), I am not in a position to undertake this Inspection Tour at present due to unforeseen circumstances. It is, therefore, requested that inspection of the said offices may be assigned to some other officer.

(O S Ashok)

Deputy Secretary (Admn.I)

06.11.2013

60716/DS (Admn.I)/2013
6/11/13

1425/2013/02M
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DS(Coord)

S
6/11/13

USE (Admn.I)

request for file

PA
06/11/13

SO (Admn.I) / Radma

549/DS(C)
6/11/13

315

107

No. 14-1/2013-O&M
Government of India
Ministry of Communications & IT
Department of Telecommunications

Sanchar Bhawan
New Delhi – 110001

12th September, 2013.

Subject: Inspection of O/o Controller of Communications Accounts (erstwhile DoT Cells) and TERM Cells of DoT for the financial year 2012-13.

As per the revised para 135 of the Manual of Office Procedure(MoP), each section/cell is required to be inspected as in the revised Questionnaire once in a financial year on matters relating to establishment, administration, redressal of Public Grievances, Audit and O&M to ensure that the provisions of MoP and the instructions issued therein are being followed. The following officers are requested to carry out inspection of the O/o Controller of Communications Accounts and TERM Cells indicated against their name as per enclosed Inspection Questionnaire. The Inspection may be completed within **3 months** of issue of this letter. It may be noted that the Inspection is **mandatory**.

Sl.No	Name of Office	Name of Officer
1.	The Dy. Director General, O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell), CTO Compound, Behind GPO, Church Road, Camp, Pune – 411001, Maharashtra	Sh Deo Nath Sah, US (SGT)
2.	O/o Controller of Communications Accounts, 2 nd Floor, CTO Annexe Building, Budh Marg, Patna – 800001. The Dy. Director General, O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell), 7 th Floor, Telephone Bhawan, R-Block, Patna – 800001	Sh A K Singh, US (C&A)
3.	The Dy. Director General, O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell), North East-1 Telecom Circle, III Floor, CTO Building, Shillong – 793001 O/o Controller of Communications Accounts, NE Telecom Circle, 2 nd Floor, CTO Building, Shillong – 793001	Sh O S Ashok, DS (Admn.I)
4.	O/o Jt. Controller of Communications Accounts, 5 th Floor, New Admin Building, BSNL Complex, Pan Bazaar, Guwahati-781001	Sh D P Singh, DS (Coord)

108 -

No. 14-1/2013-O&M
Government of India
Ministry of Communications & IT
Department of Telecommunications

Sanchar Bhawan
New Delhi – 110001
13th October, 2013.
November

OFFICE MEMORANDUM

Subject: Inspection of O/o Controller of Communications Accounts (erstwhile DoT Cells) and TERM Cells of DoT for the financial year 2012-13.

As per the revised para 135 of the Manual of Office Procedure(MoP), each section/cell is required to be inspected as in the revised Questionnaire once in a financial year on matters relating to establishment, administration, redressal of Public Grievances, Audit and O&M to ensure that the provisions of MoP and the instructions issued therein are being followed. The following officers are requested to carry out inspection of the O/o Controller of Communications Accounts and TERM Cells indicated against their name as per enclosed Inspection Questionnaire. The Inspection may be completed within **3 months** of issue of this letter. It may be noted that the Inspection is **mandatory**.

Sl.No	Name of Office	Name of Officer
1.	O/o Controller of Communications Accounts, Deptt., of Telecommunications, West Bengal Circle, Telegraph Check Office, 1 st Floor, 33, BBD Bag (South), Kolkata – 700001, Kolkata, WB The Dy. Director General, O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell), 82, Bullygunj Place, 2 nd Floor, Near convergence hall, Kolkata	Sh Somen Chowdhury, US (Admn.III) in place of Shri. Rakesh Kumar, US (Admn.III), deputed vide our O.M. of even number dated 12/9/2013.
2.	The Dy. Director General, O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell), North East-1 Telecom Circle, III Floor, CTO Building, Shillong – 793001 O/o Controller of Communications Accounts, NE Telecom Circle, 2 nd Floor, CTO Building, Shillong – 793001	Sh Dhan Pat Singh, DS (Coord) in place of Shri. O.S. Ashok, DS (Admn.), deputed vide our O.M. of even number dated 12/9/2013.

2. All the questions of Inspection Questionnaire are to be replied by each and every officer of Controller of Communication Accounts. It is the responsibility of the Officer-Incharge of the O/o Controller of Communication Accounts to provide the requisite details relevant to his office along with their reply and co-operate with the Inspecting Officer to carry out the inspection in proper

Contd. 2/-

109/

manner. It is the personal responsibility of the Head of the Controller of Communication Accounts/TERM Cells to get his/her office inspected by the concerned Inspecting Officer in time. Non-compliance of this Office Memorandum within the stipulated period will be seriously viewed.

3. The Inspection must be carried out by the stipulated time. Inspecting Officer on his/her part will check on random basis, the veracity/authenticity of replies indicated in the questionnaire. Taking into account the functions of office of Controller of Communication Accounts, Inspecting Officer (s) if they like to add any extra columns relevant to inspection questionnaire concerning inspection to make it as an in-depth study, they are free to do so. Inspecting Officer will thereafter submit an Inspection Report alongwith his observations, duly signed by the Inspecting Officer and Incharge/ Head of the Inspecting Office in duplicate to O&M section within 15 days from the date of Inspection.

4. This issues in partial modification of the Office Memorandum of even number dated 12/9/2013.



(A.K.Singh)

Under Secretary (C&A)

Ph No. 23036073

To

- (i) All Heads of above proposed offices for inspection. A copy of questionnaire is enclosed.
- (ii) All above nominated Inspecting Officers with the request that the above inspection may be undertaken with the approval of their Wing In-charge within 3 working days (excluding journey period) shown against their names. They will fix the date of inspection in consultation with Heads of concerned offices and get the inspection completed within the stipulated time to enable O&M section to send the consolidated report to the Deptt., as a whole to M/o Personnel, Public Grievances, Pensions and Secretary, DoT in time.

112

No. 14-1/2013-O&M
Government of India
Ministry of Communications & IT
Department of Telecommunications

Sanchar Bhawan
New Delhi - 110001
13th October, 2013.

OFFICE MEMORANDUM

Subject: Inspection of O/o Controller of Communications Accounts (erstwhile DoT Cells) and TERM Cells of DoT for the financial year 2012-13.

As per the revised para 135 of the Manual of Office Procedure(MoP), each section/cell is required to be inspected as in the revised Questionnaire once in a financial year on matters relating to establishment, administration, redressal of Public Grievances, Audit and O&M to ensure that the provisions of MoP and the instructions issued therein are being followed. The following officers are requested to carry out inspection of the O/o Controller of Communications Accounts and TERM Cells indicated against their name as per enclosed Inspection Questionnaire. The Inspection may be completed within **3 months** of issue of this letter. It may be noted that the Inspection is **mandatory**.

Sl.No	Name of Office	Name of Officer
1.	O/o Controller of Communications Accounts, Deptt., of Telecommunications, West Bengal Circle, Telegraph Check Office, 1 st Floor, 33, BBD Bag (South), Kolkata - 700001, Kolkata, WB The Dy. Director General, O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell), 82, Bullygunj Place, 2 nd Floor, Near convergence hall, Kolkata	Sh Somen Chowdhury, US (Admn.III) in place of Shri. Rakesh Kumar, US (Admn.III), deputed vide our O.M. of even number dated 12/9/2013.
2.	The Dy. Director General, O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell), North East-1 Telecom Circle, III Floor, CTO Building, Shillong - 793001 O/o Controller of Communications Accounts, NE Telecom Circle, 2 nd Floor, CTO Building, Shillong - 793001	Sh Dhan Pat Singh, DS (Coord) in place of Shri. O.S. Ashok, DS (Admn.), deputed vide our O.M. of even number dated 12/9/2013.

2. All the questions of Inspection Questionnaire are to be replied by each and every officer of Controller of Communication Accounts. It is the responsibility of the Officer-Incharge of the O/o Controller of Communication Accounts to provide the requisite details relevant to his office along with their reply and co-operate with the Inspecting Officer to carry out the inspection in proper

Contd. 2/-

111

Diary No 350/DS Admn-11/2013
Government of India

Ministry of Communications & Information Technology
Department of Telecommunication

Sanchar Bhavan,
New Delhi-110001.

Dated: 19th November, 2013


Subject : Inspection of Office of Communications Accounts
(erstwhile DOT Cells) and Office of Telecom Enforcemnt
Research & monitoring cell (Term Cell). ---- Inspection
Report thereof.

As per Para 135 of the Manual of Office Procedure, each office is required to be inspected once in a year on matters relating to Establishment, Administration, Redress of Public Grievances, Audit & O.M etc. The Inspection is done to ensure the provisions of Manual of office procedure and the instructions issued thereof are being followed.


2. The O&M Section of DOT, New Delhi has instructed me to carry out the inspection of Offices of Communication Accounts (erstwhile DOT Cells) and Office of Telecom Enforcement Research & Monitoring Cell (Term Cell) vide their order **dated: 12-09-2013.**

3. Accordingly, I have Inspected the above two offices at Andaman & Nicobar Islands during 11-16 November,2013. The filled in questionnaires for the two Offices are enclosed.

4. The veracity/ Authenticity of the replies indicated in the questionnaires have been checked.


(Benoy Choudhury)
Deputy Secretary
Intercom 6554
Room: 308

A.K Singh
Under Secretary (C&A)
Dept. of Telecom.
Sanchar Bhavan
New Delhi.


20/11/13
Sd(O.M.) / P. Sharma

1462/2013/O2M
20/11

(Please specify, manual or electronic)

- (ii) Is late attendance marked showing the time of arrival or late comers. : N.A.
- (iii) Is attendance register checked by an officer daily : N.A.
- (iv) Is forfeiture of casual leave etc. done as per instructions : N.A.
- (v) Whether surprise visits conducted by senior officers : N.A.
If so, frequency per month

8. Security of official documents, if applicable

- (i) Whether classified files and papers (other than those in hand) are being kept in locked almirahs? : No classified papers.
- (ii) Whether separate record(e.g. section diary, file register, file index slip) is being maintained in respect of secret Papers (unless the section itself is designated as secret Or top secret) : NA
- (iii) Whether any instances of violation of prescribed instructions for treatment and safe guarding of secret or top secret papers/ Information have come to notice and, if so, action taken thereon? : No
- (iv) Whether periodical review is done to declassify the existing classified documents and if so, the results thereof. : N.A.

9. Compliance of Official Language Policy

- (i) Number of letters received in Hindi : 1
- (ii) Number of letters out of (i) above replied in Hindi : Nil (As the letter was RTI request, giving reply in English was preferred to avoid misinterpretation of

Note
 12/11/2013
 Director (ERN)
 Indian Police
 Building
 Port Blair-744101
 Resource & Monitoring Cell

- (iii) Percentage of correspondence in Hindi with Government offices located in Hindi Speaking states/UTs : 0%
nuances in Hindi)
- (iv) Whether all the documents like orders, notifications, Contracts, agreements etc. are issued bilingually : NITs are issued bilingually.

10. Records Management

- (a) (i) Total no. of old files as recorded : Nil
- (ii) No. of files generated / opened during this year : 26
- (iii) Number of files due for recording : Nil
- (iv) Number of files recorded : Nil }
- (v) Number of files pending for recording : Nil }
- (b) (i) Number of files received for review from the Record room : Nil }
- (ii) Number of files reviewed : Nil }
- (iii) Number of files pending for review : Nil }
- (iv) Number of files marked for further retention after review and its percentage to (ii) above. : Nil & 0% }
- (c) (i) Number of files weeded out : Nil }
- (ii) Whether proper record has been maintained of such files : Nil }
- (d) Whether index slips prepared and recorded files alphabetically : Not applicable }
- (e) (i) Number of files sent to Organizational Record Room : Nil }
- (ii) Number of files sent to National Archives of India, if applicable : Nil }
- (f) (i) Whether Retention Schedule for records have been drawn up relating to substantive work : No }
- (ii) If yes, whether the schedule is reviewed every 5 years : No }

[Signature]
 Director (TERM)
 DTB Building
 1st Floor, DTO Building
 10, Connaught Place, New Delhi - 110028

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As this office is a very small unit the number of files generated is also less, hence weeding out and archiving was not yet planned.

11. Pending references from MPs and other V.I.Ps

Number of references			Number of references disposed	Number of references pending for disposal					Out of pending references number of cases in which acknowledgement /interim reply has been sent	Reasons for pendency of cases over one year(in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
No case reported so far										

12.(a) Matters related to the Parliament(Pending assurances given in the Parliament)

S. No.	Parliament Question No. and date on which replied	Number of assurances given	Date on which the extended period expires	Assurances pending for			Reasons for non-fulfillment	Present status
				Less than 6 months	Between 6 to 12 months	Over one year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

*Ravi
12/1/2010.*

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12.(b) Directions of Parliament Committees Pending Compliances

S. No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
Nil					

13.(a) Disposal of representation from the staff

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

13.(b) Disposal of Complaints of Women Employees regarding Harassment

Number of Complaints			Number of Complaints	Number of pending Complaints	Details of each pending Complaint				Present status
Brought forward	Received during	Total			No. of women	Date of receipt	Whether any hearing	Whether the matter was discussed in	

Received 23/07/2017
 Director (TERM)
 Director, डीटीओ बिल्डिंग
 1st Floor, DTO Building
 10, Sector-10, Connaught Place
 New Resource & Development
 Port Blair-744 101

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	the year		nts disposed		employ ees(s)	of Complai nts	has taken place, if so, date thereof	the committee/cell set up to look into such complaints	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Nil									

13.(c) Disposal of Complaints of SC/ST Employees

Number of Complaints			Number of Complai nts disposed	Number of pending Complaint s	Details of each pending Complaint				Presen t status
Brought forward	Receive d during the year	Total			No. of SC/ST employ ees(s)	Date of receipt of Complaint	Nature of complaint	Whether any hearing has taken place, if so, date thereof	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Nil									

14. Mechanisms of Public Grievances and Transparency

- (i) Whether a senior officer has been appointed as the Director of Public Grievances : No public Grievance Officer is posted.
- (ii) Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections : Not Applicable.
- (iii) Whether a day of the week has been earmarked for attending to Public Grievances by senior officers : separate mechanism established so far.
- (iv) Whether a complaint box has been placed at the reception : complaints can be lodged by the public in writing

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 Director ITERR
 ITERR Building
 Resource & Monitoring Cell
 Port Blair-744101

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- (v) Have suitable arrangements been made for the visitors for lodging their complaints : as well as telephonically during working hours
- (vi) Have information and Facilitation counters been opened : }
- (vii) Has a complaint register been opened and are the complaints being entered therein : }
- (viii) Has time frame been fixed for disposal of complaints : }
- (ix) Does Head of Office/Department review the action taken for redressal of Public Grievances : }
- (x) Whether release of information to the public on Department's activities is taking place through (a) Book-lets: (b) Information : }


15. Disposal of Petitions from the Public

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

16. Maintenance of Office Support System

(a) Equipments / Machines (like Type writers, Computers, photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/workload	Whether in working order	Whether these are under AMC	Day(s) taken for repairing the equipment as per record


 12/11/2023
 DTO Building
 Port Blair
 Enforcement Resource & Monitoring Cell
 410 ब्लेअर / Port Blair-744101



(1)	(2)	(3)	(4)	(5)
Computer Photocopier Fax machine Scanner Water Purifier	Just sufficient, However some Computers older than 5 Years are being proposed to be replaced with latest ones)	Yes	No No No No Under warranty period	N.A

(b) Furniture

Action taken for replacing old furniture by Modular furniture: It is a newly Created Office, hence furniture is new.

(c) Status of yearly disposed/dead stock as per GFR : N.A

17. TERM Cell Matters (2013-14)

S. No.	Area of operation (State-wise)	No. of illegal operation detected	No. of meetings with line Deptt. i.e. security agencies COAI etc.	No. of Complaints		Remarks
				Received	Disposed off	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	A & N Islands	Nil	2	Nil	Nil	

18. Scheme(s) for Awards for suggestions

(i) Whether any 'Scheme of cash awards to the staff/public' is in : No, as it is a small office and newly set up Operation for suggesting innovative ideas/new methods /

Pass
 12/01/2016
 Director
 ITO Building
 Government Resource & Monitoring Cell
 Port Blair-744101

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- Procedures / techniques for improving the efficiency and Productivity of the Organization.
- (ii) Number of suggestions made by the Staff and Public during the year. : N.A.
 - (iii) Whether any of the suggestions were accepted for Implementation and, if so, details of awardees and the suggestions. : N.A.

19. Inspection of attached/Subordinate offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year

Name of Office inspected	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/ Recommendations/ Defects pointed out (in brief)	How many Suggestions/ Recommendations have been implemented	Suggestions / Recommendations not so far implemented and reasons thereof	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Nil						

20. Implementation of Suggestions/Recommendation of Last Inspection

- (i) Have all the suggestions/recommendations/defects pointed out in the previous inspection been implemented / rectified : No, shortage of staff has not been resolved
- (ii) If not, specific reasons for not implementing the same in each case. : No staff posted

21 Brief recapitulation of defects or shortcomings noticed and There is a shortage of staff, with 12 No of vacancies.

Director (TERM)
 1000 Building
 Port Blair-744101

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125

any other comments which Inspection Officers may have to make with

Hence it is advised to take up the matter with Sr DDG Security/DDG (Estt) – DoT for taking up of filling these vacancies expeditiously.
Neat and clean Office, environment is congenial. It is appreciated that Guard file is maintained in Computer for easy retrieval and Quick Access. Good work.

Benoy Choudhury
12.11.2013
(Benoy Choudhury)
Deputy Secretary, DOT, New Delhi
(Section Officer / Junior Analyst)

To

IWSU/O&M Unit

Ravi
12/11/2013
(For TERM / ECA Cell)

डी.डी.आर.एम./Director (TERM)
सिटी ऑफिस, प्रथम मंजूर, डीटीओ बिल्डिंग
1st Floor, DTO Building
सिटी ऑफिस, प्रथम मंजूर, डीटीओ बिल्डिंग
Department Resource & Monitoring Cell
Blair-704101

-126-

INSPECTION QUESTIONNAIRE FOR CCA OFFICES ON ORGANISATION & METHODS (O&M)

MINISTRY / DEPARTMENT OF TELECOM
OFFICE / SECTION CCA, A&N PORT BLAIR

DATE OF LAST INSPECTION NIL
DATE OF PRESENT INSPECTION 11-11-2013

1. **Subjects allotted to Section /Desk Unit in brief** : (i) Processing of Pension cases & issue of sanctions
(ii) Maintenance of GPF for BSNL, CCA, TERM
(iii) Pension Voucher Audit

2. **Staff Strength:**

S.No.	Name of Post /Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Jt.CCA/JAG	1	-	1	Not filled up from the date of opening of the CCA unit in Andaman & Nicobar circle	With regards to recruitment of Group 'C' reference issued to DOT head Quarters on 08-07-2013 vide ltr. No. 63-02/CCA/A&N/Estt/2013-14 dated 08-07-2013.(copy enclosed) Gr 'A' post are filled by DOT and a reminder has been issued
2.	Dy.CCA/STS	2	1	1		
3.	AO/Gr.B	2	1	1		
4.	AAO/Gr.B	4	2	2		
5.	JA/Gr.C	1	-	1		
6.	LDC/Gr.C	3	-	3		
7.	P.S/Gr.C	1	-	1		
8.	Gr.D	2	-	2		
	Total	16	4	12		

any

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

S.No.	Name & Designation of employee	Name of Section/seat in which working	Date from which working	Whether his/her case of transfer was considered	Justification for such retention
(1)	(2)	(3)	(4)	(5)	(6)
No officer/official is working for more than five years and there is No sensitive posts					

4. (a) Number of receipts received :350

(b) Number of New Files opened :8

(c) Registers & Folders :

(i) Whether Section Diary Register, Assistant Diary, Despatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folders, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary, Register for Communications from MPs, Register for Parliamentary Assurances etc. are Being maintained and kept neat and tidy.

Dispatch Register, File Register and Guard File are maintained.
As there is no Communication from MPs and parliamentary assurances, concerned Registers are not maintained.

(ii) Registers/folders not being maintained along with the reason.

(d) Consolidation of Orders and Review of Rules / Manuals etc. :

(i) Whether orders/instructions are being consolidated, if so, details of consolidation of orders made during the year.

Rulings and orders are maintained in the concerned files. However, as per advice guard file will also be Maintained now.



-128-

(ii) Whether there is any regular mechanism for undertaking revision of old files, rules, regulations, manuals etc. -----

(iii) Details of rules, regulations, manuals etc. revised/updated/reprinted during the year. -----

(e) Work Environment :

(i) Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc. Work environment is congenial and the office is kept clean.

(ii) If not, specify the areas of deficiency and action Being taken to improve the same -----

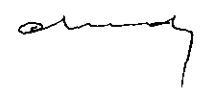
(f) Items of work which have been computerized : All works are computerized

(g) Reasons specifying not able to implement the computerization -----

5. Processing, Submission and Monitoring of Cases :

**(a) Processing and Submission of Papers
(Take a sample of 5 current cases at draft stage)**

(i) Number of cases, which were properly referenced flagged and enclosures clearly marked : All cases are properly referenced, flagged and enclosures clearly marked

(ii) Whether name, designation, complete address and : yes 

-129-

Telephone number of the signatory were marked.

- (iii) Number of files which were found neat and tidy : All files are kept neat and tidy
- (iv) Extent of computerization of file movement / tracking of papers. :

(b) Monitoring of Pending Cases

- (i) Whether Weekly/Monthly statement of pending cases are being submitted on due dates : Monthly statements of pending cases are being submitted on Due dates.

(ii) Number of Pending cases

Upto One month	Between 1 to 3 months	Between 3 to 12 months	Over 1 year	Total
(1)	(2)	(3)	(4)	(5)
Nil	Nil	Nil	Nil	Nil

- (iii) Whether cases pending over a month are being brought to the notice of concerned Joint Secretary or higher officers. : No such pending cases

6. **Training of Staff**

(a)

Groups	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Area/Module of training	Number of persons who require short-term training (i.e. upto 3 months) in work related jobs.	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Group-A	1	NIL	-	1	1	Training will be given one Gr.'B' officer is to be deputed shortly
Group-B	3	NIL	--	2	2	
Group-C	Nil	--	--	--	--	
Group-D	Nil	Nil	Nil	Nil	Nil	

(C) **Reasons for failure in achieving training targets** :

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-13-

7. Punctuality

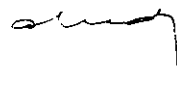
- (i) Is Attendance Register maintained properly ? : As there is no Group 'C' staff, Attendance register is not maintained
(Please specify, Manual or electronic)
- (ii) Is late Attendance marked showing the time of arrival of late comers ? : There is No late Attendance
- (iii) Is Attendance Register checked by an officer daily ? : Does not arise
- (iv) Is forfeiture of casual leave etc. done as per instructions ? : Does not arise
- (v) Whether surprise visits conducted by senior officers ? : Does not arise
If so, frequency per month.

8. Security of Official Documents, if applicable

- (i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs ? : No such papers
- (ii) Whether separate record (e.g. section diary, file register, file index slip) is being maintained in respect of secret papers (unless the section itself is designated as secret or top secret) ? : As there is no secret papers, separate records are not being maintained.
- (iii) Whether any instances of violation of prescribed instructions for treatment and safe guarding of secret/ top secret papers/information have come to notice and, if so, action taken thereon ? : No such instance.
- (iv) Whether a periodical review is done to declassify the existing classified documents and if so, the result thereof. : Does not arise

9. Compliance of Official Language Policy

- (i) Number of letters received in Hindi : NIL
- (ii) Number of letters out of (i) above replied in Hindi : NIL
- (iii) Percentage of correspondence in Hindi with Government Offices located in Hindi Speaking States/UTs. : NIL
- (iv) Whether all the documents like orders, notifications, : NIL



-131-

contracts, agreements etc. are issued bilingually

10. Records Management

- (a) (i) Total No. of old files as recorded : 120. All the files are kept at this office as these are dealing with pension cases for life period
- (ii) No. of files generated/opened during this year : 8
- (iii) Number of files due for recording :
- (iv) Number of files recorded :
- (iv) Number of files pending for recording :
- (b) (i) Number of files received for review from the Record Room : NIL
- (ii) Number of files reviewed :
- (iii) Number of files pending for review :
- (iv) Number of files marked for further retention after review and its percentage to (ii) above :
- (c) (i) Number of files weeded out : NIL
- (ii) Whether proper record has been maintained of such files :
- (d) Whether Index Slips prepared for recorded files :
Alphabetically
- (e) (i) Number of files sent to Organizational Record Room: NIL
- (ii) Number of files sent to National Archives of India, if applicable : NIL
- (f) (i) Whether Retention Schedule for records have been drawn up relating to substantive work : Does not arise
- (ii) If yes, whether the schedule is reviewed every 5 years. Does not arise

11. Pending references from MPs and other V.I.Ps NIL

Number of references	Number of	Number of reference pending for disposal	Out of pending references	Reasons for pendency of

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Brought forward	Received during the year	Total	references disposed	Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total	number of cases in which acknowledgement /interim reply has been sent	cases over one year (in each case)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

12.(a) Matters related to the Parliament (Pending Assurances given in the Parliament) NIL

S.No.	Parliament Question No. and date on which replied	Number of Assurances given	Date on which the extended period expires	Assurances pending for			Reasons for non-fulfillment	Present Status
				Less than 6 months	Between 6 to 12 months	More than one year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

12. (b) Directions of Parliament Committees Pending Compliance NIL

S.No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
NIL	NIL	NIL	NIL	NIL	NIL

13. (a) Disposal of representation from the staff NIL

Number of Representations	Number of Representation	Number of Representation pending for disposal	Reasons for	Broad nature Representation

almy

Brought forward	Received during the year	Total	Disposed	Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total pending	pendency of cases over six months	s
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

13. (b) Disposal of Complaints of Women Employees regarding Harassment

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

13. (c) Disposal of Complaints of SC/ST Employees

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-136-

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

14. Mechanism of Public Grievances and Transparency

- (i) Whether a senior officer has been appointed as the Director of Public Grievances :
- (ii) Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections :
- (iii) Whether a day of the week has been earmarked for attending to public grievances by senior officers :
- (iv) Whether a complaint box has been placed at the reception: :
- (v) Have suitable arrangements been made for visitors for lodging their complaints :
- (vi) Have information and Facilitation Counters been opened :
- (vii) Has a Complaint Register been opened and are the complaints being entered therein :
- (viii) Has time-frame been fixed for disposal of complaints :
- (ix) Does Head of Office/Department review the action taken for redressal of Public Grievances :
- (x) Whether release of information to the public on Department's activities is taking place through :
 - (a) Book-lets: (b) Information & Facilitation Counter:
 - (c) Internet

As this office does not deal with public, these items do not arise

15. Disposal of Petitions from the public

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-125-

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

16. Maintenance of Office Support System

(a) Equipments/Machines (like Typewriters, Computers, photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/Workload	Whether in working order	Whether these are under AMC	Action taken to repairing the fault
(1)	(2)	(3)	(4)	(5)
Computer	Yes	Yes	Yes	-
Printer	Yes	Yes	-	-
Xerox machine	Yes	Yes	-	-
Fax	Yes	Yes	-	-

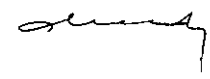
(b) Furniture

Action taken for replacing the old furniture by Modular furniture

: As all furnitures are in good condition, there is no need for replacement

(c) Status of yearly disposed /dead stock as per GFR

--do----



17. MAINTENANCE OF SERVICE BOOKS

(a) Take a sample of 10 Service Books and note the following

Are Service Books available for all categories of Staff	Whether Service Books are complete & up-to-date?	Are nomination forms duly filled in and attached?	Are records of leave LTC, CGEIS, HBA, annual increments etc., maintained?	Has verification of service been done particularly for officials retiring in next five years?	Whether Service Books have been shown to the persons concerned every year?
1	1	3	4	5	6
All service books are available	Yes	Yes	Yes	Yes	Yes

(b) Where Service Books are not complete, whether any special drive was undertaken and if so, the results thereof:

--All Service Books are complete

18 Details of Pending Review/Appeal Cases:

Sl. No.	Name and designation of delinquent official	Nature of Penalty imposed	Date of receipt appeal/review application	Present status
1.	2	3	4	5
NIL	NIL	NIL	NIL	NIL

19. Details of cases where pension and pensionary benefits have not been settled:

(a) Pending cases for settlement of pensionary benefits etc., to persons retired on superannuation/voluntarily

S. No.	Name & designation of employee	Date of retirement Superannuation/voluntarily	Nature of pensionary benefits to be settled like pension, CGEIS and encashment of	Whether advance action like NOC from the date of estates, filing of	If not reasons for delay in each item	Any other reason for which pensionary benefits were not settled	Present status	Whether anticipatory pension sanctioned in respect of long pending cases
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-132-

			leave (specify each item separately)	forms for family details, nomination of bank verification of qualifying service, forwarding of Form-7 & pension calculation sheet was taken as per schedule				
1	2	3	4	5	6	7	8	9
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

(b) Pending cases for settlement of Pensionary benefits etc., to persons died in harness in the office.

S No.	Name & designation of employee	Date of death	Date of sanction of immediate relief	Date of receipt of application along with death certificate and other papers for sanction of family pension	Date of sanction of family pension	Details of non-settlement of claims like DCRG, PF, CGEIS encashment of leave, Deposit Link Insurance	Specify the reasons for non-settlement of each item
1	2	3	4	5	6	7	8
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

20. Court Cases (pendency may be taken from the date of filing the petition/application in CAT/Court)

(a) Number of Court Cases pending for

Less than 6 months	Between 6 months to 1 year	Between 1 to 2 years	Over 2 years	Total
1	2	3	4	5

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-188-

NIL	NIL	NIL	NIL	NIL
-----	-----	-----	-----	-----

(c) Details of pending court cases

Petition/OA No. with date	Name of Court/Bench of CAT	Major issues involved	Date on which counter affidavit was filed	Date of filing subsequent affidavits if any	Present status of the case
1	2	3	4	5	6
NIL	NIL	NIL	NIL	NIL	NIL

(d) Status of implementation of Court Judgements

Petition/OA No. with date	Name of Court/Bench of CAT	Date of Judgement	Time frame, if any, given by court for implementation	Major issues involved	Whether the appeal review application against the judgement has been filed by Govt./individual, if so, the date thereof	Status of the appeal/review application	If no appeal etc. has been filed, present status of action taken to implement the judgement	Reasons for delay in implementing the judgement	Whether any contempt petition has been filed for delay in implementation or against the manner of implementation of the judgement
1	2	3	4	5	6	7	8	9	10
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

21. Delegation of Powers by the Head of Department/Senior Officers

- (i) whether the Administrative/Financial Powers have been delegated to subordinate offices/officers: -Yes (Copy enclosed)
- (ii) if so, the order numbers and the date vide which such powers were delegated -Yes
- (iii) whether delegated powers are being exercised -Yes

22. (a) Audit Objections

- (i) Is internal audit being done every year?- DOT, head Quarters

-178-

(ii) Date of last visit of external audit team- P & T Audit

(b) details of pending audit objections

S No.	Number of pending audit paras, brought to notice by audit team	Number of audit paras having financial implications	Number of cases of misappropriation/embezzlement, if any	Number of audit paras, pending action	Reasons for delay in taking corrective action (para-wise)	Remarks
1	2	3	4	5	6	7
NIL	NIL	NIL	NIL	NIL	NIL	NIL

23. Scheme(s) for Awards for suggestions

- (i) Whether any 'Scheme of Cash Awards to the Staff/ Public' is in operation for suggesting innovative ideas/ New methods/procedures/techniques for improving the efficiency and productivity of the Organisation. : NO
- (ii) Number of suggestions made by the Staff and Public during the year : NIL
- (iii) Whether any of the suggestions were accepted for implementation and, if so, details of awardees and their suggestions. : NIL

24. Inspection of attached/Subordinate Offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year : No such office

Name of Office inspected	Date(s) of Inspection	Name & Designation of Officers who	Suggestions/ Recommendations/ Defects pointed out	How many Suggestions/ Recommendations	Suggestions/ Recommendations not so far	Remarks
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		conducted the inspection	(in brief)	have been implemented	implemented and reasons therefor	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
↙			No such office	↘		

25 Implementation of Suggestions/Recommendation of Last Inspection

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

26. Brief recapitulation of defects or shortcomings noticed and any other Comments which Inspecting Officer(s) may have to make. :

Out of 16 positions, 12 are vacant. Matter may be taken up with DOT, New Delhi to fillup the vacant^{ies} expeditiously. Two personnels are also to be trained. Neat and clean and office ~~work~~ environment is congenial. Keep it up.

To
IWSU/O&M Unit

Handwritten signature
 12.11.2013
 (Section Officer/Junior Analyst)
 (Benoy choudhury)
 Deputy Secretary
 DOT, New Delhi!
 (For CCA Office)

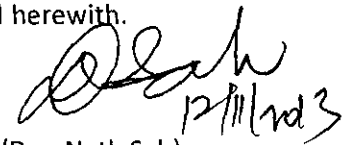
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 12/11/13
(C.SANKARAPANDI)
 Dy. Controller of Communication Accounts
 Department of Telecommunications
 O/o the Controller of Communication Accounts
 Andaman & Nicobar Circle
 Port Blair-744101

—141—

US(SGT)/(Misc.)/2013
Department of Telecommunications

Sub:- Inspection of O/o Controller of Communications Accounts(erstwhile DOT Cells) and TERM Cells of DOT for the financial year 2012-13.

The undersigned had been nominated for conducting the inspection of the office of TERM Cell, Pune vide order No. 14-1/2013-O&M dated the 12th Sep, 2013. Accordingly the undersigned conducted the inspection of the Office of DDG(TERM), Pune on 25-10-2013. The Inspection Report in the prescribed proforma and signed/countersigned by myself/DDG(TERM) is enclosed herewith.


(Deo Nath Sah)
US(SGT)
Tele:23036282

14-1/2013/O&M
12-1-11
US(C&A), DOT Hqr.


12/11/13
DDG(TERM) / Pune

-162-

INSPECTION QUESTIONNAIRE FOR TERM CELL ON ORGANISATION & METHODS (O&M)

MINISTRY / DEPARTMENT __ MoC & IT /Dept.of Telecommunications

DATE OF LAST INSPECTION __NIL__

OFFICE / SECTION __ TERM CELL PUNE

DATE OF PRESENT INSPECTION __25/10/2013__

1. Subjects allotted to Section /Desk Unit in brief :

- 1.CAF Audit 2.EMF Audit 3. OSP Registration 4. Inspections of Telecom and other service providers
5. LI Testing 6.Co-ordination between Telecom Service Providers 7.Attending Public Grievance reg. TSPs

2. Staff Strength:

S.No.	Name of Post /Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	SAG	1	2*	Nil	-	
2	JAG/STS	1	4*	Nil	-	
3	STS/JTS	4	3	1, Dec. 2011	Not Posted	1 AD posted against 1 ADG
4	PA	1	1(PS)	Nil	-	On loan basis from BSNL
5	Steno	2	2(Sr.SSO+Safaiwala)	Nil	-	On loan basis from BSNL
6	SDE	3	2	1, April 2011	Not Posted	On loan basis from BSNL
7	JTO	4	1	3, Jan 2011	Not Posted	On loan basis from BSNL

- One additional DDG and Three Additional Directors have been posted to TERM cell Pune vide DOT order number 12-7/2013-STG- I (i) & 12-6/2013- STG- I (i) dated 16.05.2013, 24-3/2012-EW dated 17.05.2013 and 12-6/2013- STG- I (i) dated 26.07.2013 in pursuance of Cabinet decision.

6. Training of Staff

(a)

Groups	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Area/Module of training	Number of persons who require short-term training (i.e. upto 3 months) in work related jobs.	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Group-A	8	2	Mobile Network/Vigilance	8	8	
Group-B	4	-		4	4	
Group-C	1	-				
Group-D	1	-				

(C) **Reasons for failure in achieving training targets** : **Not Applicable**

7. Punctuality

- (i) Is Attendance Register maintained properly ? : Yes, on soft copy
(Please specify, Manual or electronic)
- (ii) Is late Attendance marked showing the time of arrival of late comers ? : Yes
- (iii) Is Attendance Register checked by an officer daily ? : Yes
- (iv) Is forfeiture of casual leave etc. done as per instructions ? : Yes
- (v) Whether surprise visits conducted by senior officers ? : Yes, daily
If so, frequency per month.

8. Security of Official Documents, if applicable

- (i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs? : Yes

- 142 -

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

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

4. (a) **Number of receipts received** : 795(471+OSP 108+ATR108+JSR108)

(b) **Number of New Files opened** : 110

(c) **Registers & Folders** :

(i) Whether Section Diary Register, Assistant Diary, Despatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folders, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary, Register for Communications from MPs, Register for Parliamentary Assurances etc. are Being maintained and kept neat and tidy.

(ii) Registers/folders not being maintained along with the reason

Dispatch Register is maintained.

Call Book is maintained in soft in outlook express.

In soft copy

Assistant register is not being maintained at present due to shortage of staff.

—hh —

(d) Consolidation of Orders and Review of Rules / Manuals etc.

: Yes, in Soft copy

(i) Whether orders/instructions are being consolidated, if so, details of consolidation of orders made during the year.

Yes, (soft copy available)

(ii) Whether there is any regular mechanism for undertaking revision of old files, rules, regulations, manuals etc.

Not applicable

(iii) Details of rules, regulations, manuals etc. revised/updated/reprinted during the year.

Not applicable

(e) Work Environment

:

(i) Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc.

Yes

(ii) If not, specify the areas of deficiency and action Being taken to improve the same

Not applicable

(f) Items of work which have been computerized

: Salary Bill, Order-Circulars, OSP register, various other registers, CAF checking.

(g) Reasons specifying not able to implement the Computerization

: Steps are being taken to computerise the Inward outward movement of receipt / documents

fw -

5. Processing, Submission and Monitoring of Cases :

(a) Processing and Submission of Papers

(Take a sample of 5 current cases at draft stage)

- (i) Number of cases, which were properly referenced : In most of the cases done properly. However in some cases page numbering is not done properly
flagged and enclosures clearly marked
- (ii) Whether name, designation, complete address and Telephone number of the signatory were marked. : Telephone number to be mentioned in all letters to be issued by this office
- (iii) Number of files which were found neat and tidy : All files inspected (05)
- (iv) Extent of computerization of file movement / tracking of papers. : Yet to be computerized.

(b) Monitoring of Pending Cases

- (i) Whether Weekly/Monthly statement of pending cases are being submitted on due dates : **Relevant reports are being sent to DoT as per deadlines fixed by DoT through e-mail**

(ii) Number of Pending cases : **NIL**

Upto One month	Between 1 to 3 months	Between 3 to 12 months	Over 1 year	Total
(1)	(2)	(3)	(4)	(5)

- (iii) Whether cases pending over a month are being brought to the notice of concerned Joint Secretary or higher officers. : **NA**

-147-

- (ii) Whether separate record (e.g. section diary, file register, file index slip) is being maintained in respect of secret papers (unless the section itself is designated as secret or top secret) ? : Not Applicable
- (iii) Whether any instances of violation of prescribed instructions for treatment and safe guarding of secret/ top secret papers/information have come to notice and, if so, action taken thereon ? : Not Applicable
- (iv) Whether a periodical review is done to declassify the existing classified documents and if so, the result thereof. : Not applicable

9. Compliance of Official Language Policy

- (i) Number of letters received in Hindi : Very few (5-6 in a year)
- (ii) Number of letters out of (i) above replied in Hindi : Yes to the maximum possible extent
- (iii) Percentage of correspondence in Hindi with Government : Generally no correspondence is received in Hindi from the govt. offices. As and when a letter is received in Hindi the reply is sent in Hindi
- (iv) Whether all the documents like orders, notifications, contracts, agreements etc. are issued bilingually : Only tenders and agreement are issued by this office. As this office does not have Hindi Translator these documents are issued in English only

10. Records Management

- (a) (i) Total No. of old files as recorded : No old files recorded
- (ii) No. of files generated/opened during this year : 110
- (iii) Number of files due for recording : Nil
- (iv) Number of files recorded : Nil
- (iv) Number of files pending for recording : Nil
- (b) (i) Number of files received for review from the : Nil

- 148 -

- Record Room :
- (ii) Number of files reviewed : Nil
 - (iii) Number of files pending for review : Nil
 - (iv) Number of files marked for further retention after review and its percentage to (ii) above : Nil
- (c) (i) Number of files weeded out : Nil
- (ii) Whether proper record has been maintained of such files : Nil
- (d) Whether Index Slips prepared for recorded files Alphabetically : NA
- (e) (i) Number of files sent to Organizational Record Room: NA
- (ii) Number of files sent to National Archives of India, if applicable : NA
- (f) (i) Whether Retention Schedule for records have been drawn up relating to substantive work : No
- (ii) If yes, whether the schedule is reviewed every 5 years. : Not applicable in view of F.(i) above.

11. Pending references from MPs and other V.I.Ps : NIL

Number of references			Number of references disposed	Number of reference pending for disposal					Out of pending references number of cases in which acknowledgement /interim reply has been sent	Reasons for pendency of cases over one year (in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil	Nil		Nil					Nil	Nil	NA

14. Mechanism of Public Grievances and Transparency

- (i) Whether a senior officer has been appointed as the Director of Public Grievances : **Yes at DoT HQ**
- (ii) Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections : **Yes**
- (iii) Whether a day of the week has been earmarked for attending to public grievances by senior officers : **All working days are open for public**
- (iv) Whether a complaint box has been placed at the reception : **Yes**
- (v) Have suitable arrangements been made for visitors for lodging their complaints : **Yes, PG Portal, E-mail, letter besides installation of complaint box**
- (vi) Have information and Facilitation Counters been opened : **The number of common public who visits this office is very few and the officials are available to facilitate them with requisite information**
- (vii) Has a Complaint Register been opened and are the complaints being entered therein : **Yes**
- (viii) Has time-frame been fixed for disposal of complaints : **Yes**
- (ix) Does Head of Office/Department review the action taken for redressal of Public Grievances : **Yes**
- (x) Whether release of information to the public on Department's activities is taking place through Book-lets: (b) Information & Facilitation Counter: (c) Internet : **Done through DoT website. (dot.gov.in) TERM Cell Pune releases specific information through local news papers.**

15. Disposal of Petitions from the public : Nil, as no petitions received

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

16. Maintenance of Office Support System

(a) Equipments/Machines (like Typewriters, Computers, photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/Workload	Whether in working order	Whether these are under AMC	Action taken to repairing the fault
(1)	(2)	(3)	(4)	(5)
Computers	Yes	Yes	No	The occurrence of faults are very few and most of the time they are covered under warranty period. As and when required the repair work are done through the supplier of the equipment.
Printers	Yes	Yes	No	
Copier	Yes	Yes	No	
Fax	Yes	Yes	No	

(a) Furniture

Action taken for replacing the old furniture by Modular furniture

: Not Applicable as no old furniture

(c) Status of yearly disposed /dead stock as per GFR

: No dead stock register maintained.

17. VTM Matters 2012-2013 (1.4.2012 to 31.3.2013)

S.No.	Area of operation (State-wise)	No. of illegal operation detected	No. of meetings undertaken with line Deptt. i.e. security agencies COAI etc.	No. of Complaints		Remarks
				Received	Disposed off	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Pune Telecom District	Nil	145	77	77	

18. Scheme(s) for Awards for suggestions

- (i) Whether any 'Scheme of Cash Awards to the Staff/ Public' is in operation for suggesting innovative ideas/ New methods/procedures/techniques for improving the efficiency and productivity of the Organisation. : No
- (ii) Number of suggestions made by the Staff and Public during the year : Nil
- (iii) Whether any of the suggestions were accepted for implementation and, if so, details of awardees and their suggestions. :No

19. Inspection of attached/Subordinate Offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year : No attached/subordinate office

Name of Office inspected	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/ Recommendations/ Defects pointed out (in brief)	How many Suggestions/ Recommendations have been implemented	Suggestions/ Recommendations not so far implemented and reasons therefor	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)


-154-


20 Implementation of Suggestions/Recommendation of Last Inspection: No inspection was carried out before

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

21. Brief recapitulation of defects or shortcomings noticed and any other Comments which Inspecting Officer(s) may have to make.

1. It is suggested that a register in any form (soft/hard copy) may be maintained at the level of ADG/AD w.r.t. column (4) . C
2. Page numbering in the note portion as well as in correspondence portion must be done properly w.r.t para 5.
3. Telephone number must be mentioned in all letters to be issued by the office w. r.t. para 5.
4. A separate register may be opened for diarizing the receipts received in Hindi wr.t para 9.
5. A retention schedule must be devised keeping in view the guidelines of DoARPG & the requirement of this office and review of files/documents may be carried out every year for recording and weeding out.
6. No post has been sanctioned below the rank of JTS/STS in technical side in the TERM cells. At present a working arrangement has been made by borrowing SDEs/JTOs from BSNL. In order to strengthen the enforcement and monitoring of DoT guidelines it is necessary to have the sanctioned posts of JTOs/SDEs. Similarly to meet the ministerial requirements of the TERM cells the setup of sections is required. Therefore the posts of SO/ assistants /PA/LDC/UDC may be sanctioned.


(V K Mathur) 25.10.2013
DDG TERM Pune
To
IWSU/O&M Unit


(D. N. Sah) 25/10/2013
Under Secretary (SGT)
DoT, New Delhi

-155-

No. 14-1/2013-O&M
Government of India
Department of Telecommunications

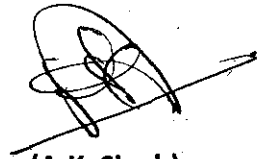
6 December, 2013.

To

The Dy. Director General,
O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell),
'B' Wing, 1st Floor, DTO Building, Near Head Post Office,
Port Blair, A&N – 744101

Subject: Annual Inspection of TERM CELLS of DoT for the year 2012-13 –
forwarding of inspection report of DDG TERM, Andaman – reg.

I am directed to forward herewith a copy of the Inspection report of your office for the year 2012-13, submitted by the Inspecting Officer, for information & necessary action at your end.



(A.K. Singh)

Under Secretary to the Govt. of India
Ph No. 2303-6073

Encl: as above

Copy to:

Sr. DDG (TERM)

DoT HQrs

-156-

No. 14-1/2013-O&M
Government of India
Department of Telecommunications

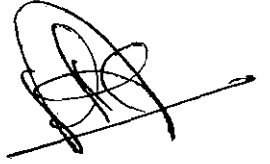
6 December, 2013.

To

O/o Dy Controller of Communications Accounts, Andaman & Nicobar Telecom
Circle, CGM Telecom,
Telecom Bhawan, Port Blair – 744101

**Subject: Annual Inspection of CCA Offices of DoT for the year 2012-13 –
forwarding of inspection report of O/o CCA, Andaman – reg.**

I am directed to forward herewith a copy of the Inspection report of your office
for the year 2012-13, submitted by the Inspecting Officer, for information & necessary
action at your end.



(A.K. Singh)

Under Secretary to the Govt. of India
Ph No. 2303-6073

Encl: as above

Copy to:

DDG (FEB)
DoT HQrs

- 157 -

No. 14-1/2013-O&M
Government of India
Department of Telecommunications

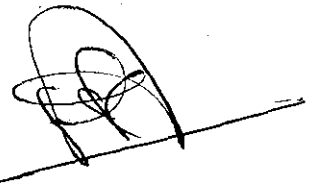
6 December, 2013.

To

The Dy. Director General,
O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell),
CTO Compound, Behind GPO, Church Road, Camp,
Pune - 411001, Maharashtra

**Subject: Annual Inspection of TERM CELLS of DoT for the year 2012-13 -
forwarding of inspection report of DDG TERM, Pune - reg.**

I am directed to forward herewith a copy of the Inspection report of your office for the year 2012-13, submitted by the Inspecting Officer, for information & necessary action at your end.



(A.K. Singh)
Under Secretary to the Govt. of India
Ph No. 2303-6073

Encl: as above

Copy to:

Sr. DDG (TERM)
DoT HQrs

-158-

Government of India
Ministry of Communication & IT
Department of Telecommunications
(Accounts-II Division)
Room No.519 Sanchar Bhavan, New Delhi-110001

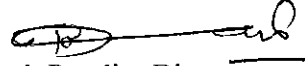
No:- ADG/A/Cs-II/misc./2013-14

Dtd. 09.12.2013


SUB:- Inspection of o/o controller of communications accounts (erstwhile DOT cells) & TERM Cells of DoT for the financial Year 2012-13.

With reference to your letter no. 14-1/2013-O&M dtd 19-09-2013 the Inspection Report in duplicate alongwith observations duly signed by ~~me~~ ^{undersigned} & Incharge/head of the Inspecting office in r/o CCA J&K telecom Circle & DDG TERM Jammu is enclosed for futher n/a pl..

su/2013/O&M
10/12


Santosh Pandita Dhar 09/12/13
ADG (A/cs-II)
Tele. 6261

To
A.K. Singh
U/S (C&A)
Sanchar Bhavan


10/12/13
Santosh Pandita Dhar

INSPECTION QUESTIONNAIRE ON EFFECTIVE AND RESPONSIVE ADMINISTRATION

Ministry/Department : Telecom

Date of last Inspection :

Office /Section : CCA J&K

Date of Present Inspection :

27th/2013 & 30th/2013

159

(A) ESTABLISHMENT PART

1. Position of vacant post

S.No	Name of post/Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Vacancies arisen under			In case of DR, date on which vacancy sent to UPSC/SSC etc. and the present status.	In case of promotion, action taken for holding DPC meeting and the present status.	In case of transfer/ Deputation action taken for calculation/adv ertisement of post and the present status.	Remarks
					D.R.	Promotion	Transfer /Deputat- ion				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
1	STS	02	01	01	-	-	01	-	-	-	-
2	JTS	01	-	01	-	01	-	-	Diverted to DOT	-	-
3	CAO	05	05	-	-	-	-	-	-	-	02 on deputation
4	AAO	11 X	-	11	-	-	-	-	-	-	-
5	JA/SA	07 X	03	04	-	-	-	-	-	-	02 on deputation from other Ministry
6	LDC	02	-	02	-	-	-	-	-	-	-
7	MTS(Gp D)	02	-	02	-	-	-	-	-	-	-

2. Promotional Aspect

X Diversion from BSNL to CCA's

-160-

S.No.	Name of Post /Grade	No. of employee which have been working in the same post /Grade on regular basis for			Reasons for not getting promotion	Whether re-structuring quinquennial cadre review of different posts /grades have been conducted, where ever applicable.	If not, the date of last cadre review	Reason for not Doing re-structuring /periodical cadre review	Remarks
		10 to 15 years	15 to 20 years	More than 20 years					
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
-	-	-	-	-	-	nil	-	-	-

(a) Adhoc Promotion

S.No.	Form of Post/Grade	No. of ad-hoc promotions	Reasons for promoting to ad-hoc promotions	Date of promotion	Level of authority whose approval was obtained	Whether the concurrence of DOPT etc. was obtained for continued promotion beyond one year
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	STS	01	Promoted by DOT	27.8.2013	DOT HQ	No
2	SA	01	Regular promotion awaited	23.9.2013	DOT HQ	No

(b) Details of Appointment made on Compassionate Grounds

- 161 -

S.No.	Name and Designation of Govt. servant(s) expired while in service	Date of death	Date of receipt of application form dependant	Relationship with the Govt. servant to whom appointment was given /to be given	Post and Pay scale for which appointment was made /to be made	Date of appointment	Whether any relaxation in age/ qualification etc. was made and if so, details thereof	In case pending, reason for delay
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

(4) Completion of Probation

Detail of case in which satisfactory completion of probation has not been declared.

S.No.	Name of Post/Grade	No. of the probationers	No. of cases in which probation period has been extended	No. of cases of termination of service during probation period, if any	No. of remaining cases	Reason for delay in each category
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Nil						

(5) Maintenance of Service Books
(Take a sample of 10 Service books)

- (i) Are service books available for all Categories of staff ? - Yes
- (ii) Whether service books are Completed or up-to-date? - Yes
- (iii) Are nomination form dually filled in and attached ? - Yes

— 062 —

- (iv) Are records of leave, LTC, annual increments etc maintained ? - Yes
- (v) Has verification of service been done particularly for officials retiring in next five years ? - Yes
- (vi) Whether service books have been shown to the person concerned every year ? - Yes
- (a) Whether service books are not complete, Whether any special drive was undertaken and the result thereof ? - NA

(i) Disciplinary cases

Penalties awarded during the year - Nil

<u>No of Penalties</u>	<u>No. of cases</u>	<u>Name & Designation of such Official/officer (Group-wise)</u>
Nil	-	
<u>Penalties</u>		Nil
Nil		
(ii) Censure	-	Nil
With-holding of promotion	-	Nil
(iii) Recovery from pay of any pecuniary loss caused to the Govt.	-	Nil
(iv) Reduction to a lower state in the Time scale of pay for a period upto 3 years without cumulative effect and not adversely affecting his pension.	-	Nil
(v) With-holding of increments of pay	-	Nil
<u>Penalties</u>		
(vi) Reduction to a lower state in the Time scale of pay for a specified period with directions about earning increments of pay etc.	-	Nil

-167-

(vii) Reduction to a lower state in the Time scale of pay, grade post or services which shall ordinarily be a bar to promotion - Nil

(viii) Compulsory retirement -Nil

(ix) Removal from service -Nil

(x) Dismissal from service -Nil

6 (b) (i) Has the penalty imposed been noted in the personal file - and service book of the individual concerned ? NA

(ii) Has a copy of the penalty imposed been placed in the CR - Dossier of the official concerned ? NA

6 (c) Details of Pending Disciplinary Cases

S.No.	Name and designation of delinquent official	Nature of alleged misconduct	Date of receipt of complaint/cognizance of the offence	Proceeding initiated with date i.e date of issue of formal charge sheet	In case of major penalty proceedings			Present status of the case
					Date of initiation of enquiry	Date of submission of report by the inquiry officer	Whether UPSC/CVC consulted	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

6 (d) Details of Pending Review /appeal Cases

- Nil

S.No.	Name and designation of delinquent official	Nature of penalty imposed	Date of receipt of appeal/ review application	Present status
(1)	(2)	(3)	(4)	(5)
Nil				

-164-

(7) Review of premature Retirement (under FR 56 (J)

Group/Post	Number of cases ripe for review	Number of cases actually reviewed	Number of cases recommended for continuance in service	Number of cases recommended for premature retirement	Remarks
(1)	(2)	(3)	(4)	(5)	(6)
Nil					

Group A, B, C & D - Nil

(8) Detail of Vigilance Cases

S.No.	Name of delinquent employee	Nature of alleged misconduct	Whether PE/RC has been initiated by CBI	Date of receipt of report from CBI	Whether prima facie case establish	Whether sanction for prosecution obtained by CBI from the competent authority	In case of Gazeted employee, whether CVC was consulted and if so, the date thereof	Whether the delinquent official has been suspended and if so, the date of suspension	Whether prosecution has been launched and if yes , the date of filing of charge-sheet in court	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil										

(9) Details of Suspension Cases

S.NO.	Name and designation of employee	Date of suspension	Reason for suspension	Whether subsistence allowance is being paid, if not, the reasons for non-payment	Whether review for continued suspension beyond 3 months was made	Whether the subsistence has been enhanced or reduced after any such review and if so, the charges made	Whether suspension was revoked as a result of a review and if so, date of order of revocation	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

-165-

(10) Detail of Cases where Pension and Pensionary Benefit have not been settled

(a) Pending Cases for Settlement of Pensionary Benefits etc. to Person on Superannuation/Voluntarily

S.NO.	Name and designation of employee	Date of retirement on superannuation/Voluntarily	Nature of pensionary benefits to be settled like pension, CGEIS and encashment of leave (specify each item separately)	Whether advance action like NOC from the Dte. Of Estates, filing of forms for family detail, nomination of bank, verification of qualifying service, forwarding of Forms-7 & pension calculation sheet was taken as per schedule	If not, reason for delay in each item	Any other reason for which pensionary benefits were not settled	Present status	Whether anticipatory pension sanctioned in respect of long pending cases
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

(b) Pending Cases for Settlement of Pensionary Benefits etc. to Person died in the office

S.No.	Name and designation of employee	Date of death	Date of sanction of immediate relief	Date of receipt of application along with death certificate and other papers for sanction of family pension	Date of sanction of family pension	Detail of non settlement of claims like DCRG, PF, CGEIS, encashment of leave Deposit Link Insurance.	Specify the reason for non-settlement of each item
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Nil							

(11) Recruitment Rule for the Post

Posts for which to be finalized	Whether action has been initiated and if so, present status	Reasons for delay in finalization of RRs	Posts for which RRs have not been reviewed /modified as per instructions	Reason for non review in each case
(1)	(2)	(3)	(4)	(5)
Nil				

(B) Administration Part

(12) Disposal Of Petition from the Public

No. of petitions			No. of petition disposed	No. of petitions pending for Disposal					Reason for Pendency of cases over 6 months	Broad nature of petition received
Brought forward	Received during the year	Total		Less than 3 months	Between 3 - 6 months	Between 6 - 12 months	Over one year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil										

(13) (a) Disposal of Representation from the Staff

No. of representation			No. of representation disposed	No. of representation pending for Disposal					Reason for Pendency of cases over 6 months	Broad nature of representation
Brought forward	Received during the year	Total		Less than 3 months	Between 3 - 6 months	Between 6 - 12 months	Over one year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil										

-167-

(13) (b) Disposal of Complaints of Women Employees

No. of complaints			No. of complaints disposed	No. of pending complaints	Detail of each pending complaint				Present status
Brought forward	Received during the year	Total			Name of Women of complaint	Date of receipt hearing has	Whether any Employee(s) take place, if so, date thereof	Whether the matte was discussed in the committee/cell set up to look into such complaints	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Nil									

(13) (c) Disposal of Complaints of SC/ST Employees

No. of complaints			No. of complaints disposed	No. of pending complaints	Detail of each pending complaint				Present status
Brought forward	Received during the year	Total			Name of SC/ST Employees	Date of receipt of complaint	Nature of complaint	Whether any hearing has taken Place and if so, date thereof	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Nil									

(14)

Court case

-168-

(Pendency may be taken the date of filing the petition/application in CAT/Court)

(a) No. of Court Cases pending for

Less than 6 months	6 months to 1 year	1 - 2 year	Over 2 years	Total
(1)	(2)	(3)	(4)	(5)
Nil				

(b) Detail of Pending Court Cases

Petition /OA No. with date	Name of court/Bench of CAT	Major issue involved	Date on which counter affidavit was filed	Date of filing subsequent affidavit if any	Present status of the case
(1)	(2)	(3)	(4)	(5)	(6)
Nil					

(c) Status of Implementation of Court Judgments

Petition /OA No. with date	Name of court/Bench of CAT	Date of Judgment	Time frame ,if any given by court for implementation	Major issue involve	Whether the appeal/ review application against the judgment has been filed by the Govt./individual ,if so, the date thereof.	Status of the appeal /review application	If the appeal etc. has been filed , present status of action taken to implement the judgment	Reason for delay in implementing the judgment	Whether any contempt petition has been filed for delay in implementation or against the manner of implementation of the judgment
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
OA296/JK/2010	CAT Chandigarh	26-04-2012		interest on GPF after retirement	Nil	N.A.	N.A.	N.A.	N.A.

—(b)P—

(15) Mechanism of Public Grievances and Transparency

- | | | |
|--------|---|--------------------------------|
| | Whether a senior officer has been appointed as the Director of Public Grievances | Yes |
| (i) | Whether the officer has been empowered to Pursue the matter represented and liaise With all branches and sections | Yes |
| (ii) | Whether a day of the week has been earmarked for attending to public grievances by senior officer | No specific day has been fixed |
| (iii) | Whether a complaints box has been placed at the reception | No |
| (iv) | Have suitable arrangements been made For visitors for lodging their complaints | No |
| (v) | Have Information and Facilitation Counter been opened? | No |
| (vi) | Has a complaint register been opened and are the complaints being entered therein? | No |
| (vii) | Has time frame been fixed for disposal for complaints | Yes |
| (viii) | Does the head of office /Department review the action taken for redressal of public grievances | Yes |
| (ix) | Whether release of information to the public on Department's activities is taking place through | |
| | (a) Booklets (b) Information and Facilitation Counter | |
| | (b) Internet | |

(16) Delegation of Powers by the Head of the Department/ Senior officers

- | | | |
|-------|---|------|
| (i) | Whether the administrative /financial power have been delegated to subordinate officer/ officer | No |
| (ii) | If so, the order number and date vide which such power were delegated | N.A- |
| (iii) | Whether delegated powers are being exercised | No |

(17) Maintenance of Advance Register and Cash Book
(Take a sample of five register)

- | | | |
|-----|---|-----|
| (i) | Whether register for long term advance and short term advance are being maintained properly | N.A |
|-----|---|-----|

-170-

- (ii) Whether entries of all advances like GPF advances, HBA, Scooter Car advance etc. are made in the Pay Book Register? Yes
- (iii) Are these register being submitted to officer? Yes
- (iv) Whether proper account of the imprest money is been maintained? Imprest Register may be maintained
- (b) (i) Is the Cash Book being maintained as per rules/instructions? Yes
- (ii) Are all receipts and Payments entered daily in the Cash Book? Yes
- (iii) Is physical verification of cash-in hand done in a month by the officer? Yes

(18) Audit Objections

- (a) (i) Is internal audit being done every year? Yes
- (ii) Date of last visit of external audit team 28.2.2013

(18) (b) Detail of Pending Audit Objections

S. No.	No. of pending audit pass brought to notice by audit team	No. of audit paras having financial implications	No. of cases of misappropriation/ embezzlement, if any	No. of audit paras pending action	pending audit paras, in brief	Reasons for delay in taking corrective measures	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	4			4			

(19) Vehicle-wise Detail of Petrol/Diesel Consumption
(Month -wise consumption during the year may be given)

-171

Type of vehicle	Registration No.	Whether the log book is being maintained properly	Actual consumption of petrol/diesel	Excess, if any over the prescribed ceiling 'or' consumption	Whether Excess consumption was got regularized with IFD's approval	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Hired vehicle on contract basis						

(20) Inspection of Attached/Subordinate Officer
(Detail of Inspection conducted by the Head of Deptt./Senior Officer during the year)

Name of office inspected	Date(s) of inspection	Name and designation of officer who conducted the inspection	Suggestion/Recommendations/Defects pointed out (in brief)	How many Suggestion/Recommendations have been implemented	Suggestion/Recommendations not so far been implemented and reason therefore	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1 W.M.S.	25 & 26/3/2013	Sh. R. L. Bhat,(CAO)	5	4	1	
2 TERM Cell	18 & 19/3/2013	Sh. B. S. Bajwa(CAO)	14	Nil	N.A	

-172-

(C) ORGANISATION AND METHODS PART

(21) Subjects allotted to Section/Desk/Unit, in Brief
G-P "A" - 03 G.P "B" - 05 P.G. "C" - 03

(22) Staff Strength

S. No	Name of Post/Grade	Sanctioned	In Position	Number of vacancies and date from which vacant	Cause of vacancy (transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	CCA	01	03	-	-	02 on training
2	Jt CCA	01	01	-	-	-
3	Dy CCA	02	01	01	-	-
4	ACCA	01	-	-	-	Diverted to DOT HQ
5	CAO	05	05	Nil	-	02 on deputation from AG office
6	AAO	11	-----	11	----	-
7	SA/JA	07	03	041	-	02 on deputation from other Ministry
8	MTS(GP 'D')	02	-	02	-	-

(23) Pending references from M.Ps. and V.I.Ps.

No. of references			No. of references disposed	No. of references pending for disposal (from date of receipt)					Out of pending references no. of cases in which acknowledgement/ interim reply has been sent	Reason for pendency of cases over one year (in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 - 6 months	Between 6 - 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil										

-173-

(24) Rotation of staff
(Detail of person working in the same section/seat for more than five years)

S. No	Name and designation of employee	Name of sanction/seat in which working	Date from which working	Whether his case of transfer was considered	Justification for such retention
(1)	(2)	(3)	(4)	(5)	(6)
	Nil	Nil	Nil	Nil	N.A

(25) (a) Matter relating to the Parliament
(Pending assurance given in the Parliament)

S. No	Parliament question No. and date on which replied	Nature of assurances given	Date on which the extended period expires	Assurance pending for			Reason for non-fulfillment	Present status
				Less than 6 months	Between 6 - 12 months	More than one year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

(b) Directions of Parliament Committees Pending Compliance

S. No	Name of the committee	Date on which directions given	Nature of directions	Date on which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
Nil					

(26) Training of Staff

-174-

Group-wise number of person in Section/Unit					Training discipline/field	No. of person who undergone in services training during the year (Group-wise)					No. of persons who require short-term training(i.e. upto 3 months) in work related jobs (Group-wise)					No. of persons who require long-term training(i.e. more than 3 months) in work related jobs (Group-wise)					Steps taken to get the persons trained
A	B	C	D	Total		A	B	C	D	Total	A	B	C	D	Total	A	B	C	D	Total	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	(22)
05	05	03	0	13		-	-	01	-	01											

1. Office Procedure
2. Computer
3. Finance/audit
4. Statistics/Research
5. Management
6. Other specialized field
7. Any other (Specify)

A	B	C
1	3	2

(27) Punctuality

- (i) Is attendance Register maintained properly Yes
- (ii) Is Late Attendance marked showing the time of arrival of late comers Yes
- (iii) Is Attendance Register checked by an officer daily Yes
- (iv) Is forfeiture of casual leave etc. closed as per instructions Yes
- (v) Whether surprise visits conducted by senior officers? If so, frequency per month. Yes

(28) Security of Official Documents

- (i) Whether Classified files and papers (other than those in hand) are being kept-attached almirahs? Yes
- (ii) Whether separate record (e.g. section diary, file register, index slip) is being maintained in respect papers(unless the section itself is designated as secret or top secret) Yes

-175-

(v) Not legible.

(iv) Whether a periodical review is done to de-classify the existing classified documents and if so, the result thereof.

(29) Processing of cases and Monitoring of Pending Cases.(Pension)

(a) Filling and references of Papers.
(Take a sample of 5 current cases, drafts of which have been approved by senior officers but not yet issued .

(i) Number of cases which were properly referenced, flagged and enclosures clearly marked.

(ii) Whether name, designation, complete address and telephone number of the signatory were marked

(iii) Number of files which were found neat and tidy

(iv) Extent of computerization of file movement/tracking of papers.

As per list attached

(b) Monitoring of Pending Cases

(i) Whether Weekly/Monthly statement of pending cases are being submitted on due dates.

(ii) Number of Pending cases

Upto 1 Month	Between 1-3 Months	Between 3-12 Months	One Year	Total
(1)	(2)	(3)	(4)	(5)
-	-	-	-	-

(iii) Whether cases pending over a month are being brought to the notice of concerned Joint Secretary or higher officers.

Yes through SWR

-176-

(30) Compliance of Official Language Policy

- (i) Numbers of letters received in Hindi. 3
- (ii) Numbers of letters out of (i) above replied to in Hindi. 3
- (iii) Percentage of correspondence in Hindi with Government offices located in Hindi speaking States/Uts.
- (v) Whether all the documents like orders, notifications, and decisions, appreciations etc are being issued bilingually. No

(31) Recording ,Review and Weeding of old Records

- (a) No. of receipts received.
- (b) No. of new files opened.
- (c) (i) No. of files pending due for recording.
(ii) No. of files recorded.
(iii) No. of files pending for recording.
- (d) (i) No. of files received for review.
(ii) No. of files reviewed.
(iii) No. of files pending for review.
(iv) No. of files marked for further retention after review and its percentage to above(ii)
- (e) (i) No. of files weeded out.
(ii) Whether proper records has been maintained of such files.
- (F) Whether Index slips prepared for records files alphabetically.
- (g) (i) No. of files sent to Department Record Room.
(ii) No. of files sent to N.A.I.
- (h) (i) Whether Retention Schedule for records has been drawn up relating to substantive work.
(ii) If yes, whether the schedule is reviewed every 5 years

Nil

(32) Maintenance of office Support System

- (a) Equipment/Machine (like Typewriter. Computer etc.)

Equipment	whether in working order	If not in working order date from which not working	Action taken for repairing the fault	Remarks
(1)	(2)	(3)	(4)	(5)
23	22	01-11-2013		

177

(b) Furniture

Action taken for replacing the old furniture by modular furniture.

N.A

(c) Registers & Folders

(i) Whether Section Diary Register, Asstt. Diary, Dispatch Register, File Register, File Movement Register, Call Book, Guard file, reference Folders, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary/Register for Communication from MPS Register for Parliamentary Assurance etc. are being maintained and kept neat & tidy.

Yes

(ii) Register/folders not being maintained along with the reasons.

(d) Consolidation of Order and Review of Rules/manuals etc.

- (i) Whether orders/instructions are being consolidated, if so,
- (ii) Whether there is any regular mechanism for undertaking revision of old rules , regulation manual etc.
- (iii) Detail of rules, regulation, manual etc. revised/updated Reprinted during the year.

(e) Work environment

- (i) Whether work environment in office is congenial keeping in view the general cleanliness, seating arrangements etc.
- (ii) If not, specify the area of deficiency and being taken to improve the same.

(f) Computerization of Office work

(i) Item of work which have been computerized.

Pension voucher Audit, G.P.F, Module ,Compact 2000 Cash

(ii) Number of level of persons trained in computer use.

(02 Persons have been trained in Computer use for Compact & G.P.F. Module)

(33) Implementation of Suggestion/Recommendation of last Inspection

(i) Have all the suggestion/recommendation/defects pointed out in the previous Inspection been implemented/rectified.

(ii) If not, specific reason for not implementing the same in each case.

178

(34) Scheme(s) for Award for Suggestion

- (i) Whether any 'Scheme of Cash Award to the Staff/Public' is in operation for suggesting innovative ideas/new methods/procedures/techniques for improving the efficiency and productivity of the organization.
- (ii) No. of suggestion made by the staff and public separately during the year.
- (iii) Whether any of the suggestion were accepted for implementation and, If so, detail of awards and their suggestions.

Nil

(35) Brief recapitulation of defects or shortcomings noticed and any other comments which Inspection Officer(s) may have to make.

The working of CCA J&K Circle is in general to be satisfactory. To further improve the efficiency and effectiveness of the office the following are the recommendations:-

- a) The O&M procedures, Public grievances mechanism needs more attention.
- b) As CCA office is involved in checking/handling USO aided activities ,taking of such staff especially on technical aspects/matters would help to ensure credibility of such works , CCA office may take up the matter with concerned training centers .
- c) As there is huge shortage of staff, a demand for posts of ACAO's, AAO's , office assistants and other staff from out sources ,deputation or appointment as consultants may be taken up with concerned higher authorities
- d) There is no AMC for computer & Peripherals in the office of CCA Jammu, which may be taken in consideration .

Signature of Sectional Head
 Name **Sanjay Kumar**
 Designation **Officer in Charge, Communication Accounts**
 Date **29.11.13**
Hudco Bhawan, Rail Head
Jammu-180010

Signature of Inspecting Officer
 Name **(In Block Letters) धर**
 Designation **(SANTOSH PANDITA DHAR)**
सहायक महानिदेशक
 Date **Assistant Director General**
दूरसंचय विभाग, भारत सरकार
Dept. of Telecom, Govt. of India
नई दिल्ली/New Delhi

- 179 -
INSPECTION QUESTIONNAIRE ON EFFECTIVE AND RESPONSIVE ADMINISTRATION

Ministry/Department : Telecom

Date of last Inspection :

Office /Section : CCA J&K

Date of Present Inspection :

27th/2013 & 30th/2013

(A) ESTABLISHMENT PART

1. Position of vacant post

S.No	Name of post/Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Vacancies arisen under			In case of DR, date on which vacancy sent to UPSC/SSC etc. and the present status.	In case of promotion, action taken for holding DPC meeting and the present status.	In case of transfer/ Deputation action taken for calculation/adv ertisement of post and the present status.	Remarks
					D.R.	Promotion	Transfer /Deputat- ion				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
1	STS	02	01	01	-	-	01	-	-	-	-
2	JTS	01	-	01	-	01	-	-	Diverted to DOT	-	-
3	CAO	05	05	-	-	-	-	-	-	-	02 on deputation
4	AAO	11 ^X	-	11	-	-	-	-	-	-	-
5	JA/SA	07 ^X	03	04	-	-	-	-	-	-	02 on deputation from other Ministry
6	LDC	02	-	02	-	-	-	-	-	-	-
7	MTS(Gp D)	02	-	02	-	-	-	-	-	-	-

2. Promotional Aspect

1. Division from BSNL to CCA's

-18-

S.No.	Name of Post /Grade	No. of employee which have been working in the same post /Grade on regular basis for			Reasons for not getting promotion	Whether re-structuring quinquennial cadre review of different posts /grades have been conducted, where ever applicable.	If not, the date of last cadre review	Reason for not Doing re-structuring /periodical cadre review	Remarks
		10 to 15 years	15 to 20 years	More than 20 years					
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
-	-	-	-	-	-	Nil	-	-	-

(a) Adhoc Promotion

S.No.	Form of Post/Grade	No. of ad-hoc promotions	Reasons for promoting to ad-hoc promotions	Date of promotion	Level of authority whose approval was obtained	Whether the concurrence of DOPT etc. was obtained for continued promotion beyond one year
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	STS	01	Promoted by DOT	27.8.2013	DOT HQ	No
2	SA	01	Regular promotion awaited	23.9.2013	DOT HQ	No

(b) Details of Appointment made on Compassionate Grounds

181

S.No.	Name and Designation of Govt. servant(s) expired while in service	Date of death	Date of receipt of application form dependant	Relationship with the Govt. servant to whom appointment was given /to be given	Post and Pay scale for which appointment was made /to be made	Date of appointment	Whether any relaxation in age/ qualification etc. was made and if so, details thereof	In case pending, reason for delay
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

(4) Completion of Probation

Detail of case in which satisfactory completion of probation has not been declared.

S.No.	Name of Post/Grade	No. of the probationers	No. of cases in which probation period has been extended	No. of cases of termination of service during probation period, if any	No. of remaining cases	Reason for delay in each category
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Nil						

(5) Maintenance of Service Books
(Take a sample of 10 Service books)

- (i) Are service books available for all Categories of staff ? - Yes
- (ii) Whether service books are Completed or up-to -date? - Yes
- (iii) Are nomination form dually filled in and attached ? - Yes

- (iv) Are records of leave, LTC, annual increments etc maintained ?
- (v) Has verification of service been done particularly for officials retiring in next five years ?
- (vi) Whether service books have been shown to the person concerned every year ?
- (a) Whether service books are not complete, Whether any special drive was undertaken and the result thereof ?

Yes
 Yes
 Yes
 NA

(i) Disciplinary cases

Nil

Penalties awarded during the year

<u>No of Penalties</u>	<u>No. of cases</u>	<u>Name & Designation of such Official/officer (Group-wise)</u>
Nil		Nil
<u>Penalties</u>		
Nil		Nil
(ii) Censure		Nil
With-holding of promotion		
		Nil
(iii) Recovery from pay of any pecuniary loss caused to the Govt.		
		Nil
(iv) Reduction to a lower state in the Time scale of pay for a period upto 3 years without cumulative effect and not adversely affecting his pension.		
		Nil
(v) With-holding of increments of pay		
<u>Penalties</u>		
		Nil
(vi) Reduction to a lower state in the Time scale of pay for a specified period with directions about earning increments of pay etc.		

-183-

(vii) Reduction to a lower state in the Time scale of pay, grade post or services which shall ordinarily be a bar to promotion Nil

(viii) Compulsory retirement -Nil

(ix) Removal from service -Nil

(x) Dismissal from service -Nil

6 (b) (i) Has the penalty imposed been noted in the personal file - and service book of the individual concerned ? NA

(ii) Has a copy of the penalty imposed been placed in the CR - Dossier of the official concerned ? NA

6 (c) Details of Pending Disciplinary Cases

S.No.	Name and designation of delinquent official	Nature of alleged misconduct	Date of receipt of complaint/cognizance of the offence	Proceeding initiated with date i.e date of issue of formal charge sheet	In case of major penalty proceedings			Present status of the case
					Date of initiation of enquiry	Date of submission of report by the inquiry officer	Whether UPSC/CVC consulted	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

6 (d) Details of Pending Review /appeal Cases

- Nil

S.No.	Name and designation of delinquent official	Nature of penalty imposed	Date of receipt of appeal/ review application	Present status
(1)	(2)	(3)	(4)	(5)
Nil				

18

(7) Review of premature Retirement (under FR 56 (J)

Group/Post	Number of cases ripe for review	Number of cases actually reviewed	Number of cases recommended for continuance in service	Number of cases recommended for premature retirement	Remarks
(1)	(2)	(3)	(4)	(5)	(6)
Nil					

Group A, B, C & D - Nil

(8) Detail of Vigilance Cases

S.No.	Name of delinquent employee	Nature of alleged misconduct	Whether PE/RC has been initiated by CBI	Date of receipt of report from CBI	Whether prima facie case establish	Whether sanction for prosecution obtained by CBI from the competent authority	In case of Gazzeted employee, whether CVC was consulted and if so, the date thereof	Whether the delinquent official has been suspended and if so, the date of suspension	Whether prosecution has been launched and if yes, the date of filing of charge-sheet in court	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil										

(9) Details of Suspension Cases

S.NO.	Name and designation of employee	Date of suspension	Reason for suspension	Whether subsistence allowance is being paid, if not, the reasons for non-payment	Whether review for continued suspension beyond 3 months was made	Whether the subsistence has been enhanced or reduced after any such review and if so, the charges made	Whether suspension was revoked as a result of a review and if so, date of order of revocation	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

Detail of Cases where Pension and Pensionary Benefit have not been settled

-185-

(a) Pending Cases for Settlement of Pensionary Benefits etc. to Person on Superannuation/Voluntarily

S.NO	Name and designation of employee	Date of retirement on superannuation/Voluntarily	Nature of pensionary benefits to be settled like pension, CGEIS and encashment of leave (specify each item separately)	Whether advance action like NOC from the Dte. Of Estates, filing of forms for family detail, nomination of bank, verification of qualifying service, forwarding of Forms-7 & pension calculation sheet was taken as per schedule	If not, reason for delay in each item	Any other reason for which pensionary benefits were not settled	Present status	Whether anticipatory pension sanctioned in respect of long pending cases
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

(b) Pending Cases for Settlement of Pensionary Benefits etc. to Person died in the office

S.No.	Name and designation of employee	Date of death	Date of sanction of immediate relief	Date of receipt of application along with death certificate and other papers for sanction of family pension	Date of sanction of family pension	Detail of non settlement of claims like DCRG, PF, CGEIS, encashment of leave Deposit Link Insurance.	Specify the reason for non-settlement of each item
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Nil							

(11) Recruitment Rule for the Post

Posts for which to be finalized	Whether action has been initiated and if so, present status	Reasons for delay in finalization of RRs	Posts for which RRs have not been reviewed /modified as per instructions	Reason for non review in each case
(1)	(2)	(3)	(4)	(5)
Nil				

(8) Administration Part

(12) Disposal Of Petition from the Public

No. of petitions			No. of petition disposed	No. of petitions pending for Disposal					Reason for Pendency of cases over 6 months	Broad nature of petition received
Brought forward	Received during the year	Total		Less than 3 months	Between 3 - 6 months	Between 6 - 12 months	Over one year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil										

(13) (a) Disposal of Representation from the Staff

No. of representation			No. of representation disposed	No. of representation pending for Disposal					Reason for Pendency of cases over 6 months	Broad nature of representation
Brought forward	Received during the year	Total		Less than 3 months	Between 3 - 6 months	Between 6 - 12 months	Over one year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil										

187

13) (b) Disposal of Complaints of Women Employees

No. of complaints			No. of complaints disposed	No. of pending complaints	Detail of each pending complaint				Present status
Brought forward	Received during the year	Total			Name of Women of complaint	Date of receipt hearing has	Whether any Employee(s) take place, if so, date thereof	Whether the matter was discussed in the committee/cell set up to look into such complaints	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Nil									

(13) (c) Disposal of Complaints of SC/ST Employees

No. of complaints			No. of complaints disposed	No. of pending complaints	Detail of each pending complaint				Present status
Brought forward	Received during the year	Total			Name of SC/ST Employees	Date of receipt of complaint	Nature of complaint	Whether any hearing has taken Place and if so, date thereof	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Nil									

Court case

(Pendency may be taken the date of filing the petition/application in CAT/Court)

- 188 -

(a) No. of Court Cases pending for

Less than 6 months	6 months to 1 year	1 - 2 year	Over 2 years	Total
(1)	(2)	(3)	(4)	(5)
Nil				

(b) Detail of Pending Court Cases

Petition /OA No. with date	Name of court/Bench of CAT	Major issue involved	Date on which counter affidavit was filed	Date of filing subsequent affidavit if any	Present status of the case
(1)	(2)	(3)	(4)	(5)	(6)
Nil					

(c) Status of Implementation of Court Judgments

Petition /OA No. with date	Name of court/Bench of CAT	Date of Judgment	Time frame, if any given by court for implementation	Major issue involve	Whether the appeal/ review application against the judgment has been filed by the Govt./individual, if so, the date thereof.	Status of the appeal /review application	If the appeal etc. has been filed, present status of action taken to implement the judgment	Reason for delay in implementing the judgment.	Whether any contempt petition has been filed for delay in implementation or against the manner of implementation of the judgment
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
OA296/JK/2010	CAT Chandigarh	26-04-2012		interest on GPF after retirement	Nil	N.A.	N.A.	N.A.	N.A.

-188-

(15) Mechanism of Public Grievances and Transparency

- | | | |
|--------|--|--------------------------------|
| | Whether a senior officer has been appointed as the Director of Public Grievances | Yes |
| (i) | Whether the officer has been empowered to Pursue the matter represented and liaise With all branches and sections | Yes |
| (ii) | Whether a day of the week has been earmarked for attending to public grievances by senior officer | No specific day has been fixed |
| (iii) | Whether a complaints box has been placed at the reception | No |
| (iv) | Have suitable arrangements been made For visitors for lodging their complaints | No |
| (v) | Have Information and Facilitation Counter been opened? | No |
| (vi) | Has a complaint register been opened and are the complaints being entered therein? | No |
| (vii) | Has time frame been fixed for disposal for complaints | Yes |
| (viii) | Does the head of office /Department review the action taken for redressal of public grievances | Yes |
| (ix) | Whether release of information to the public on Department's activities is taking place through
(a) Booklets (b) Information and Facilitation Counter
(b) Internet | |

(16) Delegation of Powers by the Head of the Department/ Senior officers

- | | | |
|-------|---|------|
| (i) | Whether the administrative /financial power have been delegated to subordinate officer/ officer | No |
| (ii) | If so, the order number and date vide which such power were delegated | N.A- |
| (iii) | Whether delegated powers are being exercised | No |

(17) Maintenance of Advance Register and Cash Book
(Take a sample of five register)

- | | | |
|-----|---|-----|
| (i) | Whether register for long term advance and short term advance are being maintained properly | N.A |
|-----|---|-----|

- (ii) Whether entries of all advances like GPF advances, HBA, Scooter Car advance etc. are made in the Pay Book Register? Yes
- (iii) Are these register being submitted to officer? Yes
- (iv) Whether proper account of the imprest money is been maintained? Imprest Register may be maintained
- (b) (i) Is the Cash Book being maintained as per rules/instructions? Yes
- (ii) Are all receipts and Payments entered daily in the Cash Book? Yes
- (iii) Is physical verification of cash-in hand done in a month by the officer? Yes

(18) Audit Objections

- (a) (i) Is internal audit being done every year? Yes
- (ii) Date of last visit of external audit team 28.2.2013

(18) (b) Detail of Pending Audit Objections

S. No.	No. of pending audit pass brought to notice by audit team	No. of audit paras having financial implications	No. of cases of misappropriation/ embezzlement, if any	No. of audit paras pending action	pending audit paras, in brief	Reasons for delay in taking corrective measures	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	4			4			

(19) Vehicle-wise Detail of Petrol/Diesel Consumption
(Month-wise consumption during the year may be given)

-181-

Type of vehicle	Registration No.	Whether the log book is being maintained properly	Actual consumption of petrol/diesel	Excess, If any over the prescribed ceiling 'or' consumption	Whether Excess consumption was got regularized with IFD's approval	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Hired vehicle on contract basis						

(20) Inspection of Attached/Subordinate Officer
(Detail of Inspection conducted by the Head of Deptt./Senior Officer during the year)

Name of office inspected	Date(s) of inspection	Name and designation of officer who conducted the inspection	Suggestion/Recommendations/Defects pointed out (in brief)	How many Suggestion/Recommendations have been implemented	Suggestion/Recommendations not so far been implemented and reason therefore	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1 W.M.S.	25 & 26/3/2013	Sh. R .L. Bhat,(CAO)	5	4	1	
2 TERM Cell	18 & 19/3/2013	Sh. B. S. Bajwa(CAO)	14	Nil	N.A	

(C) ORGANISATION AND METHODS PART

(21) Subjects allotted to Section/Desk/Unit, in Brief
G-P "A" - 03 G.P "B" - 05 P.G. "C" - 03

-182-

(22) Staff Strength

S. No	Name of Post/Grade	Sanctioned	In Position	Number of vacancies and date from which vacant	Cause of vacancy (transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	CCA	01	03	-	-	02 on training
2	Jt CCA	01	01	-	-	-
3	Dy CCA	02	01	01	-	-
4	ACCA	01	-	-	-	Diverted to DOT HQ
5	CAO	05	05	Nil	-	02 on deputation from AG office
6	AAO	11	-----	11	----	-
7	SA/JA	07	03	041	-	02 on deputation from other Ministry
8	MTS(GP 'D')	02	-	02	-	-

(23) Pending references from M.Ps. and V.I.Ps.

No. of references			No. of references disposed	No. of references pending for disposal (from date of receipt)					Out of pending references no. of cases in which acknowledgement/ interim reply has been sent	Reason for pendency of cases over one year (in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 - 6 months	Between 6 - 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil										

(24) Rotation of staff
(Detail of person working in the same section/seat for more than five years)

183

S. No	Name and designation of employee	Name of sanction/seat in which working	Date from which working	Whether his case of transfer was considered	Justification for such retention
(1)	(2)	(3)	(4)	(5)	(6)
	Nil	Nil	Nil	Nil	N.A

(25) (a) Matter relating to the Parliament
(Pending assurance given in the Parliament)

S. No	Parliament question No. and date on which replied	Nature of assurances given	Date on which the extended period expires	Assurance pending for			Reason for non-fulfillment	Present status
				Less than 6 months	Between 6 - 12 months	More than one year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Nil								

(b) Directions of Parliament Committees Pending Compliance

S. No	Name of the committee	Date on which directions given	Nature of directions	Date on which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
Nil					

(26)

Training of Staff

← (3h) →

Group-wise number of person in Section/Unit					Training discipline/field	No. of person who undergone in services training during the year (Group-wise)					No. of persons who require short-term training(i.e. upto 3 months) in work related jobs (Group-wise)					No. of persons who require long-term training(i.e. more than 3 months) in work related jobs (Group-wise)					Steps taken to get the persons trained
A	B	C	D	Total		A	B	C	D	Total	A	B	C	D	Total	A	B	C	D	Total	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	(22)
05	05	03	0	13		-	-	01	-	01											

1. Office Procedure
2. Computer
3. Finance/audit
4. Statistics/Research
5. Management
6. Other specialized field
7. Any other (Specify)

A	B	C
1	3	2

(27)

Punctuality

- | | |
|---|-----|
| (i) Is attendance Register maintained properly | Yes |
| (ii) Is Late Attendance marked showing the time of arrival of late comers | Yes |
| (iii) Is Attendance Register checked by an officer daily | Yes |
| (iv) Is forfeiture of casual leave etc. closed as per instructions | Yes |
| (v) Whether surprise visits conducted by senior officers? If so, frequency per month. Yes | |

(28)

Security of Official Documents

- | | |
|---|-----|
| (i) Whether Classified files and papers (other than those in hand) are being kept-attached almirahs? | Yes |
| (ii) Whether separate record (e.g. section diary, file register, index slip) is being maintained in respect papers(unless the section itself is designated as secret or top secret) | Yes |

(v) Not legible.

(iv) Whether a periodical review is done to de-classify the existing classified documents and if so, the result thereof.

- (S, r)

(29) Processing of cases and Monitoring of Pending Cases.(Pension)

(a) Filing and references of Papers.
(Take a sample of 5 current cases, drafts of which have been approved by senior officers but not yet issued .

(i) Number of cases which were properly referenced, flagged and enclosures clearly marked.

(ii) Whether name, designation, complete address and telephone number of the signatory were marked

(iii) Number of files which were found neat and tidy

(iv) Extent of computerization of file movement/tracking of papers.

As per list attached

(b) Monitoring of Pending Cases

(i) Whether Weekly/Monthly statement of pending cases are being submitted on due dates.

(ii) Number of Pending cases

Upto 1 Month	Between 1-3 Months	Between 3-12 Months	One Year	Total
(1)	(2)	(3)	(4)	(5)
-	-	-	-	-

(iii) Whether cases pending over a month are being brought to the notice of concerned Joint Secretary or higher officers.

Yes through SWR

(30)

Compliance of Official Language Policy

- (i) Numbers of letters received in Hindi. 3
- (ii) Numbers of letters out of (i) above replied to in Hindi. 3
- (iii) Percentage of correspondence in Hindi with Government offices located in Hindi speaking States/Uts.
- (v) Whether all the documents like orders, notifications, and decisions, appreciations etc are being issued bilingually. No

196

(31)

Recording ,Review and Weeding of old Records

- (a) No. of receipts received.
- (b) No. of new files opened.
- (c) (i) No. of files pending due for recording.
(ii) No. of files recorded.
(iii) No. of files pending for recording.
- (d) (i) No. of files received for review.
(ii) No. of files reviewed.
(iii) No. of files pending for review.
(iv) No. of files marked for further retention after review and its percentage to above(ii)
- (e) (i) No. of files weeded out.
(ii) Whether proper records has been maintained of such files.
- (F) Whether Index slips prepared for records files alphabetically.
- (g) (i) No. of files sent to Department Record Room.
(ii) No. of files sent to N.A.I.
- (h) (i) Whether Retention Schedule for records has been drawn up relating to substantive work.
(ii) If yes, whether the schedule is reviewed every 5 years

Nil

(32)

Maintenance of office Support System

- (a) Equipment/Machine (like Typewriter. Computer etc.)

Equipment	whether in working order	If not in working order date from which not working	Action taken for repairing the fault	Remarks
(1)	(2)	(3)	(4)	(5)
23	22	01-11-2013		

(b) Furniture

Action taken for replacing the old furniture by modular furniture.

N.A

157

(c) Registers & Folders

(i) Whether Section Diary Register, Asstt. Diary, Dispatch Register, File Register, File Movement Register, Call Book, Guard file, reference Folders, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary/Register for Communication from MPS Register for Parliamentary Assurance etc. are being maintained and kept neat & tidy.

Yes

(ii) Register/folders not being maintained along with the reasons.

(d) Consolidation of Order and Review of Rules/manuals etc.

- (i) Whether orders/instructions are being consolidated, if so,
- (ii) Whether there is any regular mechanism for undertaking revision of old rules , regulation manual etc.
- (iii) Detail of rules, regulation, manual etc. revised/updated Reprinted during the year.

(e) Work environment

- (i) Whether work environment in office is congenial keeping in view the general cleanliness, seating arrangements etc.
- (ii) If not, specify the area of deficiency and being taken to improve the same.

(f) Computerization of Office work

- (i) Item of work which have been computerized.
- (ii) Number of level of persons trained in computer use.

Pension voucher Audit, G.P.F, Module ,Compact 2000 Cash

(02 Persons have been trained in Computer use for Compact & G.P.F. Module)

(33) Implementation of Suggestion/Recommendation of last Inspection

- (i) Have all the suggestion/recommendation/defects pointed out in the previous Inspection been implemented/rectified.
- (ii) If not, specific reason for not implementing the same in each case.

(34) Scheme(s) for Award for Suggestion

- (i) Whether any 'Scheme of Cash Award to the Staff/Public' is in operation for suggesting innovative ideas/new methods/procedures/techniques for improving the efficiency and productivity of the organization.
- (ii) No. of suggestion made by the staff and public separately during the year.
- (iii) Whether any of the suggestion were accepted for implementation and, if so, detail of awards and their suggestions.

Nil

(35) Brief recapitulation of defects or shortcomings noticed and any other comments which Inspection Officer(s) may have to make.

The working of CCA J&K Circle is in general to be satisfactory. To further improve the efficiency and effectiveness of the office the following are the recommendations:-

- a) The O&M procedures, Public grievances mechanism needs more attention.
- b) As CCA office is involved in checking/handling USO aided activities, taking of such staff especially on technical aspects/matters would help to ensure credibility of such works, CCA office may take up the matter with concerned training centers.
- c) As there is huge shortage of staff, a demand for posts of ACAO's, AAO's, office assistants and other staff from out sources, deputation or appointment as consultants may be taken up with concerned higher authorities
- d) There is no AMC for computer & Peripherals in the office of CCA Jammu, which may be taken in consideration.

Signature of Sectional Head

Name (In Block Letters) **Asst. Comm. Officer (Communication Accounts)**

Designation **Asst. Comm. Officer (Communication Accounts)**

Date **29 June 1999**
Hudco Bhawan, Rail Head

Signature of Inspecting Officer

Name (In Block Letters) **(SANTOSH PANDITA DHAR)**

Designation **Asst. Director General**

Date **29 June 1999**
Assistant Director General
दूरसंचार विभाग, भारत सरकार
Deptt. of Telecom, Govt. of India
नई दिल्ली, New Delhi

188

INSPECTION QUESTIONNAIRE ON ORGANISATION & METHODS (O & M)

Ministry / Department: Department of Telecom

Date of Last Inspection:

Office / Section: Office of the DDG TERM (J&K), Jammu

Date of Present Inspection: 28/11/2013 & 29/11/2013

1. Subject allotted to section / Desk unit brief:

2. Staff Strength

S No.	Name of Post / Grade	Sanctioned	In Position	No. of vacancies and date from which working	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
1	2	3	4	5	6	7
1	DDG	1	3	NIL	N/A	NIL
2	Director	2	2	NIL	N/A	NIL
3	ADG	4	2+1*	NIL	N/A	NIL
4	SDE	7	1*	2010	Not Posted	NIL
5	PA/PS	3	NIL	NIL	NIL	NIL
6	Steno	2	NIL	NIL	NIL	NIL

* - Positioned by B.S.N.L Deputed officers/officials.

3. Rotation of Staff (details of persons working in the same sections / unit for more than five years).

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

- 4. (a) Number of receipts received : 314
- (b) Number of new files opened : 94
- (c) Receipts & folders : NIL

(i) Whether section Diary Register, Assistant Diary, Dispatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folders Procedure Book, Subject Distribution chart, Reminder / Suspense diary, Register for communication From Mps, Register for (Parliamentary Assurance etc.) Are being maintained and kept neat and tidy. : YES

(ii) Register / folders not being maintained along with reason. : N/A

25

(iii) Whether cases pending over a month are being brought to the Notice of concerned Joint Secretary of higher officers : N/A

6. Training Staff.

Groups	No. of Persons in section / unit	No. of Persons who have undergone training during the Year	Area / Module of Training	No. of Persons who require short term training (i.e. more than 3 months) in the work related jobs.	No. of Persons who require long term training (i.e. more than 3 months) in the work related jobs.	Remarks
1	2	3	4	5	6	7
Group A	5	2	N/A	2	NIL	
Group B	1	4	N/A	4	NIL	
Group C						
Group D						

(C) Reasons for failure in achieving training targets.

7. Punctuality

- (i) Is attendance register maintained properly? : Yes, Reporting /leaving time is to be entered
- (ii) Is late attendance marked showing the time of arrival of late comers: : Yes
- (iii) Is attendance Register by an Officer Daily? : Yes
- (iv) Is forfeiture of casual leave etc done as per instructions? : Yes
- (v) Whether surprise visit conducted by senior officers? : Yes
If so, frequency per month

8. Security of official documents, if applicable.

- (i) Whether classified files and papers (other than those in hand) Are being kept in lock almirahs? : Yes the rooms are kept locked
- (ii) Whether separate record (e.g. section dairy, file register, File index slip) is being maintained in respect of secret papers (Unless the section itself is designated as secret or top secret)? : Yes, File register is to be maintained
- (iii) Whether any instance of violation of prescribed instructions For treatment and safe guarding of secret / top secret papers / Information have come to notice and if so, action taken thereon? : No cases reported

25/1

12 (a) Matters related to the Parliament (Pending Assurances given in the Parliament)

S No.	Parliament Question No. and date on which replied	Number of Assurances given	Date on which the extended period expires	Assurance pending for			Reason for non fulfillment	Present status
				Less than 6 months	Between 6 to 12 months	More than One year		
1	2	3	4	5	6	7	8	9
-----NIL-----								

12 (b) Directions of Parliament Committees Pending Compliance:

S No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
1	2	3	4	5	6
-----NIL-----					

13 (a) Disposal of representations from the Staff:

Number of Representations			Number of Representations disposed	Number of Representations pending for disposal					Reasons for pendency of cases over six months	Broad nature of Representations
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over One year	Total Pending		
1	2	3	4	5	6	7	8	9	10	11
NIL	1	1	1	Nil	Nil	Nil	Nil	0	N/A	Personal representation

22

15. Disposal of Petitions from the Public (P G Portal)

Number of Petitions			Number of Petitions disposed	Number of Petitions pending for disposal (from date of receipt)					Reasons for pendency of cases over six months	Broad nature of Petitions received
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over One year	Total Pending		
1	2	3	4	5	6	7	8	9	10	11
NIL	3	3	3	Nil	Nil	Nil	Nil	Nil	Nil	Nil

16. Maintenance of Office Support Systems

(a) Equipments / Machines (like Typewriters, Computers, and Photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/workload	Whether in working order	Whether these are under AMC	Action taken for repairing the fault
1	2	3	4	5
Computers/Printers	Yes	Yes	No	Contact service person when reqd
Fax Machines	Yes	Yes	No	Contact service person when reqd
Photocopier	Yes	Yes	No	AMC Awarded
Engine alternator	Yes	Yes	No	Contracting support cell
UPS & Invertors	Yes	Yes	No	AMC Awarded
Refrigerator	Yes	Yes	No	Contracting support cell
Microwave (Oven)	Yes	Yes	No (Contracting support cell)	Contact service person when reqd

(b) Furniture

(c) Action taken for replacing the old furniture by modular furniture

: N/A

(d) Status of yearly disposed / dead stock as per GFR

: N/A

202

(b) Pending Cases for Settlement of Pensionary benefits etc. to Persons Died in Harness in the office

S.No	Name & designation of employee	Date of Death	Date of sanction of immediate relief	Date of receipt of application along with death certificate and other papers for sanction of family pension	Date of sanction of family pension	Detail of non-settlement of claims like DCRG, PF, encashment of leave, Insurance.	Specify the reasons for non-settlement of each item.
1.	2.	3.	4.	5.	6	7.	8.
-----N/A-----							

20. Court Cases (Pendency may be taken from the date of filing the petition/application in CAT/Court)

(a) No. of court cases pending for

Less than 6 months	6 month to 1 year	Between 1 year to 2 year	Over 2 years	Total
1.	2.	3	4.	
-----N/A-----				

(b) Details of Pending Court Cases:

Petition/OA No.	Name of Court/ Bench of CAT	Major issues involved	Date on which counter affidavit was filed	Date of filing subsequent affidavits, if any	Present status of the case
1.	2.	3	4.	5	6
-----N/A-----					

(c) Status of implementation of Court Judgments:

Petition/OA No. with Date	Name of Court / Bench of CAT	Date of Judgment	Time-frame, if any given by court for implementation	Major issues involved	Whether the appeal/ review application against the judgment has been filed by Govt. /individual, if So, the date thereof	Status of the appeal/ review application	If no appeal etc. has been filed, present status of action taken to implement the judgment	Reasons for delay in implementing the judgment	Whether any contempt petition has been filed for delay in implementation or against the manner of implementation of the judgment
1.	2	3	4	5	6	7	8	9	10
-----N/A-----									

2013

24. Inspection of Attached/Subordinate offices (Details of Inspections conducted by the Head of Deptt./Senior officers during the year)

Name of office inspected	Date (s) of inspection	Name & designation of officers who conducted the inspection	Suggestion/Recommendations /Defects pointed out (in brief)	How many Suggestions/Recommendations have been implemented	Suggestions/Recommendations not so far implemented and reasons therefore	Remarks
1.	2	3	4	5	6	7
NIL	NIL	NIL	NIL	NIL	NIL	NIL

25. Implementation of Suggestions/ Recommendations of Last Inspection

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

26. Brief recapitulation of defects or shortcomings noticed and any other Comments which Inspecting Officer(s) may have to make :

The O&M procedures Public Grievance mechanism needs more attention. The office is well maintained though running with a skeleton staff. The work has increased many fold there by a demand for more staff may be taken at HQ level being technical type of jobs. In short the working of DDG (TERM) (J&K) Jammu staff is satisfactory.

29/11/13
निदेशक-II
Director-II
सेल, जम्मू एवं कश्मीर
TEHM C
सं. विभाग, भारत सरकार
com. Govt. of Ind.

(सन्तोष पण्डिता धर)
(SANTOSH PANDITA DHAR)
सहायक महानिदेशक
Assistant Director General
दूरसंचार विभाग, भारत सरकार
Deptt. of Telecomm. Govt. of India
नई दिल्ली-110001

2013

INSPECTION QUESTIONNAIRE ON ORGANISATION & METHODS (O & M)

Ministry / Department: Department of Telecom

Date of Last Inspection:

Office / Section: Office of the DDG TERM (J&K), Jammu

Date of Present Inspection: 28/11/2013 & 29/11/2013

1. Subject allotted to section / Desk unit brief:
2. Staff Strength

S No.	Name of Post / Grade	Sanctioned	In Position	No. of vacancies and date from which working	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
1	2	3	4	5	6	7
1	DDG	1	3	NIL	N/A	NIL
2	Director	2	2	NIL	N/A	NIL
3	ADG	4	2+1*	NIL	N/A	NIL
4	SDE	7	1*	2010	Not Posted	NIL
5	PA/PS	3	NIL	NIL	NIL	NIL
6	Steno	2	NIL	NIL	NIL	NIL

* - Positioned by B.S.N.I. Deputed officers/officials.

3. Rotation of Staff (details of persons working in the same sections / unit for more than five years).

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

4. (a) Number of receipts received : 310
- (b) Number of new files opened : 94
- (c) Receipts & folders : NIL

- (i) Whether section Diary Register, Assistant Diary, Dispatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folders Procedure Book, Subject Distribution chart, Reminder / Suspense diary, Register for communication From Mps, Register for (Parliamentary Assurance etc.) Are being maintained and kept neat and tidy. : YES
- (ii) Register / folders not being maintained along with reason. : N/A

(d) Consolidation of Orders and review of Rules / Manuals etc. : Yes Orders and Instructions are issued by the HQ and followed accordingly

(i) Whether orders / instruction are being consolidated? If so, Details of consolidation of Orders made During The Year. : Yes

(ii) Whether there is any regular mechanism for undertaking Revision of old files, rules, regulations, manuals etc. : N/A

(iii) Details of rules, regulations, manuals etc. Revised / updated / reprinted during the year : N/A

(e) Work Environment : Good

(i) Whether work environment in office is congenial keeping in View the general cleanliness seating arrangements etc. : Yes

(ii) If not, specify the areas of deficiency and action being taken to Improve the same. : N/A

(f) Item of work which have been computerized.

(g) Reason specifying not able to implement the computerization : NIL

5. Processing, submission and monitoring cases.

(a) Processing and submission of papers (take a sample of 5 cases at draft stage)

(i) No. of cases, which were properly referred flagged And enclosures clearly marked

(ii) Whether name, designation, complete address and Telephone No. of the Signatory were marked.

(iii) No. of files which were found neat and tidy.

(iv) Extent of Computerization of file movement / tracking of papers.

(b) Monitoring of pending cases.

(i) Whether weekly / monthly statement of pending cases Are being submitted on due dates.

(ii) No. Pending cases. : NIL

Up to one month	Between 1 to 3 months	Between 3 to 12 months	Over 1 year	Total
1	2	3	4	5
NIL	NIL	NIL	NIL	NIL

(iii) Whether cases pending over a month are being brought to the Notice of concerned Joint Secretary of higher officers

: N/A

6. Training Staff.

Groups	No. of Persons in section / unit	No. of Persons who have undergone training during the Year	Area / Module of Training	No. of Persons who require short term training (i.e. more than 3 months) in the work related jobs.	No. of Persons who require long term training (i.e. more than 3 months) in the work related jobs.	Remarks
1	2	3	4	5	6	7
Group A	5	2	N/A	2	NIL	
Group B	1	4	N/A	4	NIL	
Group C						
Group D						

(C) Reasons for failure in achieving training targets.

7. Punctuality

- (i) Is attendance register maintained properly? : Yes, Reporting /leaving time is to be entered
- (ii) Is late attendance marked showing the time of arrival of late comers? : Yes
- (iii) Is attendance Register by an Officer Daily? : Yes
- (iv) Is forfeiture of casual leave etc done as per instructions? : Yes
- (v) Whether surprise visit conducted by senior officers?
If so, frequency per month : Yes

8. Security of official documents, if applicable.

- (i) Whether classified files and papers (other than those in hand) Are being kept in lock almirahs? : Yes the rooms are kept locked
- (ii) Whether separate record (e.g. section dairy, file register, File index slip) is being maintained in respect of secret papers (Unless the section itself is designated as secret or top secret)? : Yes, File register is to be maintained
- (iii) Whether any instance of violation of prescribed instructions For treatment and safe guarding of secret / top secret papers / Information have come to notice and if so, action taken thereon? : No cases reported

(iv) Whether a periodical review is done to declassify the existing Classified documents and if so, the result thereof. : Nil

9. Compliance of official language policy

- (i) No. of letters received in Hindi : 1 Nos.
- (ii) No. of letters out of (i) above replied in Hindi? : 1 Nos. (Others need not want reply)
- (iii) Percentage of correspondence in Hindi with govt. offices Located in Hindi speaking states / UTs. : Nil
- (iv) Whether all documents like orders, notifications, contracts, Agreements etc are issued bilingually : No

10. Records Management:

- (a) (i) Total No. of old files as recorded : 94 Nos.
- (ii) No. of files generated / opened during this year : 94 Nos.
- (iii) Number of files due for recording : Nil
- (iv) Number of files recorded : 20 Nos.
- (v) Number of files pending for recording :
- (b) (i) No. of files received for review from the record room : No Record Room
- (ii) Number of files reviewed : Nil
- (iii) Number of files pending for review : Nil
- (iv) Number of files marked for further retention after review And its percentage to (ii) above : Nil
- (c) (i) Number of files weeded out : Nil
- (ii) Whether proper record has been maintained of such files : N/A
- (d) Whether Index Slips prepared for recorded files alphabetically : N/A
- (e) (i) Number of files sent to Organizational Record Room : Nil
- (ii) Number of files sent to National Archives of India (NAI), if applicable: Nil
- (f) (i) Whether Retention Schedule for records has been Drawn up relating to substantive work: N/A
- (ii) If yes, whether the schedule is reviewed every 5 years?

11. Pending references from M.Ps. and other V.I.Ps.

No. of references			Number of references disposed	Number of references pending for disposal					Out of pending references number of cases in which acknowledgement / interim reply has been sent	Reasons for pendency of cases over one year (in each case)
Brought Forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over One year	Total		
1	2	3	4	5	6	7	8	9	10	11
-----NA-----										

-22-

12 (a) Matters related to the Parliament (Pending Assurances given in the Parliament)

S No.	Parliament Question No. and date on which replied	Number of Assurances given	Date on which the extended period expires	Assurance pending for			Reason for non fulfillment	Present status
				Less than 6 months	Between 6 to 12 months	More than One year		
1	2	3	4	5	6	7	8	9
-----NIL-----								

12 (b) Directions of Parliament Committees Pending Compliance:

S No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
1	2	3	4	5	6
-----NIL-----					

13 (a) Disposal of representations from the Staff:

Number of Representations			Number of Representations disposed	Number of Representations pending for disposal					Reasons for pendency of cases over six months	Broad nature of Representations
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over One year	Total Pending		
1	2	3	4	5	6	7	8	9	10	11
NIL	1	1	1	Nil	Nil	Nil	Nil	0	N/A	Personal representation

13 (b) Disposal of Complaints of Women Employees regarding Harassment.

Number of Complaints			Number of Complaints disposed	Number of pending Complaints	Details of each pending Complaint				Present Status
Brought forward	Received during the year	Total			Number of Woman employee(s)	Date of receipt of Complaint	Whether any hearing has taken place, if so, date thereof	Whether the matter was discussed in the Committee/Cell set up to look into such Complaints	
1	2	3	4	5	6	7	8	9	10
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

13 (c) Disposal of Complaints of SC/ST Employees:

Number of Complaints			Number of Complaints disposed	Number of pending Complaints	Details of each pending Complaint				Present Status
Brought forward	Received during the year	Total			Name of the SC/ST employee(s)	Date of receipt of Complaint	Nature of Complaint	Whether any hearing has taken place and if so, date thereof	
1	2	3	4	5	6	7	8	9	10
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

13. Mechanism of Public Grievances and Transparency

- (i) Whether a senior officer has been appointed as The Director of Public Grievances? : Yes
- (ii) Whether the office has been empowered to pursue The matters represented to liaise with all branches and sections: Yes
- (iii) Whether a day of the week has been earmarked for Attending to public grievances by senior officers? : Wednesday and entertained on all days
- (iv) Whether a complaint box has been placed at the reception: Yes
- (v) Have suitable arrangements been made for visitors for lodging their complaints? : Yes
- (vi) Have Information and Facilitation Counters been opened: No
- (vi) Has a Complaint Register been opened and are the complaints being entered therein? :Yes
- (viii) Has time-frame been fixed for disposal of complaints? : Yes
- (ix) Does Head of Office / Department review the action taken for redressal of Public Grievances: Yes
- (x) Whether release of information to the public on Department's activities is taking place through:-

(a) Book-lets : NO

(b) Information & Facilitation Counters : NO

(c) Internet : Yes

-28-

15. Disposal of Petitions from the Public (P G Portal)

Number of Petitions			Number of Petitions disposed	Number of Petitions pending for disposal (from date of receipt)					Reasons for pendency of cases over six months	Broad nature of Petitions received
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over One year	Total Pending		
1	2	3	4	5	6	7	8	9	10	11
Nil	3	3	3	Nil	Nil	Nil	Nil	Nil	Nil	Nil

16. Maintenance of Office Support Systems

(a) Equipments / Machines (like Typewriters, Computers, and Photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/workload	Whether in working order	Whether these are under AMC	Action taken for repairing the fault
1	2	3	4	5
Computers/Printers	Yes	Yes	No	Contact service person when reqd
Fax Machines	Yes	Yes	No	Contact service person when reqd
Photocopier	Yes	Yes	No	AMC Awarded
Engine alternator	Yes	Yes	No	Contracting support cell
UPS & Invertors	Yes	Yes	No	AMC Awarded
Refrigerator	Yes	Yes	No	Contracting support cell
Microwave (Oven)	Yes	Yes	No (Contracting support cell)	Contact service person when reqd

(b) Furniture

(c) Action taken for replacing the old furniture by modular furniture : N/A

(d) Status of yearly disposed / dead stock as per GFR : N/A

17. Maintenance of Service Books

Are service books available for all categories of Staff	Whether service books are complete and up-to-date	Are nomination forms duly filled in and attached	Are records of leave, LTC, CGEGIS, HBA, Annual increments etc. maintained	Has verification of service been done particularly for officials retiring in next 5 years	Whether service books have been shown to the persons concerned every year
1	2	3	4	5	6
No	Yes	Yes	Yes	N/A	Yes

(b) Where service books are not complete, whether any Special drive was undertaken, and if so, the results thereof :

18. Details of Pending Review/ Appeal Cases

S.No.	Name and designation of delinquent official	Nature of penalty imposed	Date of Receipt of appeal/review application	Present status
1.	2.	3.	4.	5.
	N/A	N/A	N/A	N/A

19. Details of cases where Pension and Pensionary benefits have not been settled:

S. No	Name & design of employee	Date of retirement on superannuation/voluntarily	Nature of pensionary benefits to be settled like pension, CGEGIS and encashment of leave (specify each item separately)	Whether advance action like NOC from the Dte. of Estates, filling of forms for family details, nomination of bank, verification of qualifying service, forwarding of Form 7 & pension calculation sheet was taken as per schedule	If not, reasons for delay in each item	Any other reason for which pensionary benefits were not settled	Present status	Whether anticipatory pension sanctioned in respect of long pending case.
1.	2.	3.	4.	5.	6	7.	8.	9.
N/A								

28

(b) Pending Cases for Settlement of Pensionary benefits etc. to Persons Died in Harness in the office

S.No	Name & designation of employee	Date of Death	Date of sanction of immediate relief	Date of receipt of application along with death certificate and other papers for sanction of family pension	Date of sanction of family pension	Detail of non-settlement of claims like DCRG, PF, encashment of leave, Insurance.	Specify the reasons for non-settlement of each item.
1.	2.	3.	4.	5.	6.	7.	8.
-----N/A-----							

20. Court Cases (Pendency may be taken from the date of filing the petition/application in CAT/Court)

(a) No. of court cases pending for

Less than 6 months	6 month to 1 year	Between 1 year to 2 year	Over 2 years	Total
1.	2.	3.	4.	
-----N/A-----				

(b) Details of Pending Court Cases:

Petition/OA No.	Name of Court/ Bench of CAT	Major issues involved	Date on which counter affidavit was filed	Date of filing subsequent affidavits, if any	Present status of the case
1.	2.	3.	4.	5.	6.
-----N/A-----					

(c) Status of Implementation of Court Judgments:

Petition/ CA No. with Date	Name of Court / Bench of CAT	Date of Judgment	Time-frame, if any given by court for implementation	Major issues involved	Whether the appeal/ review application against the judgment has been filed by Govt./individual, if So, the date thereof	Status of the appeal/ review application	If no appeal etc. has been filed, present status of action taken to implement the judgment	Reasons for delay in implementing the judgment	Whether any contempt petition has been filed for delay in implementation or against the manner of implementation of the judgment
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
-----N/A-----									

21. Delegation of Powers by the Head of Department/ Senior Officer

- (i) Whether the administrative /financial powers have been Delegated to subordinate offices/officers : NIL
- (ii) If so, the order numbers and date vide which such powers Were delegated : N/A
- (iii) Whether delegated powers are being exercised : N/A

22. Audit Objections

- (i) Is internal audit being done every year : Yes
- (ii) Date of last visit of external audit team : Sept' 12

(b) Details of Pending Audit Objections

S.No.	No. of Pending audit paras brought to notice by audit team	No. of audit paras having financial implications	No. of cases of misappropriation/embezzlement If any,	No. of audit paras pending action	Pending audit paras, in brief	Reasons for delay in taking corrective action (para-wise).	Remarks
1.	2.	3.	4.	5.	6.	7.	8.

23. Scheme(s) of Awards for Suggestions

- (i) Whether any 'Scheme of Cash Awards to the Staff/Public' is in Operation for suggesting innovative ideas/ new methods/procedures/ techniques for improving the efficiency and productivity of the Organisation.
- (ii) No. of suggestions made by the staff and public during the year
- (iii) Whether any of the suggestions were accepted for implementation and details of awardees and their suggestions

-211-

New Delhi, the 3rd December, 2013.

To
The Under Secretary
(C&A)
Department of Telecom.

SUB: Submission of Inspection Report.

Sir,

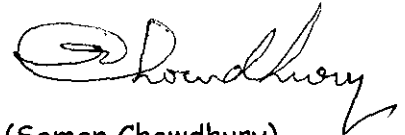
Vide your Office Memorandum No.14-1/2013-O&M dated 13/11/2013 I was directed to conduct Inspection in the following offices

- a) Office of CCA, West Bengal Circle, Kolkata
- b) Office of DDG, TERM Cell, 82, Bullygunj place, Kolkata

I conducted necessary Inspection in both the offices during the period from 18th November, 2013 to 20th November, 2013. Accordingly, I herewith submit the Inspection Reports in respect of both the offices.


Thanking you.

Yours faithfully,



(Somen Chowdhury)
Under Secretary(Admn.III)

~~Encl: As stated above.~~


26/12/13
SO (OM) / Padma

8/11/2013/02M
6/12

INSPECTION QUESTIONNAIRE ON ORGANISATION & METHODS (O&M)

MINISTRY / DEPARTMENT: Ministry of Communications & IT /
Department of Telecommunications

DATE OF LAST INSPECTION: 10.01.2012

OFFICE / SECTION: Office of Controller of Communication Accounts,
West Bengal Circle, 2nd & 3rd Floor, 8, Esplanade East, Kolkata - 69.

DATE OF PRESENT INSPECTION: 20.11.2013

1. Subjects allotted to Section / Desk Unit in brief:

- (i) Admin: - Administration and Establishment work
- (ii) Accounts:- Cash, Accounts and Paybill related work.
- (iii) USO :- Disbursement of USOF Subsidy & settlement thereof.
- (iv) LF & Spectrum :- Realization of LF & Spectrum and settlement thereof.
- (v) Pension:- Settlement & Payment of Pensionary benefits.
- (vi) GPF:- Maintenance & Payment and accounting of GPF

2. Staff Strength:

Sl. No.	Name of Post / Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
1	2	3	4	5	6	7
1	CCA (SAG Level)	1	1	0		
2	Jt.CCA (JAG level)	2	2	0		
3	Dy.CCA (STS level)	4	3	1		
4	ACCA (JTS level)	2	2*	0		*Out of 9 Sr.CAO/AO, 2 Sr CAOs officiating as ACCA
5	Sr.CAO/AO	8+1 (Temporarily diverted)	9* (7 in position)	0		
6	AAO	17	15	2		3 Regular and 12 on deputation
7	PS	01	0	1		
8	Gr. C	103	47	56		32 regular and 15 on deputation
9	Gr. D	23	---	23		

212

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

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

- 4.
- (a) **Number of receipts received** : 1965
 - (b) **Number of New Files opened** : 143 (One hundred forty three)
 - (c) **Registers & Folders** :
 - (i) Whether Section Diary Register, Assistant Diary, Despatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folders, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary, Register for Communications from MPs, Register for Parliamentary Assurances etc. are being maintained and kept neat and tidy. Centralised Diary Register, Assistant Diary, Despatch Register, File Register, File Movement Register, Subject Distribution Chart, Register for communications from MPs, Register for Parliamentary Assurances etc. are being maintained.
 - (ii) Registers/folders not being maintained along with the reason. : Other Registers will be maintained henceforth. - (d) **Consolidation of Orders and Review of Rules / Manuals etc.** :
 - (i) Whether orders/instructions are being consolidated, if so, details of consolidation of orders made during the year. No
 - (ii) Whether there is any regular mechanism for undertaking revision of old files, rules, regulations, manuals etc. Being done as and when required.
 - (iii) Details of rules, regulations, manuals etc. revised/updated/reprinted during the year. NIL - (e) **Work Environment** :
 - (v) Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc. Yes
 - (vi) If not, specify the areas of deficiency and action being taken to improve the same Does not arise. - (f) **Items of work which have been computerized** : Booking of Monthly Accounts, Cheque Printing, E-Payment, LF, Spectrum & USO and GPF Module.

-2th-

(g) Reasons specifying not able to implement the computerization

All modules of COMPACT Package are being implemented as per guidelines being issued from time to time by DoT/Hq., New Delhi.

5. PROCESSING, SUBMISSION AND MONITORING OF CASES:

(a) Processing and Submission of Paper :
(Take a sample of 5 current cases at draft stage)

- (i) Number of cases, which were properly referenced : All
flagged and enclosures clearly marked
- (ii) Whether name, designation, complete address and : Yes
telephone number of the signatory were marked
- (iii) Number of files which were found neat and tidy : All
- (iv) Extent of computerization of file movement/tracking of : Not through software.
papers

(b) Monitoring of Pending Cases

- (i) Whether Weekly/Monthly statement of pending cases are : Yes. Monthly State of Works Report (SWR) are being submitted to DoT/Hq.,
being submitted on due dates New Delhi within due dates.
- (ii) Number of Pending cases : No of Pending cases as per SWR .

Upto one month	Between 1 to 3 months	Between 3 to 12 months	Over 1 year	Total
Nil	54	Nil	Nil	54
Nil	126	Nil	Nil	126

The cases as mentioned above are relating to settlement of Pension/GPF cases which are pending due to non receipt of vigilance clearance or pending Deptt/court cases.

- (iii) Whether cases pending over a month are being brought : Yes
to the notice of concerned Joint Secretary or higher
Officers

-215-

6. (a) Training of Staff:

Group	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Training discipline/field	Number of persons who require short term training (i.e. upto 3 months) in work related jobs.	Number of persons who require long term training (i.e. more than 3 months) in work related jobs	Remarks
1	2	3		4	5	6
Group - A	8	3	COMPACT - GPF Module, Internal Audit of TERM Cell, Seminar on USOF & Workshop on verification of deduction.	-	-	-
Group - B	22	7	COMPACT, Management & ISO certification, Analysis of Financial Statement & RTI Act.	8		Newly appointed ACAOs on deputation
Group - C	47	5	COMPACT, Pension, Terminal benefits including NPS.	10		Newly appointed Jas/SAs on deputation
Group - D	---	---				

(b) Area of Training:

In the field of Terminal benefits, New Pension Scheme, COMPACT, E-Payment, Revenue Management, Analysis of financial statement, Procurement Process, Vigilance Awareness

(c) Reasons for failure in achieving training targets: Officers/Officials were deputed for all scheduled Trg. Programmes.

— 26 —

7. Punctuality

- (i) Is Attendance Register maintained properly :- Yes, Manual.
(Please specify manual or electronic)
- (ii) Is late attendance marked showing the time of Arrival of late comers? :- Yes.
- (iii) Is Attendance Register being checked by an officer daily? :- Yes.
- (iv) Is forfeiture of casual leave etc. done as per instruction? :- Yes.
- (v) Whether surprise visit conducted by the senior officers? :- Yes.

8. Security of official Documents, if applicable:

- (i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs? : Documents/Files are yet to be classified.
- (ii) Whether separate record (e.g. section diary, file register, file index slip) is being maintained in respect of secret papers (unless the section itself is designated as secret or top secret)? : NA
- (iii) Whether any instances of violation of prescribed instructions for treatment and safe guarding of secret/top secret papers/information have come to notice and, if so, action taken thereon? : No
- (iv) Whether a periodical review is done to declassify the existing : NA

classified documents and if so, the result thereof.

-217-

9. Compliance of Official Language Policy:

- (i) Number of letters received in Hindi : 01
- (ii) Number of letters out of (i) above replied in Hindi : 01
- (iii) Percentage of correspondence in Hindi with Government Officers located in Hindi Speaking States ?UTs : Nil
- (iv) Whether all the documents like orders, notification, contracts, agreements etc. are issued bilingually Nil

Note: No Hindi post as well as Officer like Hindi Translator has been allotted in this office. For this, correspondence has been made with DoT/Hq., New Delhi to sanction new posts as per criterion.

10. Records Management:

- (a) (i) Number of files due for recording : 764
- (ii) Number of files recorded : 710
- (iii) Number of files pending for recording : 54
- (b) (i) Number of files received for review : NIL
- (ii) Number of files reviewed : NA
- (iii) Number of files pending for review : NIL
- (iv) Number of files marked for further retention after review and its percentage to (ii) above : NA
- (c) (i) Number of files weeded out : Nil
- (ii) Whether proper record has been maintained of such files : NA
- (d) **Whether Index Slips prepared for recorded files Alphabetically** : Yes
- (e) (i) Number of files sent to Departmental Record Room : No separate Record Room for preservation has been established.
- (ii) Number of files sent to National Archives of India : NIL
- (f) (i) Whether Retention Schedule for records have been drawn up relating to substantive work : Yet to be implemented.
- (ii) If yes, whether the schedule is reviewed every 5 years. NA

— 28 —

11. Pending references from MPs and other V.I.Ps

Number of references			Number of references disposed	Number of reference pending for disposal					Out of pending references number of cases in which acknowledgement/ interim reply has been sent	Reasons for pendency of cases over one year (in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
←————— NIL —————→										

12.(a) Matters related to the Parliament (Pending Assurance given in the Parliament)

Sr. No.	Parliament Question No. and date on which replied	No. of Assurance given	Date on which the extended period expires	Assurance pending for			Reasons for non-fulfilment	Present status
				Less than 6 months	Between 6 to 12 months	More than 1 year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
←————— NIL —————→								

12.(b) Directions of Parliament Committees Pending Compliance

Sr. No.	Nature of Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
<div style="display: flex; justify-content: space-between; align-items: center;"> ← NIL → </div>					

13. (a) Disposal of representation from the Staff:

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

13. (b) Disposal of Complaints of Women Employees regarding Harassment:

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

- 22 -

13. (c) Disposal of Complaints of SC/ST Employees:

Number of Complaints			Number of complaints disposed	Number of pending complaints	Details of each pending complaint				Present status
Brought forward	Received during the year	Total			No. of SC/ST employee (s)	Date of receipt of complaint	Nature of complaint	Whether any hearing has taken place and if so, date thereof	
1	2	3	4	5	6	7	8	9	10
<div style="display: flex; justify-content: space-between; align-items: center;"> ← N I L → </div>									

14. Mechanism of Public Grievances and Transparency

- (i) Whether a senior officer has been appointed as the Director of Public Grievances :- Yes.
- (ii) Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections :- Yes.
- (iii) Whether a day of the week has been earmarked for attending to public grievances by senior officers :- No. Public can meet the Officer upto the highest level any day.

- (iv) Whether a complaint box has been placed at the reception :- Yes.
- (v) Have suitable arrangements been made visitors for lodging their complaints :- Yes
- (vi) Have information and Facilitation Counters been opened :- No such specific counter.
- (vii) Has a complaint Register been opened and are the complaints being entered therein :- Yes.
- (viii) Has time frame been fixed for disposal of complaints :- Yes.
- (ix) Does Head of Office/Department review the action taken for redressal of Public Grievances :- Yes.
- (x) Whether release of information to the public on Department's activities is taking place through
 - (c) Book- lets :- Website
 - (b) Information & Facilitation Counter.

**** Note:- Total No of grievances received 183. Out of which disposal have already made 182, i.e. pending only 0.5%. Though action has been taken on the remaining one case but it could not be closed online due to some technicalities. A downloaded copy is enclosed for kind perusal please.**

15. Disposal of Petitions from the public

Number of petitions			Number of petitions disposed	Number of petitions pending for disposal (from date of receipt)					Reasons for pendency of cases over six months	Broad nature of petitions received
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
N I L										

16. Maintenance of Office Support System

(a) Equipments/ Machines (like Typewriters, Computers, photocopier etc.)

Equipment	Whether in working order	If not in working order, date from which not working	Action taken for repairing the fault	Whether the number of equipments provided are adequate, Vis-à-vis Staff/workload.
(1)	(2)	(3)	(4)	(5)
Computer Photocopier Printer Server	Yes	N.A	N.A	At present not adequate.

(b) Furniture

Action taken for replacing the old furniture by Modular furniture :- Does not arise, as the Modular furniture are already in existence.

(c) Status of yearly disposed / dead stock as per GFR

:- No dead stock at present.

-222-

17. Maintenance of Service Books

(a) Take sample of 10 Service Books and note the following:

Are Service Books available for all categories of staff ?	Whether Service Books are complete and up-to-date ?	Are nomination forms duly filled in and attached ?	Are records of Leave, LTC, CGEGIS, HBA, annual increments etc .maintained ?	Has verification of Service been done particularly for officials retiring in next five years ?	Whether Service Books have been shown to the persons concerned every year ?
(1)	(2)	(3)	(4)	(5)	(6)
Yes	Yes	Yes	Yes	Yes	Yes

(b) Where Service Books are not complete, whether any special drive was undertaken and if so, the results there of: Does not arise.

18. Details of pending Review/Appeal Cases

Sl.No.	Name & designation of delinquent official	Nature of Penalty imposed	Date of receipt of appeal/review application	Present Status
(1)	(2)	(3)	(4)	(5)
1.	Sri Tapas Kr.Datta, Asstt. Communication Accounts Officer	Rule 16 of CCS(CCA) Rules 1965 "reduction to a lower stage in the time scale of pay by one stage for a period of two years without cumulative effect and not adversely affecting his pension"	Dated; 21 st Feb'2011	Appeal is rejected vide DoT letter No. 1-71/2001-Vig.III, dated 30.10.2013.

-222-

19. Details of cases where Pension and Pensionary Benefits have not been settled:

(a) Pending Cases for Settlement of Pensionary Benefits etc. to Persons retired on superannuation/voluntarily

Sl. No.	Name & designation of employee	Date of retirement on superannuation/voluntarily	Nature of pensionary benefits to be settled like pension, CGEGIS and encashment of leave (specify each item separately)	Whether advance action like NOC from the Dte. Of Estates, filling of forms for family details, nomination of bank verification of qualifying service, forwarding of Form-7, & pension calculation sheet was taken as per schedule	If not, reasons for delay in each item	Any other reason for which pensionary benefits were not settled	Present status	Whether anticipatory pension sanctioned in respect of long pending case
1	2	3	4	5	6	7	8	9
ANNEXURE -I ENCLOSED								

(b) Pending Cases for Settlement of Pensionary Benefits etc. to Persons DIED IN Harness in the office:

Sl. No.	Name & designation of employee	Date of Death	Date of sanction of immediate relief	Date of receipt of application along death certificate and other papers for sanction of family pension	Date of sanction of family pension	Details of non-settlement of claims like DCRG, PF, CGEGIS, encashment of leave, Deposit Link Insurance	Specify the reasons for non-settlement of each item
1	2	3	4	5	6	7	8
←————— NIL —————→							

224

Annexure - I

9/1

Details of cases where Pension and Pensionary Benefits have not been settled

(a) Pending Cases for Settlement of Pensionary Benefits etc. to Persons Retired on Superannuation/ Voluntarily

Sl. No.	NAME OF THE OFFICIALS	Desig	Date of Retirement on superannuation/Voluntarily	Nature of pensionary benefits to be settled.	Whether advance action like NOC from Dte. Of Estates, filling of forms for family details, nomination of bank, verification of qualifying service, forwarding of Form-7 pension calculation sheet was taken as per schedule.	If not, reasons for delay in each item	Reason of pendency of provisional Pension case	Present Status	Whether anticipatory pension sanctioned in respect of long pending case.
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
1	Hannur Prasad Vidyarthi	S.A	30.04.2006	Pension			Pending court case	Provisional pension issued	
2	Ram Anney Viswakarma	AO(TR)	31.8.2004	Pension			Departmental case under process	Provisional pension issued	
3	Sarata Ballabh	AD/TC	31.12.2004	Pension			Pending court case	Provisional pension issued	
4	Shri Sagar Roy	SI	31.8.2006	Pension			Pending court case	Provisional pension issued	
5	Susanta Bose	SDE	31.01.2008	Pension			Pending court case	pension issued	
6	Babu Chandra Dey	PM	28.02.2010	Pension			Pending court case	Provisional pension issued	
7	Anand Prasad	SI(O)	31.01.2004	Pension			Pending Disciplinary proceeding	Provisional pension issued	
8	Asok Kumar Ruj	Sr.A.O.	31.08.2011	Pension			Pending Departmental court	Provisional pension issued	
9	Ramesh Chandra Roy	T.V.C.	30.04.2010	Pension			Pending court case	Provisional pension issued	

(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Sl. No.	Name of the Officials	Desig	Year since when pending(DOR)	Nature of pensionary benefits to be settled.	Whether advance action like NOC from Dte. Of Estates, filling of forms for family details, nomination of bank, verification of qualifying service, forwarding of Form-7 pension calculation sheet was taken as per schedule.	If not, reasons for delay in each item	Reason of pendency of provisional Pension case	Present Status	Whether anticipatory pension sanctioned in respect of long pending case.
10	Subhashrao Tatakdar	EE (C)	29.02.2012	Pension			Pending court case	Provisional pension issued	
11	Sanjiv Bhandari	EE (E)	30.04.2012	Pension			Pending court case	Provisional pension issued	
12	Kusneswar Ray	TM	30.09.2012	Pension			Pending court case	Provisional pension issued	
13	Subhas Chandra Pal	SDE	31.10.2012	Pension			Pending court case	Provisional pension issued	
14	D.D.Handl.	SDE	31.3.2009	Pension			Pending Disciplinary proceeding	Provisional pension issued	
15	S.S.Bhagat	Sr. TOA(P)	31.01.2008	Pension			Pending Disciplinary proceeding	Provisional pension issued	
16	Nandaram Wondal	Counter	31.03.1995	Pension			Pending court case	Provisional pension issued	
18	Arvind Ghosh	A A.O.	30.6.2005	Pension			Pending court case	Provisional pension issued	
19	Siba Sankar Das	Sr.TOA	30.11.2007	Pension			Pending court case	Provisional pension issued	

[Handwritten Signature]
 ACAO

Details of pending court cases

Petition / OA No. with date	Name of Court / Bench of CAT	Major issues involved	Date on which counter affidavit was filed	Date of filing subsequent affidavits if any	Present status of the case
1	2	3	4	5	6
TE No. 17/95 with MC 16/95 filed by Sri Sushen Poddar	Court of Civil Judge, Ranaghat, Nadia	Deletion of the name of the Secretary(T) from the list of respondents	15.03.2012	NA	Final hearing took place on 13.08.12. Judgment awaited.
WP CT No. 59/2011 filed by Shri Khokan Kumar Dey	Hon'ble High Court, Kolkata	Deletion of the name of the Secretary(T) from the list of respondents	06.07.2011	NA	pending
OA No. 1114/2011 filed by Sri Kamalesh Mukherjee	Hon'ble CAT, Calcutta Bench, Kolkata	Non receipt of medical allowance to be added to pension.	06.09.2012	NA	Grievance of the applicant has been redressed. Hon'ble Court has been requested to close the matter.
WP CT No. 89/2012 filed by Shri Goutam Gangopadhyay	Hon'ble High Court, Kolkata	Deletion of the name of the Secretary(T) from the list of respondents	Draft short counter reply sent on 26.06.2012	NA	Matter not listed. No specific direction from Hon'ble Court.
TS 49/2012 filed by Sandhya Roy & others	Court of Civil Judge (Jr. Divn), Tehatta, Nadia	Matter related to claim of legal wife to family pension of late pensioner	17.08.12	NA	Pending
WPTC No. 150/2012 filed by Shri Nimai Chandra Das & Others	Hon'ble High Court, Kolkata	For deletion of the name of the Secretary(T) from the list of respondents, as DoT has no role to play	Draft short counter reply for deletion sent to the Govt. Counsel on 14.08.12	NA	Pending
OA No. 121/2012 filed by Shri Goutam Chatterjee	Hon'ble CAT, Calcutta Bench, Kolkata				Matter referred to DoT/Hq. for instructions.
OA.No. 267/12 filed by Sri P.R. Guha Roy	Hon'ble CAT, Calcutta Bench, Kolkata	Grant of pro-rata pension & GPF	Draft counter reply sent to the Govt. Counsels	NA	Pending
OA No. 855/2011 filed by Ms. Puspa Das	Hon'ble CAT, Calcutta Bench, Kolkata	Grant of family pension to unmarried daughter	17.05.2012	NA	Pending

Details of pending court cases

227

Petition / OA No. with date	Name of Court / Bench of CAT	Major issues involved	Date on which counter affidavit was filed	Date of filing subsequent affidavit if any	Present status of the case
1	2	3	4	5	6
TE No. 17/95 with MC 16/95 filed by Sri Sushen Poddar	Court of Civil Judge, Ranaghat, Nadia	Deletion of the name of the Secretary(T) from the list of respondents	18.03.2012	NA	Final hearing took place on 13.08.12. Judgment awaited.
WP CT No. 59/2011 filed by Shri Khokan Kumar Dey	Hon'ble High Court, Kolkata	Deletion of the name of the Secretary(T) from the list of respondents	06.07.2011	NA	pending
OA No. 1114/2011 filed by Sri Kamalesh Mukherjee	Hon'ble CAT, Calcutta Bench, Kolkata	Non receipt of medical allowance to be added to pension.	06.09.2012	NA	Grievance of the applicant has been redressed. Hon'ble Court has been requested to close the matter.
WP CT No. 89/2012 filed by Shri Goutam Gangopadhyay	Hon'ble High Court, Kolkata	Deletion of the name of the Secretary(T) from the list of respondents	Draft short counter reply sent on 26.06.2012	NA	Matter not listed. No specific direction from Hon'ble Court.
TS 49/2012 filed by Sandhya Roy & others	Court of Civil Judge (Jr. Divn), Tehatta, Nadia	Matter related to claim of legal wife to family pension of late pensioner	17.08.12	NA	Pending
WPTC No. 150/2012 filed by Shri Nimai Chandra Das & Others	Hon'ble High Court, Kolkata	For deletion of the name of the Secretary(T) from the list of respondents, as DoT has no role to play	Draft short counter reply for deletion sent to the Govt. Counsel on 14.08.12	NA	Pending
OA No. 121/2012 filed by Shri Goutam Chatterjee	Hon'ble CAT, Calcutta Bench, Kolkata				Matter referred to DoT/Hq. for instructions.
OA No. 267/12 filed by Sri P.R. Guha Roy	Hon'ble CAT, Calcutta Bench, Kolkata	Grant of pro-rata pension & GPF	Draft counter reply sent to the Govt. Counsels	NA	Pending
OA No. 855/2011 filed by Ms. Puspa Das	Hon'ble CAT, Calcutta Bench, Kolkata	Grant of family pension to unmarried daughter	17.05.2012	NA	Pending

285

INSPECTION QUESTIONNAIRE FOR TERM CELLS ON ORGANISATION & METHODS (O&M)

MINISTRY / DEPARTMENT Ministry of Communication & IT, DoT

DATE OF LAST INSPECTION NA

OFFICE / SECTION Telecom Enforcement & Resource Monitoring

DATE OF PRESENT INSPECTION 19-11-2013

1. Subjects allotted to Section /Desk Unit in brief :

- i) Customer verification of Mobile Telecom Service Provider in West Bengal LSA.
- ii) Monitoring of operation of Telecom Service Provides(UASL,ISP,OSP,NLDO,ILD0) in West Bengal LSA.
- iii) Co-ordination with Security agencies and Telecom Service Providers in West Bengal LSA.
- iv) Registration of OSP, Tele Marketing agencies in West Bengal LSA.
- v) Service Testing of Telecom Service Providers for Roll-out obligation in West Bengal LSA.
- vi) Unearthing of Grey-market operations and vigilance on Telecom Security related issues.
- vii) EMR Testing of Mobile BTSs in West Bengal LSA.

2. Staff Strength:

S.No.	Name of Post /Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	DDG/ SAG	1	1	NA	NA	
2	Director/ JAG	2	2	NA	NA	
3	ADG/ STS	3	0	2 since inception, 1 since 1st Jan 2011		

-226-

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

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

4. (a) Number of receipts received : 336

(b) Number of New Files opened : 37

(c) Registers & Folders :

(i) Whether Section Diary Register, Assistant Diary, Despatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folders, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary, Register for Communications from MPs, Register for Parliamentary Assurances etc. are Being maintained and kept neat and tidy.

Despatch register, File register, ~~File Movement register~~, Guard file, Register for Communications from MPs, Register for Parliamentary Assurances etc are being maintained and kept neat and tidy.

(ii) Registers/folders not being maintained along with the reason.

Most of the outside communications, reference, Diary etc are done through Nic mail utilities or computerised.

(d) Consolidation of Orders and Review of Rules / Manuals etc.

(i) Whether orders/instructions are being consolidated, if so, details of consolidation of orders made during the year.

Orders on penalty on CAF audit were consolidated and penalty on CAF audit since 2009 were reviewed.

237

(ii) Whether there is any regular mechanism for undertaking revision of old files, rules, regulations, manuals etc.

revision as and when required.

(iii) Details of rules, regulations, manuals etc. revised/updated/reprinted during the year.

Not applicable.

(e) Work Environment

:

(i) Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc.

yes

(ii) If not, specify the areas of deficiency and action Being taken to improve the same

Not applicable.

(f) Items of work which have been computerized

:

Communications outside the office, All Records and data are computerized.

(g) Reasons specifying not able to implement the computerization

Not applicable

5. Processing, Submission and Monitoring of Cases

:

(a) Processing and Submission of Papers
(Take a sample of 5 current cases at draft stage)

(i) Number of cases, which were properly referenced flagged and enclosures clearly marked

:

All the cases found OK

(ii) Whether name, designation, complete address and Telephone number of the signatory were marked.

:

yes

(iii) Number of files which were found neat and tidy

:

All the files of the unit.

- 228 -

(iv) Extent of computerization of file movement / tracking of papers. : Not considered as essential for such small office.

(b) Monitoring of Pending Cases

(i) Whether Weekly/Monthly statement of pending cases are being submitted on due dates : yes

(ii) Number of Pending cases

(1)	(2)	(3)	(4)	(5)
Nil (action on receipts is taken within one week)	Nil	Nil	Nil	Nil

(iii) Whether cases pending over a month are being brought to the notice of concerned Joint Secretary or higher officers. : NA

6. **Training of Staff**

(a)

Groups	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Area/Module of training	Number of persons who require short-term training (i.e. upto 3 months) in work related jobs.	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Group-A	3	0	NA	3	3	
Group-B						
Group-C						
Group-D						

-238-

(C) **Reasons for failure in achieving training targets** : NA

7. Punctuality

- (i) Is Attendance Register maintained properly ? : yes
(Please specify, Manual or electronic)
- (ii) Is late Attendance marked showing the time of arrival of late comers ? : yes
- (iii) Is Attendance Register checked by an officer daily ? : yes
- (iv) Is Attendance Register checked by an officer per instance ? : yes
- (v) Whether surprise visits conducted by senior officers ? : Twice a month
If so, frequency per month.

8. Security of Official Documents, if applicable

- (i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs ? : yes
- (ii) Whether separate record (e.g. section diary, file register, file index slip) is being maintained in respect of secret papers (unless the section itself is designated as secret or top secret) ? : yes
- (iii) Whether any instances of violation of prescribed instructions for treatment and safe guarding of secret/top secret papers/information have come to notice and, if so, action taken thereon ? : no
- (iv) Whether a periodical review is done to declassify the existing classified documents and if so, the result thereof. : No

— 240 —

9. Compliance of Official Language Policy

- (i) Number of letters received in Hindi : 2
(ii) Number of letters out of (i) above replied in Hindi : 1
(iii) Percentage of correspondence in Hindi with Government : nil
(iv) Notices issued in Hindi Speaking States/UTs.
(v) All other official documents like orders, notifications, contracts, agreements etc. are issued bilingually : Bilinguals are issued bilingually

10. Records Management

- (a) (i) Total No. of old files as recorded : NIL
(ii) No. of files generated/opened during this year : 48 (including 11 files pertaining to earlier years)
(iii) Number of files due for recording : NIL
(iv) Number of files recorded : 37
(v) Number of files pending for recording : 11
(b) (i) Number of files received for review from the Record Room : NIL
(ii) Number of files reviewed : NIL
(iii) Number of files pending for review : NIL
(iv) Number of files marked for further retention after review and its percentage to (ii) above : NIL
(c) (i) Number of files weeded out : NIL
(ii) Whether proper record has been maintained of such files : NA
(d) Whether Index Slips prepared for recorded files Alphabetically : NA
(e) (i) Number of files sent to Organizational Record Room: NA
(ii) Number of files sent to National Archives of India, if applicable : NA
(f) (i) Whether Retention Schedule for records have been drawn up relating to substantive work : No
(ii) If yes, whether the schedule is reviewed every 5 years. : NA

-241-

11. Pending references from MPs and other V.I.Ps

Number of references			Number of references disposed	Number of reference pending for disposal					Out of pending references number of cases in which acknowledgement /interim reply has been sent	Reasons for pendency of cases over one year (in each case)
Brought forward	Received during the year	Total		Less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

12.(a) Matters related to the Parliament (Pending Assurances given in the Parliament)

S.No.	Parliament Question No. and date on which replied	Number of Assurances given	Date on which the extended period expires	Assurances pending for			Reasons for non-fulfillment	Present Status
				Less than 6 months	Between 6 to 12 months	More than one year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1.	NIL	NIL	NIL	NIL	Nil	Nil	NA	NA

12. (b) Directions of Parliament Committees Pending Compliance

S.No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)
	Nil	Nil	Nil	Nil	Nil

242

13. (a) Disposal of representation from the staff

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

13. (b) Disposal of Complaints of Women Employees regarding Harassment

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

— 240 —

13. (c) Disposal of Complaints of SC/ST Employees

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

14. Mechanism of Public Grievances and Transparency

- (i) Whether a senior officer has been appointed as the Director of Public Grievances : Yes
- (ii) Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections : Yes
- (iii) Whether a day of the week has been earmarked for attending to public grievances by senior officers : All days, Senior Officers approachable by any complainant.
- (iv) Whether a complaint box has been placed at the reception : No
- (v) Have suitable arrangements been made for visitors for lodging their complaints : Yes
- (vi) Have information and Facilitation Counters been opened : Complaints are received online through PG portal
- (vii) Has a Complaint Register been opened and are the complaints being entered therein : Yes
- (viii) Has time-frame been fixed for disposal of complaints : Yes
- (ix) Does Head of Office/Department review the action taken for redressal of Public Grievances : Yes
- (x) Whether release of information to the public on Department's activities is taking place through : Through Internet

24h

- (a) Book-lets: (b) Information & Facilitation Counter:
- (c) Internet

15. Disposal of Petitions from the public

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

16. Maintenance of Office Support System

(a) Equipments/Machines (like Typewriters, Computers, photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/Workload	Whether in working order	Whether these are under AMC	Action taken to repairing the fault
(1)	(2)	(3)	(4)	(5)
Computer	Yes	Yes	No	On call basis
Photocopier	Yes	Yes	Yes	
Printer	Yes	Yes	No	On call basis
Scanner	Yes	Yes	No	On call basis

245

(b) Furniture
Action taken for replacing the old furniture by : Office is new
Modular furniture

(c) Status of yearly disposed /dead stock as per GFR : NA

17. VTM Matters 2012-2013 (1.4.2012 to 31.3.2013)

S.No.	Area of operation (State-wise)	No. of illegal operation detected	No. of meetings undertaken with line Deptt. i.e. security agencies COAI etc.	No. of Complaints		Remarks
				Received	Disposed off	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	West Bengal except Kolkata	Nil	1	Nil	Nil	

18. Scheme(s) for Awards for suggestions

- (i) Whether any 'Scheme of Cash Awards to the Staff/ Public' is in operation for suggesting innovative ideas/ New methods/procedures/techniques for improving the efficiency and productivity of the Organisation. :
- (ii) Number of suggestions made by the Staff and Public during the year : Nil
- (iii) Whether any of the suggestions were accepted for implementation and, if so, details of awardees and their suggestions. : NA

27/6

19. Inspection of attached/Subordinate Offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year

Name of Office inspected	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/ Recommendations/ Defects pointed out (in brief)	How many Suggestions/ Recommendations have been implemented	Suggestions/ Recommendations not so far implemented and reasons therefor	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
NA						

20 Implementation of Suggestions/Recommendation of Last Inspection

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

21. Brief recapitulation of defects or shortcomings noticed and any other Comments which Inspecting Officer(s) may have to make.

: Providing of sufficient staff is Very essential for smooth running of the office.

[Signature]
 19-11-2013
 (SUDIPTA ACHARJEE) - I
 Director (TERM) West Bengal
 Telecom Engineering, Resource & Monitoring Unit
 West Bengal License Service Area
 Deptt. of Telecommunication
 Govt. of India

[Signature]
 (SOMEN CHOWDHURY)
 Under Secretary (DoT)
 (सोमेश चौधुरी)
 (SOMEN CHOWDHURY)
 अवर सचिव/Under Secretary
 दूरसंचार विभाग, भारत सरकार
 Deptt. of Telecom, Govt. of India
 19/11/13

228

21. Delegation of powers by the Head of Department/ Senior Officers

- (i) Whether the Administrative/Financial power have been Delegated to Subordinate Offices/Officers :- Administrative & Financial power have been delegated by DoT.
- (ii) If so, the order numbers and date vide which such powers Were delegated. :- DoT's order No. 03-04/2010-SEA-1 Dtd. 28.12. 2010 and Order No. 7-2/2010-Fin Dtd. 20.12. 2010, no further delegation have been made from this end.
- (iii) Whether delegated powers are being exercised :- Yes.

22.(a) Audit Objections

- (i) Is Internal Audit being done every year :- As per programme schedule of DoT(HQ).
- (ii) Date of last visit of external Audit Team :- CAG (P & T) Audit from 02.01.2012 to 06.02.2012.

(b) Details of pending Audit Objections:

S.No.	Number of pending Audit paras, brought to notice by Audit Team.	Number of Audit Paras having financial implications.	Number of cases of misappropriation/ embezzlement, if any.	Number of Audit Paras pending action.	Pending Audit Paras, in brief.	Reason for delay in taking corrective action (Para-wise)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	5	Nil	Nil	5	Annexure- III enclosed.	Compliance submitted. Response from P & T Audit yet to be received.	-

-228-

Annexure - III

List of Pending Audit Paras, in brief

SN	Para No	Particulars
1.	Pt-II-B -1.	Liquidated Damage of Rs. 1,19,90,000/- recoverable from BSNL due to non compliance of Roll out obligation in providing new VPTs.
2.	Pt-II-B -2.	Non levy /non recovery of penal interest amounting to Rs. 8,81,805/- on delayed payment of spectrum charges.
3.	Pt-II-B -3.	Non claim of penal interest amounting to Rs 18.63 lakhs for delayed remittance of GPF Contribution.
4.	Pt-II-B -4.	Non claim of penal interest amounting to Rs 17,208 lakhs for delayed remittance of Loans and Advances.
5.	Pt-II-B -5.	Non claim of short remitted leave salary contribution of Rs. 6968/- and interest thereon amounting to Rs. 405.53 from WBTC.

228

23. Schemes for Awards for suggestion

- (i) Whether any scheme of cash awards to the staff/public is in operation : No such case.
For suggesting innovative ideas/ New methods/ procedures/ techniques/
For improving the efficiency productivity of the organization.
- (ii) Number of suggestions made by the staff and public during the year. : Nil.
- (iii) Whether any of the suggestions were accepted for implementation and : Nil.
If so ,details of awardees and their suggestion.

24. Inspection of attached/Subordinate Offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year) :

Name of Office inspected	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/Recommendations/Defects pointed out (in brief)	How many suggestions/recommendations have been implemented	Suggestions/Recommendations not so far implemented and reasons therefore	Remarks
1	2	3	4	5	6	7
TERM Kolkata	03.12.12 to 05.12.12	Sri N. Sahoo, Dy.CCA Sri D. Roy, CAO Sri P. Golder, ACAO	Copy enclosed at Annexure - IV	Will be reviewed in the next Inspection.	Will be reviewed in the next Inspection.	
WMS, Siliguri	18.12.12 to 19.12.12	Sri N. Sahoo, Dy.CCA Sri D. Roy, CAO Sri S.K. Hait, ACAO		Will be reviewed in the next Inspection.	Will be reviewed in the next Inspection.	
IWMS, Kolkata	11.12.12 to 12.12.12	Sri D.C. Sutradhar, Dy.CCA Sri H.K. Sahoo, CAO Sri S.K. Shee, ACAO		Will be reviewed in the next Inspection.	Will be reviewed in the next Inspection.	
WMO, ERHQ, Kolkata	19.12.12 to 21.12.12	Sri D.C. Sutradhar, Dy.CCA Sri B.K. Kundu, CAO Sri P. Golder, ACAO		Will be reviewed in the next Inspection.	Will be reviewed in the next Inspection.	

-231-

Annexure-IV

1. Name of the Unit:- TERM Cell, Kolkata:-

SN	Year of Accounts	Para No.	particulars
1.	2011-12	(Pt-II-A)-1.	Irregular payment of wages to M/S Xoem Electronics for outsourcing of Data Entry Operator.
		2.	Non adjustment of balance Kilometre amounting to Rs. 19,040/- in respect of less utilization of hired vehicle.
		3.	Irregular Air travel by private airlines.
		4.	Verification of Car duty slip.
		5.	Irregular sanction of TA bill.
		6.	Non realization of penalty of Rs.2,29,41,000/- from operators.
		7.	Non realization of CAF Penalty of Rs.3,65,22,700/- from Cellular Operators.
		(Pt-II-B) -1.	CAF Audit.
		2.	Roll out Obligation.
		3.	EMT Auditing.

2. Name of the Unit:- W.M.S- Siliguri:-

SN	Year of Accounts	Para No.	Particulars
1	2011-12	(Pt-I-C) -1.	Non-utilisation of Monitoring Vehicle
		2.	Irregular payment of Road Tax against Departmental Vehicle.
		(Pt-II-B) -1	Irregular payment of OTA.
		2.	Non-maintenance of licensing records of wireless users.
		3.	Non-achievement of Monitoring Target.
		4.	Non-improving/deficient performance of Mobile Monitoring.
		5.	Non-conducting physical inspection of wireless users by WMS- Slg.
		6.	Blockage of capital to the tune of Rs.94.14 lakhs due to non-utilisation of vacant land.
		7.	Spectrum Management.

222

3. Name of the Unit:- I.W.M.S, Kolkata

SN	Year of Accounts	Para No.	Particulars
1.	2011-12	(Pt-II-B) -1.	Monitoring and enforcement of Frequencies.
		2.	Equipments.
		3.	Land and Building Register.
		4.	Reimbursement of CEA.
		5.	OTA/Hindrance Register.
		6.	Cheque Register.

4. Name of the Unit:-W.M.O. (ERHQ), Kolkata.

SN	Year of Accounts	Para No.	Particulars
1	2011-12	(Pt-II-A) -1.	Inspection of Dealers premises.
		2.	Mobile monitoring channel hours.
		(Pt-II-B) -1.	Cash Book.
		2.	Absentee Statement.
		3.	Annual maintenance contract.
		4.	Radio Noise Survey Unit.
		5.	Booking of Air tickets.
		6.	Register of License.
		7.	Income Tax Register.
		8.	Log Book in r/o Vehicle No. WB-19-9691.
		9.	Inspection Target and achievement.
		10.	Equipment Status Report.

25. Implementation of Suggestion/Recommendation of Last Inspection:

- (i) Have all the suggestions/recommendations/defects pointed out in the previous inspection been implemented/rectified : No specific suggestion/recommendation has been provided in the last Inspection.

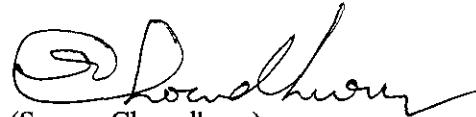
- (ii) If not, specific reasons for not implementing the same in each case : NA

- 27h -

26. Brief recapitulation of defects or shortcomings noticed and any other comments which Inspecting Officer (s) may have to make :

- 1) No major defects or shortcomings have been noticed during inspection.
- 2) The building is in a dilapidated condition. It is agreed that the Department should make endeavour for a better accommodation with sufficient space.

used as
(K. Panda) 20/11/13
Controller of Communication Accounts
O/o CCA, WB Circle, Kolkata.
Controller of Communication Accounts
O/o the Controller of Communication Accounts
Government of India
West Bengal Telecom Circle, Kolkata


(Somen Chowdhury)
Under Secretary to the Govt. of India. 20/11/13
(सोमन चौधुरी)
(SOMEN CHOWDHURY)
अवर सचिव/Under Secretary
सूचनांकार विभाग, भारत सरकार
Dept. of Telecom, Govt. of India
20/11/13

-235-

No. 14-1/2013-O&M
Government of India
Department of Telecommunications

18 December, 2013.

OFFICE MEMORANDUM

**Subject: Annual Inspection of TERM CELLS of DoT for the year 2012-13 –
forwarding of inspection report of DDG TERM, Jammu – reg.**

The undersigned is directed to forward herewith a copy of the Inspection report of DDG TERM, Jammu for the year 2012-13, submitted by the Inspecting Officer, for information & necessary action at your end.



(A.K. Singh)
US (C&A)
Ph No. 2303-6073

Encl: as above

Sr. DDG (TERM)
DoT HQrs

Copy for information to:

The Dy. Director General,
O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell),
4th Floor, Administrative Block, BSNL Building,
Rail Head Complex, Trikuta Nagar,
Jammu

F. Singh
18/12

236

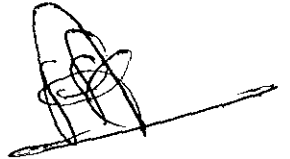
No. 14-1/2013-O&M
Government of India
Department of Telecommunications

18 December, 2013.

OFFICE MEMORANDUM

**Subject: Annual Inspection of TERM CELLS of DoT for the year 2012-13 –
forwarding of inspection report of DDG TERM, Kolkata – reg.**

The undersigned is directed to forward herewith a copy of the Inspection report of DDG TERM, Kolkata for the year 2012-13, submitted by the Inspecting Officer, for information & necessary action at your end.



(A.K. Singh)
US (C&A)
Ph No. 2303-6073

Encl: as above

Sr. DDG (TERM)
DoT HQrs

Copy for information to:

The Dy. Director General,
O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell),
82, Bullygunj Place, 2nd Floor, Near convergence hall,
Kolkata

1/12/13
19/12

-237-

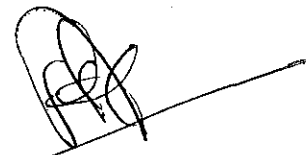
No. 14-1/2013-O&M
Government of India
Department of Telecommunications

18 December, 2013.

OFFICE MEMORANDUM

Subject: Annual Inspection of CCA Offices of DoT for the year 2012-13 – forwarding of inspection report of O/o CCA, Kolkata – reg.

The undersigned is directed to forward herewith a copy of the Inspection report of O/o CCA, Kolkata for the year 2012-13, submitted by the Inspecting Officer, for information & necessary action at your end.



(A.K. Singh)
US (C&A)
Ph No. 2303-6073

Encl: as above

DDG (FEB)
DoT HQrs

Copy for information to:

O/o Controller of Communications Accounts,
Deptt., of Telecommunications, West Bengal Circle,
Telegraph Check Office, 1st Floor, 33, BBD Bag (South),
Kolkata – 70000

imed
18/12


228 -
No. 14-1/2013-O&M
Government of India
Department of Telecommunications

18 December, 2013.

OFFICE MEMORANDUM

**Subject: Annual Inspection of CCA Offices of DoT for the year 2012-13 –
forwarding of inspection report of O/o CCA, Jammu – reg.**

The undersigned is directed to forward herewith a copy of the Inspection report of **O/o CCA, Jammu** for the year 2012-13, submitted by the Inspecting Officer, for information & necessary action at your end.



(A.K. Singh)
US (C&A)
Ph No. 2303-6073

Encl: as above

DDG (FEB)
DoT HQrs

Copy for information to:

O/o Controller of Communications Accounts,
Jammu & Kashmir Telecom Circle,
R-316, North Block, Bahu Plaza,
Railway Head Complex,
Jammu – 180012

Handwritten initials

INSPECTION QUESTIONNAIRE FOR CCA ON ORGANISATION & METHODS (O&M)

MINISTRY / DEPARTMENT of Telecom

DATE OF LAST INSPECTION _____

OFFICE / SECTION CCA, NE CIRCLE , SHILLONG

DATE OF PRESENT INSPECTION 28-11-13 & 29-11-13

1. **Subjects allotted to Section /Desk Unit in brief** : Settlement of pension & all Terminal Benefits in respect of BSNL employees & DOT employees of NE-I & II Circle , Collection of license Fee from private operators , collection & assessment of SUC charges , Monitoring of USO scheme and disbursement of Funds , Internal audit of DOT Unit (TERM cell & WMS) , Maintenance of GPF balance and final payment to all BSNL & DOT employees , Pension vouchers Auditing , Salary & all other payments to DOT Units , Assesment management works of DOT .

2. **Staff Strength:**

S.No.	Name of Post /Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	CCA	1	0	1	Transfer	NA
2	Jt. CCA	2	1	1	Not posted	NA
3	Dy. CCA	5	1	4	Not posted	NA
4	CAO	7	4	3	Not posted	NA
5	ACAO	12	1	11	Not posted	NA
6	SA	1	0	1	Not yet recruited	NA
7	JA	5	3	2	Not yet recruited	NA
8	LDC	5	-	5	Not yet recruited	NA
9	Total	38	10	28		

h

Rules / Manuals etc.

- (i) Whether orders/instructions are being consolidated, if so, details of consolidation of orders made during the year. : **YES**
- (ii) Whether there is any regular mechanism for undertaking revision of old files, rules, regulations, New rules are being recorded regularly manuals etc. : **YES**
- (iii) Details of rules, regulations, manuals etc. revised/updated/reprinted during the year. : **NO**

(e) Work Environment

- (i) Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc. : **Cleanliness of the office is maintained but seating arrangement of the Officers/Staffs could not be made properly due to acute shortage of space . Office is being managed in only 1,900 S/F space . , whereas requirement is around 10,000 S/F.**
- (ii) If not, specify the areas of deficiency and action Being taken to improve the same : **Vide DOT memo No. 7-5/2000-Trg.Fin(Pt.IV)/Accommodation dated-17.05.13 has already identified space for DOT , but not been vacated By BSNL.**

(f) Items of work which have been computerized

: **Monthly A/Cs is computerized . However PVA S/W is being implemented in c/w auditing of pension vouchers. Reports for collection of LF & SUC are being sent on-line , FBG is maintained through software.**

(g) Reasons specifying not able to implement the Computerization

: **Shortage of staffs & non availability of required Infrastructure .**

6. Training of Staff

(a)

Groups	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Area/Module of training	Number of persons who require short-term training (i.e. up to 3 months) in work related jobs.	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Group-A	2	1	GPF Compact module	NIL	NIL	NA
Group-B	5	3	PVA S/W and USO	NIL	NIL	NA
Group-C	3	0	DNA	NIL	NIL	NA
Group-D	0	0	0	NIL	NIL	NA

(C) Reasons for failure in achieving training targets :

7. Punctuality

- (i) Is Attendance Register maintained properly ? : YES, Manual
(Please specify, Manual or electronic)
- (ii) Is late Attendance marked showing the time of arrival of late comers ? : YES
- (iii) Is Attendance Register checked by an officer daily ? : YES
- (iv) Is forfeiture of casual leave etc. done as per instructions ? : YES
- (v) Whether surprise visits conducted by senior officers ? : YES
If so, frequency per month.

8. Security of Official Documents, if applicable

- (i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs ? : YES

15. Disposal of Petitions from the public

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

16. Maintenance of Office Support System

(a) Equipments/Machines (like Typewriters, Computers, photocopier etc.)

Name of Equipment	Whether the number of equipments provided are adequate vis-à-vis Staff/Workload	Whether in working order	Whether these are under AMC	Action taken to repairing the fault
(1)	(2)	(3)	(4)	(5)
Desktop PCs (11 nos)	YES	YES	No AMC	Attended as and when faults are reported.
Laptops (2 nos)	YES	YES	do	do
Printers (9 nos)	YES	YES	do	do

-14-

19. Inspection of attached/Subordinate Offices (Details of inspections concluded by the Head of the Department/Senior Officers during the year

Name of Office inspected	Date(s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/ Recommendations/ Defects pointed out (in brief)	How many Suggestions/ Recommendations have been implemented	Suggestions/ Recommendations not so far implemented and reasons therefor	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
DDG(TERM) Dimapur	01.10.2012 to 05.10.2012	Sri B. S. Shaw , Dy. CCA				

20 Implementation of Suggestions/Recommendation of Last Inspection

- (i) Have all the suggestions/recommendations/defects pointed out in the previous inspection been implemented/ rectified : No inspection carried out till now.
- (ii) If not, specific reasons for not implementing the same in each case. :

No. 14-1/2013-O&M(^{व. ५})
Government of India
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road, New Delhi -110001

30 December, 2013.

OFFICE MEMORANDUM

**Subject: Annual Inspection of TERM CELLS of DoT for the year 2012-13 –
forwarding of inspection report of DDG TERM, Shillong – reg.**

The undersigned is directed to forward herewith a copy of the Inspection report of DDG TERM, Shillong for the year 2012-13, submitted by the Inspecting Officer, for information & necessary action at your end.



(A.K. Singh)
US (C&A)
Ph No. 2303-6073

Encl: as above

Sr. DDG (TERM)
DoT HQrs

Copy for information to:

The Dy. Director General,
O/o Telecom Enforcement Resource & Monitoring Cell (TERM Cell),
North East-1 Telecom Circle, III Floor, CTO Building,
Shillong – 793001

16

INSPECTION QUESTIONNAIRE FOR TERM CELL ON ORGANISATION & METHODS (O&M)

MINISTRY / DEPARTMENT of Telecom

DATE OF LAST INSPECTION _____

OFFICE / SECTION TERM Cell NE-1

DATE OF PRESENT INSPECTION 26-11-13 to 29-11-13

1. **Subjects allotted to Section /Desk Unit in brief** : Telecom regulations enforcement in North East-1 region. CAF Auditing , EMR Testing, Service Testing Etc.

2. **Staff Strength:**

S.No.	Name of Post /Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	DDG	2	2	NA	NA	NA
2	Director	3	3	NA	NA	NA
3	ADG	1	0	15-10-10	Transfer	NA
4	Sr.SDE, SDE,JTO	7	4	NA	NA	NA

of orders made during the year.

(ii) Whether there is any regular mechanism for undertaking revision of old files, rules, regulations, manuals etc.

New rules are being recorded regularly.

(iii) Details of rules, regulations, manuals etc. revised/updated/reprinted during the year.

NA

(e) Work Environment :

(i) Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc.

YES

(ii) If not, specify the areas of deficiency and action Being taken to improve the same

NA

(f) Items of work which have been computerized

: CAF Sample Generation

(g) Reasons specifying not able to implement the Computerization

NA

5. Processing, Submission and Monitoring of Cases

(a) Processing and Submission of Papers
(Take a sample of 5 current cases at draft stage)

(i) Number of cases, which were properly referenced flagged and enclosures clearly marked :

File submitted .

(ii) Whether name, designation, complete address and Telephone number of the signatory were marked. :

6. **Training of Staff**

(a)

Groups	Number of persons in Section/Unit	Number of persons who have undergone in-service training during the year	Area/Module of training	Number of persons who require short-term training (i.e. upto 3 months) in work related jobs.	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Group-A	5	2	Data communication fundamentals, IPV6	NIL	NIL	NA
Group-B						
Group-C						
Group-D						

(C) **Reasons for failure in achieving training targets :**

7. **Punctuality**

- (i) Is Attendance Register maintained properly ? : YES, Manual
(Please specify, Manual or electronic)
- (ii) Is late Attendance marked showing the time of arrival of late comers ? : YES
- (iii) Is Attendance Register checked by an officer daily ? : YES
- (iv) Is forfeiture of casual leave etc. done as per instructions ? : YES
- (v) Whether surprise visits conducted by senior officers ? : YES
If so, frequency per month.

8. **Security of Official Documents, if applicable**

- (i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs ? : YES

-24-

13. (a) Disposal of representation from the staff

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

13. (b) Disposal of Complaints of Women Employees regarding Harassment

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

17. VTM Matters 2012-2013 (1.4.2012 to 31.3.2013)

S.No.	Area of operation (State-wise)	No. of illegal operation detected	No. of meetings undertaken with line Deptt. i.e. security agencies COAI etc.	No. of Complaints		Remarks
				Received	Disposed off	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
		No compliant Pending				

18. Scheme(s) for Awards for suggestions


- (i) Whether any 'Scheme of Cash Awards to the Staff/ Public' is in operation for suggesting innovative ideas/ New methods/procedures/techniques for improving the efficiency and productivity of the Organisation. : NO
- (ii) Number of suggestions made by the Staff and Public during the year : NIL
- (iii) Whether any of the suggestions were accepted for implementation and, if so, details of awardees and their suggestions. : NA

21. Brief recapitulation of defects or shortcomings noticed and any other Comments which Inspecting Officer(s) may have to make.


The observations made are as under.:

The working of office of DDG(TERM), NE-1, in general, considering the local conditions and availability of limited resources, found to be satisfactory. To further improve the efficiency & effectiveness of the office, the following recommendations are made.

1. More office support staff(Non- technical), like PA,LDC, Group D needs to be posted.
2. More technical staff like ADG, ADET etc. needs to be posted.
3. The officers of TERM Cell NE-1 may be sent for technical and other departmental training more frequently.
4. As there is no space for newly posted officers, space is also required urgently.
5. Considering the peculiar situation, fund allotment also appears to be insufficient and increase of the same is justified.


 27/11/2013
 (Kulwinder Kumar)

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