



**Controller General of Communication Accounts (CGCA)**

**Department of Telecommunications**

**Ministry of Communications**

**ANNUAL REPORT**

**2022-2023**





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अनुराधा जोशी दुर्गापाल  
महानियंत्रक संचार लेखा

**Anuradha Joshi  
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Controller General of  
Communication Accounts



Government of India

Ministry of Communications

Department of Telecommunications

Controller General of Communication  
Accounts



## **MESSAGE**

It is a great pleasure for the Office of Controller General of Communication Accounts, Department of Telecommunications has endeavored to present the first Annual Report for the Financial year 2022-2023. The Office of CGCA has constantly worked for the improvement of services to be provided to Pensioners, ISPs and TSPs by the Pr. CsCA/CsCA /Jt.CsCA.

After the inauguration of SAMPANN by the Hon'ble Prime Minister on 29th Dec, 2018, it has been functioning at all Pr. CCA/CCA/Jt. CCA offices. SAMPANN has brought pension processing, sanction, authorization and disbursement under one common platform. It is a remarkable achievement to see that SAMPANN has not only migrated old Telecom Pensioners from Banks but also migrating Telcom Pensioners from Post Offices.

On the Revenue front, O/o CGCA has provided standardization of processes by creating SoPs for SUL, handling of appeals, handling of defaulting licensees and Grievance & NDC Modules in SARAS. Compendium of all Revenue Management related orders has been prepared. Initiatives such as Know Your Licensee, Telecom Outreach Programmes, Telecom Facilitation Centers, etc. have bridged the gap between the Department and Licensees. Timely rationalization of BGs is also one of our key achievements and a step for giving relief to the operators.

Being the cadre management authority for Group B (Non-Gazetted) and Group C employees, this office has continuously undertaken recruitment and appointment exercise

and the process of recruitment for this year and the next is already underway. Regular and significant participation in the Rozgar Melas is also being ensured. Commendable participation has also been seen in the trainings under Mission Karmayogi for which this office has been awarded by DoPT.

Launch of State of Work 3.0 (esankalan), for monthly review of all field offices based on various parameters, has made monitoring of work done at field offices extremely easy and simple. Holding of Regional Review Meetings have enthused motivation and goal-oriented performance in the field offices while facilitating sharing and adoption of best practices and innovations. Rapid strides have been made towards digitalization of the office work and at the same time also creating robust and secure cyber ecosystem as we have been implementing the latest guidelines and instructions pertaining to cybersecurity.

All the initiatives of the GoI like the Swachh Bharat, Hindi Pakhwada, Vigilance Awareness, Yoga, Women Empowerment, Pensioners Welfare etc. are being actively pursued. Social Media has been leveraged to take these initiatives to the people and also educating them about important achievements of the Department. Human Resource is also being nurtured through participation in these activities. Further, sports events are also being held to provide extra-curricular opportunities for our staff.

Internal Audit of all the DoT units are being conducted by CGCA/CCA offices and the key findings are being subsequently implemented to achieve the goal of efficient and accountable organizations.

O/o CGCA with untiring cooperation and assistance of our field units has been successful in implementing several important initiatives that not only enhance the quantum and quality of our output but are also in line with goals and needs of our great nation. We are adding new and innovative ideas and practices to our repertoire as a result of this collaborative effort.

I appreciate and congratulate the team of CGCA for publishing the first edition of Annual Report 2022-23.

Anuradha Joshi Durgapal

Controller General of Communication Accounts

Department of Telecommunications

Ministry of Communications

श्रीकांत पंडा

सहायक महानियंत्रक संचार लेखा

**Srikanta Panda**

Additional Controller General of  
Communication Accounts



Government of India

Ministry of Communications

Department of Telecommunications

Controller General of Communication  
Accounts



## **MESSAGE**

The publication of the Annual Report for the year 2022-23 is one of the initiatives of this office to collate its achievements and take inspiration to scale new heights in its endeavor to achieve excellence in the work place for the future. The office of CGCA is an attached office of Department of Telecommunications with the mandate to monitor the functions of all field offices viz. PrCCA/CsCA/Jt.CsCA and act as a bridge between the department and the CCA units located in all the state capitals besides development and management of the SAMPANN software.

Some of the important achievements of the year include migration of DoT pensioners from Banks and Post Offices to SAMPANN platform for providing better service to the pensioners. This office also carried out rationalization of the Bank Guarantees on a mission mode to provide immediate relief to the licensees. During the year this office also successfully implemented e-office, e-HRMS and cyber security of the systems as per the directions issued by DoT. Internal Audit was carried out for all the targeted DoT units either directly by this office or by its field offices. As BGMO the office took various initiatives not only for the safe custody of the BGs but also its checking, renewals, encashment and release.

I congratulate all the officers and staff of CGCA for their efforts in bringing out the first edition of Annual Report 2022-23.

Srikanta Panda

## TABLE OF CONTENTS

CHAPTER I _____	9
CONTROLLER GENERAL OF COMMUNICATION ACCOUNTS _____	9
Organizational Structure of CGCA _____	10
Controller General of Communication Accounts (CGCA) _____	10
Addl. Controller General of Communication Accounts _____	10
CHAPTER II _____	11
Functions of CONTROLLER GENERAL OF COMMUNICATION ACCOUNTS _____	11
Overview _____	11
Functions of the O/o CGCA _____	11
Major Functions Of Each Branch _____	12
CHAPTER III _____	18
COORDINATION & ADMINISTRATION SECTION _____	18
Duties & Responsibilities of Coordination & Administration _____	18
Cadre-wise sanctioned strength _____	19
Achievements of Coordination & Administration _____	20
Events Organised _____	23
CHAPTER IV _____	30
BUDGET, ACCOUNTS & IT SECTION _____	30
SAMPANN _____	30
Review of Expenditure with Allotment _____	31
Monitoring & Maintenance of CGCA Website and Networking _____	31
Review of State of Work Report (SWR) _____	32
Review of Zonal CCA Conferences _____	32
Monitoring of PG Portal _____	32
Development and maintenance of PVA Software _____	33
Monitoring of Holding of National Pension Adalat _____	33
Monitoring of Holding of Quarterly Pension Adalat _____	35
Parliamentary Question _____	36
Monitoring of RTI Cases _____	36
Status Report on CDA/IDA Pensioners _____	36
Timely Submission of Reports & Returns to DOT HQ _____	37
Monitoring of Pension Grievances _____	38
Security Audit and SSL Certificate for CGCA website _____	39
GPF migration from COMAPCT to EIS _____	39

CHAPTER V	40
SAMPANN	40
Rationale Behind SAMPANN	41
Benefits to Pensioners	42
Benefit to Department	42
Milestones of SAMPANN	43
CHAPTER VI	50
REVENUE	50
Non-tax revenue collected	52
Action taken for violation of financial conditions of License agreement	54
Centralized Bank Guarantee	54
Details of Bank Guarantees in custody of O/o CGCA	55
Rationalization of Bank Guarantees	56
Half yearly review of BGs	57
Number of bank guarantees – Decentralized Licenses	57
Status of Rationalization of BGs of Decentralized Licenses	58
Citizen's Charter	59
Function of Appellate Authority	60
SOP/User manual	71
Exit mechanism for Licensees	71
Release of Bank Guarantees of pure ISPs	76
SARAS	79
Compendium of revenue related orders	80
Telecom outreach programs	80
Policy related matters	81
CHAPTER VII	86
INTERNAL AUDIT SECTION	86
Preparation of the Annual Audit Plan	86
Execution of the Audit	86
General	87
Periodicity of Internal Audit	87
Questionnaire for Field and Attached Offices and Sections of DoT HQ	88
Work Distribution in Internal Audit Section	89
Delegation of Internal audit in DoT	89
Auditee units in DoT	90
Details of Audits completed during FY 2022-23	91
Details of Audit paras settled during the this fiscal year	93

Redressal of IA issues pertaining to Field Offices _____	103
CHAPTER VIII _____	104
Regional Zonal Conferences _____	104
Memories _____	106
Supperannuated _____	106
Transferred _____	108



## CHAPTER I

### CONTROLLER GENERAL OF COMMUNICATION ACCOUNTS

The Union Cabinet, chaired by Hon'ble Prime Minister Shri Narendra Modi, approved the first Cadre Review of Indian Posts & Telecommunications Accounts and Finance Service (IP&TAFS) with creation of one Apex level post of Controller General of Communication Accounts (CGCA). In pursuance of the Cabinet decision on 1<sup>st</sup> Cadre Review of Indian Post & Telecommunications Accounts and Finance Service (IP & TAFS) Group: "A" notified vide OM No. 03-09-2015-SEA-I dated 10-11/2016, the office of the Controller General of Communication Accounts (CGCA) has been set up as an attached office of the Department of Telecommunications. This office is entrusted to monitor the functions delegated by DoT HQ to the field offices as Pr. Controller of Communication Accounts/ Controller of Communication Accounts/Jt. Controller of Communication Accounts offices.

CGCA is an Apex level encadre post of (IP&TAFS) Group: "A" Cadre. The main tasks assigned to O/o CGCA is to monitor the functions delegated by DoT HQ to the field offices (viz. Pr. CsCA/CsCA/Joint CsCA). O/o CGCA is also entrusted with the function of cadre management of Group 'C' officials posted in the aforesaid field units. O/o CGCA is responsible for co-ordination, recruitment, recruitment rules etc. for the Group 'C' cadre. O/o CGCA also carries out internal audit of Pr. CCA/CCA offices and other DoT units such as TERM Cells etc.

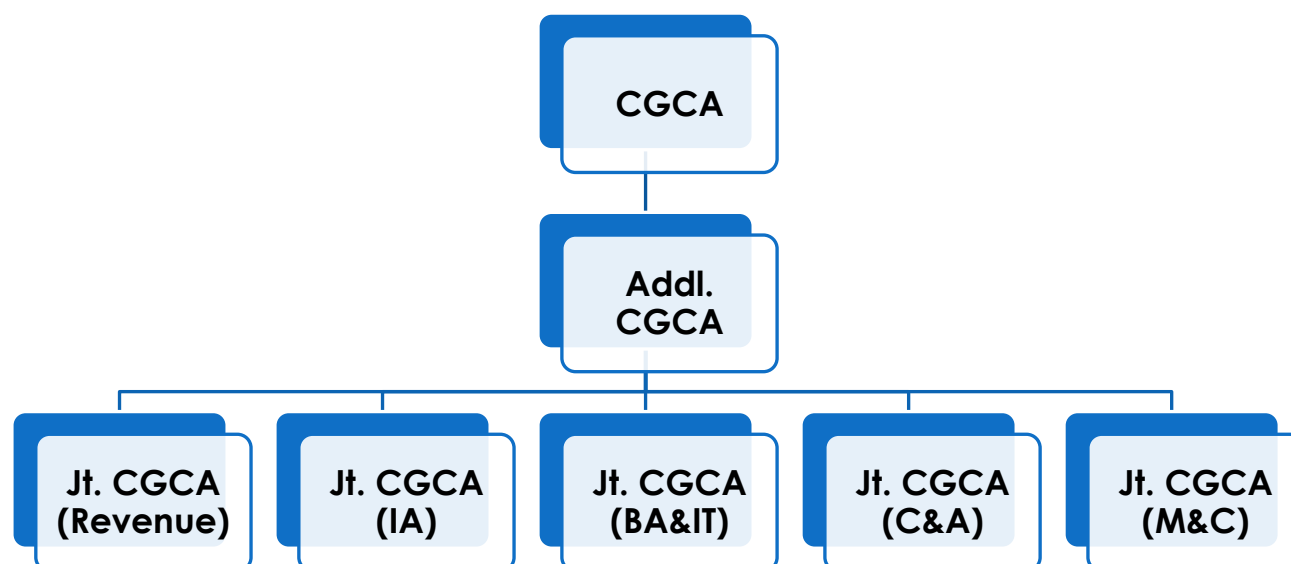
There has been a paradigm shift in the role of Department of Telecommunications as well as the Department of Posts in recent years. In the Telecom sector, the role of the Department of Telecommunications has transformed from primarily being a Service provider, Regulator and Policy maker into the present structure where the Department is primarily responsible for Policy making, Licensing and Universal Service Obligation. Receipts from Department of Telecommunications, primarily from License Fee, Spectrum Usage Charges and Spectrum Auction Value constitute one of the largest source of non-tax revenue for the Government of India.

The 28 field units and their sub offices spread across the country perform and deliver the mandate of the Government on India in the most efficient manner in accordance with the Hon'ble Prime Minister's vision of "Minimum government Maximum governance". The varied functions of the field offices are, assessment and collection of license fee/ Spectrum Usage Charges, Spectrum Auction, USOF scheme monitoring and subsidy management, Exchequer Control, Budgeting, Accounting, Pension

Disbursement, Internal Audit and Finance Advice. The Office of CGCA serves as the important link between DoT HQ and field offices on various important issues.

#### ORGANIZATIONAL STRUCTURE OF CGCA

Following is the organizational structure of the O/o CGCA.



#### CONTROLLER GENERAL OF COMMUNICATION ACCOUNTS (CGCA)

The present CGCA is Ms Anuradha Joshi Durgapal, an IP&TAFS Group ‘A’ officer of 1988 batch. Under her dynamic and visionary leadership, the office of CGCA has grown by leaps and bounds. Several new initiatives have been ushered under the able support and guidance of Hon’ble CGCA.

#### ADDL. CONTROLLER GENERAL OF COMMUNICATION ACCOUNTS

Shri Srikanta Panda, an IP&TAFS Group ‘A’ officer of 1988 batch, is holding the charge of Addl. Controller General of Communication Accounts. He has been a pivot around which the office of CGCA has achieved several milestones. His zeal and enthusiasm has encouraged the entire team of CGCA to work towards desired targets and goals.

## CHAPTER II

### FUNCTIONS OF CONTROLLER GENERAL OF COMMUNICATION ACCOUNTS

#### OVERVIEW

The office of the Controller General of Communication Accounts (CGCA) has been set up as an attached office of the Department of Telecommunications. This office is entrusted to monitor the functions delegated by DoT HQ to the field offices known as Pr. CCA/CCA offices. It is headed by an Apex level officer with suitable support of HAG, SAG and others. It deals with the general Administration and Coordination of the field units of DOT i.e., 4 Pr. Controller of Communication Accounts (Pr. CCA) 21 Controller of Communication Accounts (CCA) and 3 Jt. Controller of Communication Accounts offices located across the country. Headquarter of CGCA is located in Delhi. There are following 5 wings under the CGCA:

1. Administration & Coordination
2. Budget, Accounts & IT
3. Revenue
4. Internal Audit
5. Manual & Codification

#### FUNCTIONS OF THE O/O CGCA

- ❖ Monitoring the functions delegated by the DoT HQ to the field offices viz. Pr. CCA/CCA/Jt. CCAs.
- ❖ Discharging the role of Cadre Management of Group 'C' officials posted in the field offices. The CGCA is responsible for coordination, recruitment, recruitment rules etc. for the Group 'C' cadre.
- ❖ Carrying out Internal Audit of Pr. CCA and other DoT units.
- ❖ Discharging the function of monitoring of Revenue matters (Licensing Finance Assessment).
- ❖ Monitoring other revenue functions (Wireless Planning Finance).
- ❖ Monitoring of Revenue functions (License Finance Policy).
- ❖ Managing Bank Guarantees of Licensees.

- ❖ Monitoring of Accounting and Pension related work.
- ❖ Management of Land and Buildings.
- ❖ IT solutions and allied work.
- ❖ Overall development, management and monitoring of SAMPANN
- ❖ Monitoring of Migration of Telecom Pensioners from Bank/Postal/ CPAO onto SAMPANN

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## MAJOR FUNCTIONS OF EACH BRANCH

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### ADMINISTRATION & COORDINATION

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Administration & Coordination section is one of the important sections of the office, headed by Jt. CGCA (C&A). The section has been assigned the following important works:

- i. General administration
- ii. Work related to compilation of Quarterly Reports.
- iii. Management of Group C Cadre
- iv. Daily Monitoring of RTI cases & submission of Quarterly Reports.
- v. Monitoring of LIMBS.
- vi. Conducting Limited Departmental Competitive Examination for promotion
- vii. Management of Staff Establishment.
- viii. Smooth coordination amongst all the wings of O/o CGCA.
- ix. Conduct of workshops, conferences and seminars
- x. Replies to Parliamentary matters
- xi. Handling of Court cases
- xii. Implementation of e-Office and e-HRMS

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### BUDGET, ACCOUNTS & IT

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Budget, Accounts & IT (including SAMPANN) section is dealing with review of State of Work of field office, expenditure and IT related issues. The section is working under the supervision of Jt. CGCA (BA&IT). Some of the important works being performed by the section is as under:

- i. **SAMPANN** is a Comprehensive Pension Management System. SAMPANN was inaugurated by the Hon'ble Prime Minister on 29th Dec, 2018. It has been functioning at all Pr. CCA/CCA/Jt. CCA offices since then.

SAMPANN brings pension processing, sanctioning, authorization and disbursement under one common platform. Direct disbursement of pension into the bank/ post office accounts of pensioners is made by SAMPANN via PFMS. The salient work carried out with regard to SAMPANN is:

- a. Operations-
  - i. Overseeing the smooth functioning of SAMPANN on daily basis
  - ii. Monitoring the work of users on SAMPANN at CCA offices
  - iii. Troubleshooting the issues raised by users and pensioners
  - iv. Getting the issues resolved by the Technical Team
- b. New Requirements-
  - i. Identification and elicitation of new requirements
  - ii. Managing the development of new requirements
  - iii. Testing of the new requirements
  - iv. Rollout and implementation of the new modules
- c. Infrastructure Management-
  - i. Ensuring SAMPANN is always up and running via the current vendor
  - ii. Ensuring all Servers are up to date and managed well by the vendor
  - iii. Liaising with NIC DoT for any issues related to Servers etc.
  - iv. Ensuring the systems are secure and managing System Security via vendor
- d. Training-
  - i. Conducting training for users from time to time
  - ii. Coordinating with NICF for training conducted by them
  - iii. Conducting training session to field office on implementation of new modules
- e. Inter-Departmental Coordination-
  - i. Work with other Departments on which SAMPANN is dependent like NIC, PFMS and Jeevan Pramaan.
  - ii. Coordination with other Departments from time to time as per need
- f. Reporting to Committees-

- i. Presenting work to the following existing Committees of SAMPANN:
    - a) Steering Committee
    - b) Implementation Committee
    - c) Efforts Vetting Committee
    - d) SRS Committee
  - ii. Taking action based on the recommendations of the Committees
- g. Financials-
  - i. Managing the work related to issuance of work orders
  - ii. Managing the payments to vendors upon completion of work
- h. Coordination with Ministry-
  - i. Coordinating and reporting the DoT, Ministry of Communications as and when needed
- i. Helpline Operations-
  - i. A central Tollfree Helpline is being operated and monitored by the SAMPANN team
  - ii. The grievances are noted and resolved with help of Technical Helpdesk
- j. Analysis of Reports-
  - i. The reports at India level are monitored and analyzed by the SAMPANN team
- k. Other miscellaneous activities like updation of DA Rate etc.
- l. Monitoring of migration exercise of Telecom Pensioners from Banks/Post Offices into SAMPANN is being carried out by CGCA office.
- m. Liaison with Banks/CPPCs/Postal Authorities/CPAO related to migration is being done by O/o CGCA
- n. Ensuring un-interrupted pension payments to the migrated pensioners w.e.f. migration month.
- o. Monitoring of Life Certificate/Digital Life Certificate
- p. User Acceptance Testing of newly developed functionalities (SAMPANN) is being carried out by CGCA
- q. Necessary action regarding roll-out of newly developed modules, user manual creation and training in the field units.
- r. Monitoring of Life Certificate/Digital Life Certificate.

- s. Monitoring of all types of pension grievances received from President, PMO, DoT HQ, Pension Grievances in CPGRAMS and direct receipts from pensioners.
- t. Revision of pension/family cases.
- ii. Monitoring of organization of Quarterly Pension Adalat by CCAs and their review.
- iii. Monitoring of VRS-2019 of BSNL/MTNL.
- iv. Monitoring of various types of Banking arrangements in CCAs such as recovery of Penal interest on Delayed Remittances from Banks, recovery of excess Pension Payment, reconciliation of banking transactions & review of RBI Balances.
- v. Monitoring of Pension Voucher Audit done by CCAs & Issues related to PVA software.
- vi. Monitoring of Grievances relating to GPF Final Payments Cases & examination & Processing of payment of Interest on delayed payment of GPF.
- vii. Monitoring and Monthly Review of SWR.
- viii. Submission of Monthly /Quarterly reports due for submission to DoT HQ related to Pension, GPF, Service Books collection and verification, SAMPANN & RTI.
- ix. Monitoring and Review of monthly Expenditure w.r.t. allotment.
- x. Development, maintenance & uploading of information on CGCA Website and providing links to CCA website.

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#### INTERNAL AUDIT

Internal Audit section deals with the work related to Internal Audit of Pr. CCA/ CCA offices and other field units of DoT. The section is functioning under supervision of Jt. CGCA (IA). The basic functions of the section are as below:

- i. Formulate Internal Audit policy /methodology for DOT.
- ii. Internal Audit of Pr. CCA /CCA offices and DOT field units NICF, TEC, TERM, C- DOT, NTIPRIT, RLOs, WMOs, WMS and WPC HQ.
- iii. Framing of annual schedule of audit.
- iv. Reviewing, monitoring and examining IA reports.
- v. Induction of the concept of performance audit.
- vi. Updating / Re-designing internal audit questionnaire.
- vii. Coordinate with NICF and professional bodies for training and introduction of performance audit.



- viii. Coordination with training centers of IA & AS, Institute of Chartered Accountants of India and other professional units.
- ix. On the directions of DoT HQ, this wing takes up matter of special audit of occasional nature from time to time.
- x. USOF work of NOFN/Bharat Net/c/w Audit and monitoring of recovery & Co-ordination with field units (Pr.CCA & CCAs) in matter of USOF.
- xi. All matters related to PG except related to Pensionary benefits & allied matters.

## REVENUE

Revenue Section deals with management of Bank Guarantees of Telecom Service Providers (TSPs)-centralized licenses & monitoring of onboarding, payments, assessments, rationalization of BGs, facilitating exit mechanism of decentralized licenses. The section is working under supervision of Jt. CGCA (Revenue). Works assigned to the revenue section are as under:

- i. Implementation of Telecom Reforms 2021- Rationalization of Bank Guarantees of Centralized and decentralized licenses.
- ii. Maintenance of bank guarantees of centralized licenses.
- iii. Receiving Bank Guarantees from centralized licensees & scrutinizing thereof, for any discrepancies and their rectification.
- iv. Matters related to BGs viz forwarding to the concerned CCAs after maintaining and updating records, Monitoring LF software for the BGs entered by CCAs
- v. Processing requests from licensees for BGs release.
- vi. Forwarding cases to CCAs/TERM Cells/WPC/WPF wing and AS/CS/DS wings for No Due Certificates in respect of licensees.
- vii. Forwarding cases to CCAs for BG release and obtaining NDC.
- viii. Receiving copies of license agreement from AS/CS/DS wings of DoT HQ. Entry of new licenses details in LF/WPF software and forwarding the same to the concerned CCAs.
- ix. Compilation of status reports & Show cause cum Demand notice issued to access regarding assessment of decentralized.
- x. Receipt of request for clarifications from CCAs with regards to decentralized licenses.
- xi. Receipt of appeals from licensees against the assessment done by CCAs, seeking reports from the CCAs on the same.



- xii. Disposing the appeals from licensees, whose assessment is done by CCAs, based on agreement conditions and Rules/orders issued by DoT HQ.,
- xiii. Referring extra-ordinary cases to DoT HQ., for policy decisions.
- xiv. Analysis of e-SWR reports filled by Pr. CCAs/ CCAs
- xv. Data collection and analysis of information received from CCAs for the reports to be submitted to DOT HQ for policy matters
- xvi. Receipt and compilation of Quarterly reports on Outstanding SUC dues received from all CCAs.
- xvii. Receipt and Compilation of reports on SUC assessment based on AGR finalized by LFA wing DoT received from all CCAs.
- xviii. Receipt and Compilation of reports on SUC assessment based on CAG reports/Special audit reports.
- xix. Receipt and Compilation of quarterly reports on outstanding SUC dues in respect of Commercial VSAT and INSAT MSS-R operators.
- xx. Receipt and Compilation of Half Yearly review of FBGs. Monitoring of WPF module.
- xxi. Receipt and Compilation of reconciliation reports of receipts in e-Leka with WPF module.
- xxii. Compilation of reports received from CCAs regarding licenses issued by RLO.
- xxiii. Monitoring of PG portal and settling the grievances pertaining to Revenue section.
- xxiv. Replies to be given for Parliamentary questions from Rajya Sabha/Lok Sabha pertaining to Revenue Section as and when required.
- xxv. Replies to RTI questions pertaining to Revenue Section.

#### MANUAL & CODIFICATION

Manual & Codification section is headed by Jt. CGCA (M&C). The section deals with formulation, compilation and updation of Telecom Accounts Manual, compilation of circulars/notifications issued by DOT and CGCA and Collection & Updation of circulars/ notification / orders / OM's from Ministry of Finance, DOP & T and other various ministries etc.

## CHAPTER III

### COORDINATION & ADMINISTRATION SECTION

Coordination & Administration section headed by Jt. CGCA (SAG Level) looks after the work pertaining to Cadre Management of Group 'B' (NG) & Group 'C', establishment matters of O/o CGCA, Service Matters of Head of Circles, General Administration and Procurement, overall monitoring of work in the offices of Pr. CCA/ CCA/ Jt. CCA (IC), coordination with field offices and implementing orders and guidelines on various subjects that are issued by DoT HQ in the O/o CGCA as well as field units.

### DUTIES & RESPONSIBILITIES OF COORDINATION & ADMINISTRATION

Duties & Responsibilities of Coordination & Administration Section can be broadly categorized as under:

- a) Management of Staff Establishment of CGCA office;
- b) Maintenance of service book of all the Heads of Circles of Telecom Accounts;
- c) Cadre management of Non-Gazetted Group 'B' & Group 'C' officials of Telecom Accounts;
- d) Framing and amendment of Recruitment rules vis-à-vis recruitment for the Group 'B' (Non-Gazetted) & 'C' cadre in Telecom Accounts;
- e) Processing Fixation of pay, granting of leaves, promotional & retirement benefits for all HoCs
- f) Monitoring and reply of RTI, PG cases & submission of Quarterly Reports thereupon;
- g) Monitoring of court cases on LIMBS of all telecom accounts offices;
- h) Conducting various events to mark the important occasions/moments for the Department/Government/Country;
- i) Matters related with Asset Management of CsCA offices;
- j) Implementation of Cyber Security Policy and related instructions of DoT;
- k) Training and capacity development and
- l) General Administration/any other functions as and when instructed by the competent authority

## CADRE-WISE SANCTIONED STRENGTH

Cadre-wise sanctioned strength & position of the O/o CGCA as on 31.3.2023 is as provided below.

S. No	Name of Posts	Sanctioned strength #	Working strength*
1.	Controller General of Communication Accounts (CGCA- Apex Level)	01	01
2.	Addl. CGCA (HAG+ Level)	01	01
3.	Sr. Jt. CGCA (HAG Level)	01	01
4.	Jt. CGCA (SAG Level)	03	02
5.	Dy. CGCA (JAG Level)	04	04
6.	Asstt. CGCA (STS Level)	03	03
7.	ACAO (JTS Level)	05	02
8.	Sr. AO/AO (Group 'B' Gazetted)	11	10
9.	AAO (Group 'B' Gazetted)	22	15
10	SA/JA(Group 'B' (NG)/Group 'C')	19	15
11.	Stenographer (Group 'C')	05	05
12.	LDC (Group 'C')	10	07
13.	MTS (Group 'C')	20	09

#Includes posts diverted by the competent authority from time to time.

\*Includes manning of post through adhoc/officiating arrangement.

HAG: Higher Administrative Grade.

SAG: Senior Administrative Grade.

JAG: Junior Administrative Grade.

STS: Senior Time Scale

JTS: Junior Time Scale.

Sr.AO/AO: Senior Accounts Officer/Accounts Officer.

AAO: Assistant Accounts Officer

SA/JA: Senior Accountant/Junior Accountant

LDC: Lower Division Clerk

MTS: Multi-Tasking Staff.

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## ACHIEVEMENTS OF COORDINATION & ADMINISTRATION

Based on the line of the duties and responsibilities as well as work performed, the achievements of C&A branch, during the FY 2022-2023, are summarized below:

(a) Cadre management of Non-Gazetted Group 'B' & Group 'C' officials of Telecom Accounts:

- i. CGCA is the cadre controlling authority for recruitment of Group 'C' & 'B' (non-Gazetted). The process of Recruitment for candidates sponsored through SSC for CGLE-2020 & CHSLE-2020 have been completed in time.
- ii. Coordinating and nominating fresh recruits for the important event of Rozgar Mela. This involves detailed planning and coordination since the time span in which all the formalities are to be completed was very short.
- iii. Vacancies for CGLE -2021-2022-2023 and CHSL 2021-2022-2023 have been collected and forwarded to SSC for filling up the vacancies.

(b) Framing and amendment of Recruitment rules vis-à-vis recruitment for the Group 'B' (Non-Gazetted) & Group 'C' cadre in Telecom Accounts:

- i. Successful conduction of LDCE-2022 for AAO, IP&TAFS Group 'B' which was entrusted upon to the CGCA office for the first time. All the tasks relating to the same starting from conducting the examination, checking the answer sheets and preparation of the result was done in the stipulated time.
- ii. This enabled the DoP, which is the cadre management authority for IP&TAFS Group 'B' to declare the result and allocate the AAOs.

(c) Management of Staff Establishment of CGCA office:

- i. Timely settlement of all medical claims and advances preferred from all the employees.
- ii. The onboarding of e-HRMS in respect of CGCA and field units (viz. CCAs).

- iii. Scanning of all the service books of Head of the offices in a time bound manner.
- iv. Promptly attending to all the issues related with Leave, TA etc. of the CGCA office.
- v. Timely settlement of all the personal claims of the employees of the CGCA office.
- vi. Processing Fixation of pay, granting of leaves, promotional & retirement benefits
- vii. Timely filing of all the statutory compliances in respect of Income Tax, GST returns etc. in respect of all the employees of CGCA offices

(d) Maintenance of service book of all the Head of Circles (HoC) of Telecom Accounts:

- i. Timely settlement of all claims and advances preferred.
- ii. The onboarding of e-HRMS in respect of HoCs.
- iii. Scanning of all the service books of Head of the offices in a time bound manner.
- iv. Promptly attending to all the issues related with Leave, TA etc.
- v. Processing Fixation of pay, granting of leaves, promotional & retirement benefits for all HoCs

(e) Monitoring and reply of RTI, PG, Court case, LIMBS & submission of Quarterly Reports thereupon:

- i. Updating the LIMBS (Legal Information Management & Briefing System) portal.
- ii. Grievances, received on PG Portal, were addressed promptly resulting in zero pendency.
- iii. Timely settlement of all the RTI applications & Appeals, if any, thereof.
- iv. One of the important tasks was to update the LIMBS (Legal Information Management & Briefing System) portal. This has the top priority of the Ministry of Legal Affairs vis-à-vis Department of Telecommunications. The task was achieved by coordinating with all the CsCA Legal Nodal officers and DoT HQ to provide technical support etc.

(f) Training and Capacity Development:

- i. The main focus of the Government of India (PMO) has been to create an online training portal for Government employees. This has been done through iGOT Platform. Besides nominating all the

officers/official of CGCA office for various courses offered by NICF and other training Institutes of, the successful conduction of iGOT platform training was also done in record time. These efforts have yielded in the form of **an award from DOPT regarding active participation by DoT especially by CGCA office and CCAs** in this regard.

- ii. Employees were nominated for various training conducted by NICF

(g) Conducting various events to mark the important occasions/moments for the Department/ Government/Country:

- i. Timely conduction of all major events proposed under the aegis of Azadi Ka Amrit Mahotsav, Fit India Movement, Women's Day Celebration, Swachh Bharat Diwas, Hindi Diwas, Vigilance Week, International Yoga Day, World Telecom Day etc.

(h) Asset Management:

- i. Timely process and issue of various Administrative Approvals and Estimate Sanctions, for major/minor work of CCAs to enable them to create a better space of working at their end.
- ii. One of the main tasks was to update GLIS portal with DoT HQ, for which the coordination, collection of the data from all the CsCA was carried out and the portal was accordingly updated.
- iii. Collecting, analyzing and summarizing the information relating to Asset Management from all the CsCA which enable the AM Division in the DoT HQ to finalize the issues relating with the same.
- iv. Preparation of SoAs for all the field units.

(i) Cyber security:

- i. One of the most important tasks assigned by the DoT is Cyber Security which is a constant threat to the security of the Nation by unknown hackers which want to derail the country.
- ii. Coordinating for completing the task of cyber security with hardening of all the devices in CGCA as well as CsCA.
- iii. Coordinating with field units to install LAN and disconnection of FTTH in all our offices;
- iv. Procurement of NIC-NET which is a key element for cyber security as it provides secure cover managed by NIC.

(j) Procurement:

- i. Strict monitoring the policy of Ministry of Finance in procurement of more than 90% of Goods and 85% of Services through GeM portal for CGCA as well as all the field units viz. CsCA.

(k) General Administration/ other functions performed:

- i. Operationalization of O/o CGCA at Ghitorni by converting old hostel of NICF to the new office for O/o CGCA.
- iii. Coordinating and nominating fresh recruits for the much sought after programme of PMO's Rozgar Mela.
- iv. Submission of all the reports to DoT HQ in respect of GeM, Cyber Security etc.
- v. Prompt response to all the Parliamentary questions (Starred/Unstarred) (Lok Sabha/Rajya Sabha).
- vi. Prompt response to all the Parliamentary assurances (Starred/Unstarred) (Lok Sabha/Rajya Sabha).

## EVENTS ORGANISED

The country is celebrating Azadi ka Amrit Mahotsava and in line with the various instructions/orders issued by GoI/DoT/Ministries to hold events in the respective



offices. This invariably includes the most buzzed Fit India Movement which gives emphasis on inclusion of events related to overall fitness. The following events/program were conducted during the year in the CGCA office.

### SPORTS EVENT

Annual sports event titled “Sher-e-Sanchar” was organized by O/o CGCA in line with the various initiatives being taken by the Government of India under Fit India Movement and Azadi Ka Amrit Mahotsav. The cricketing event was conducted in 2022-2023 with its conclusion in the month of March, 2023. Officers/Officials of the O/o

CGCA/NICF/Pr. CCA Delhi participated in the events. Some of the memories, in photographs, are as under:









#### VIGILANCE AWARENESS WEEK:

Though vigilance is an inclusive subject which has been observed throughout the year, however, in line with the instructions on the subject an awareness week is



celebrated in the CGCA Office w.e.f. 31<sup>st</sup> October to 6<sup>th</sup> November 2022. This is to help and motivate the employees towards a corruption free society. The slogan for the Vigilance Awareness Week-2022 was

**“Corruption Free**

**India for a developed Nation”.** Beside taking pledge on the designated date/time, the office organized various events throughout the week, involving the wards of the employees, which included Quiz competition, Drawing competition, Essay Writing Competition & Debate competition. The employees took an active part in these programmes and celebrated the Vigilance Awareness week.

## हिंदी पखवाड़ा:

भारत सरकार के सभी कार्यालयों, उपक्रमों, उद्यमों, संस्थाओं में हिंदी पखवाड़ा हर वर्ष सितंबर के महीने में मनाया जाता है। 14 सितंबर को हिंदी दिवस के रूप में मनाया जाता है। राजभाषा हिंदी के प्रति जागरूकता पैदा करने के लिए हिंदी पखवाड़े के दौरान अनेक हिंदी कार्यक्रम, प्रतियोगिताएँ, कवि सम्मेलन, संगोष्ठी, भारतीय स्तर पर हर विभाग द्वारा राजभाषा सम्मेलन भी आयोजित करने का प्रावधान है। हिंदी दिवस के उपलक्ष्य में हिंदी में अधिक कार्य करनेवाले अधिकारियों एवं कर्मचारियों को सम्मानित किया जाता है। हिंदी पखवाड़े का आयोजन कार्यालय की सुविधानुसार हिंदी दिवस के पहले या बाद में किया जाता है। उसी कड़ी में 14 से 29 सितंबर 2022 तक सीजीसीए कार्यालय में हिंदी पखवाड़ा मनाया गया।



विभिन्न प्रकार के कार्यक्रमों के साथ हिंदी भाषा को बढ़ावा देने पर जोर दिया गया। कार्यक्रमों की अनुसूची में; शपथ समारोह, हिंदी लेखन, बाल चित्रकला प्रतियोगिता (कर्मचारी के बच्चों के लिए), वाद-विवाद, प्रश्नोत्तरी और कविता पाठ शामिल शामिल किए गए। तस्वीरों में हिंदी दिवस से जुड़ी कुछ स्मृतिया इस प्रकार हैं:





## ROZGAR MELA

The O/o CGCA along with CCA offices has been participating in the Rozgar Melas being organized by the Government of India for new recruits. In this endeavour, prompt planning and coordination was done with the CsCA offices for successful completion of the Rozgar Mela in a record span of time. Some of the memories, in photographs, are as under:





## INTERNATIONAL WOMEN DAY

International Women's Day (IWD) is celebrated as a focal point in the women's rights movement. The CGCA office celebrated International Women's Day, this year, on 10th March 2023. A seminar was held on the occasion with the presence of an eminent speaker, Colonel (Dr) Ritu Bakshi, speaking on "Indian Women at the Cross Roads". All the



Pr.CsCA/CsCA/Jt.CsCA offices were connected, via VC, to enable them to participate and to have the insight on the topic and enlightened with the opportunity of listening/understanding the prominent speaker on the occasion.



## CHAPTER IV

### BUDGET, ACCOUNTS & IT SECTION

#### SAMPANN:

SAMPANN is a Comprehensive Pension Management System. SAMPANN was inaugurated by the Hon'ble Prime Minister on 29<sup>th</sup> Dec, 2018. It has been functioning at all Pr. CCA/CCA/Jt. CCA offices since then. SAMPANN brings pension processing, sanctioning, authorization and disbursement under one common platform. Direct disbursement of pension into the bank/ post office accounts of pensioners is made by SAMPANN via PFMS (<https://dotpension.gov.in/Login/Index>). As on 31/03/2023, SAMPANN serviced more than 2.5 lakh pensioners including around 76000 BSNL VRS pensioners.

#### Features of SAMPANN:

- SAMPANN is a single window system for pensioners providing them online access to information via individual login. They also get automated SMSs on payment
- Reconciliation of payments is done seamlessly in the system
- Integration with Jeevan Pramaan for direct updation of Life Certificate details
- Direct Toll-Free helpline and support team for pensioners and SAMPANN department users
- Direct disbursement of terminal benefits by CCA Offices on a timely basis without involvement of intermediaries
- Single window system for the entire pension process
- Quick processing of arrears and revision of pension
- Access to SAMPANN's Android App
- SMS alerts on various events like monthly pension payment, Life Certificate updation etc.
- Online grievance lodging and management for the pensioners
- Tracking of pension status from home encourages transparency and accountability
- Any time access to documents like ePPO, Revision Authority etc.
- Provision to download Pension Slip, Update Mobile Number, Address and Email-ID anytime, anywhere
- Online submission of Investments and Savings Declarations

The work carried out with respect to SAMPANN in the F.Y. 2022-23 is detailed in Chapter V.

## REVIEW OF EXPENDITURE WITH ALLOTMENT: -

To review and monitor expenditure incurred by all Pr. CCA/CCA offices over the funds allotment made to them, a monthly and quarterly expenditure reports are called for as part of Calendar of Returns to be reviewed by CGCA office. The expenditure reports received from Circles are reviewed object head wise with reference to the allotment of funds made to circle concerned under each particular object head of account. The circles whose expenditure were noticed during review on higher side in comparison with allotment of funds were asked to contain their expenses within the allotment of funds.

The regular review of monthly expenditure as well as Quarterly expenditure of the circles by CGCA has ensured that the expenditure under ceiling heads was contained within the provision of funds during the year 2022-23.

## MONITORING & MAINTENANCE OF CGCA WEBSITE AND NETWORKING: -

The website for CGCA was developed and maintained for the use of all Pr. CCAs/CCAs with a separate web page for each circle. SSL Certificate was obtained to secure the website as per guidelines of NIC. The Security Audit of the website was also carried out as per directions of DOT HQ in this regard. The following activities were done by CGCA in this regard: -

- ❖ Installing, configure and supporting network equipment including Router, WAN, DHCP and Cyberoam
- ❖ Configuring firewall policy for filtering unwanted website like social media and streaming sites
- ❖ Maximizing network performance through ongoing monitoring and trouble shooting
- ❖ Arranging scheduled upgrades
- ❖ Investigating fault in network and desktop
- ❖ Updating network equipment to the latest firmware release
- ❖ Maintain note book for network status
- ❖ Installation of new desktop and printers
- ❖ Repair and installation of Operating system
- ❖ Installation of software
- ❖ Schedule updates of operating system
- ❖ Taking backup of D Drive and website every week
- ❖ Update our website like uploading photos, PDF files and videos

- ❖ Obtaining STQC Certificate for the website in compliance with GIGW guidelines.
- ❖ Security Audit Certificate

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#### REVIEW OF STATE OF WORK REPORT (SWR): -

The State of Work Report (SWR) is a report which depicts the clear picture of functioning of any CCA office. The State of Work Report received from all the circles are reviewed regularly on monthly basis by BA&IT section of CGCA in a very systematic manner. Irregularities, omissions and pendency of work noticed during the review are being brought to the notice of the Pr CCA/CCA/Jt. CCAs concerned for corrective action.

For holistic review of field offices, SWR software was upgraded in-house and was launched as SWR 3.0 (esankalan.dot.gov.in) on 1st November 2022 with addition of parameters of SAMPANN, Admin and Revenue sections.

Regular monthly monitoring of SWR of the circles has brought down the pendency of various accumulated work to current position in various circles.

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#### REVIEW OF ZONAL CCA CONFERENCES: -

The Regional CCA conferences were organized by CGCA to review the functioning of CCA offices under that Zone/ Region. Various data relating to State of Work Report (SWR) and other important work were prepared in analytical form for each CCA and supplied for review to the officers of CGCA participating in these Regional CCA conferences.

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#### MONITORING OF PG PORTAL: -

Regular monitoring of PG Portal cases is being carried out on daily basis to bring the pendency of grievances (cases) at minimal level. CCA offices were also being persuaded regularly to resolve the cases shown against them as early as possible. The status of grievances lying in PG Portal as on 31.03.2023 is as under:

##### Status as on 31.03.2023

Total Cases Received	Total cases settled
932	925



## DEVELOPMENT AND MAINTENANCE OF PVA SOFTWARE

The Development and Maintenance of PVA software and its related work was transferred by DOT HQ to CGCA in July 2019. PVA Software was developed in 2013-14 and its maintenance was being done by DOT HQ before transferring this work to CGCA. To have proper maintenance of PVA Software, Annual Maintenance of the software for the year 2022-2023 for all Pr. CCA/CCA offices was awarded to the vendor by CGCA office.

## MONITORING OF HOLDING OF NATIONAL PENSION ADALAT

National Pension Adalats were organized through all Pr. CsCA/CsCA/Jt. CsCA of the circles on 29.03.2023 as per guidelines issued by DOT HQ in pursuance of instructions issued by Ministry of Pension and Family Welfare, in this (DO no. 1/39/2023-P&PW(E) dated 5.1.2023) 270 pension grievances were registered for National Pension Adalats held in 28 circles. Out of this, 262 grievances were resolved on the spot and action on rest of 08 cases was taken for earliest resolution (status as on 29.03.2023). The Circle-wise details of pension grievances received, resolved and lying pending are as under:

### **Status of Pension Adalat Cases (as on 29-03-2023)**

SL	Name of CCA	Total cases taken up during Pension Adalats	No. of cases resolved during Pension Adalats	No. of cases Pending (as on 29.3.2023)
1.	A&N	0	0	0
2.	Andhra Pradesh	46	46	0
3.	Assam	13	13	0
4.	Bihar	4	4	0
5.	Chhattisgarh	0	0	0
6.	Delhi	10	8	2
7.	Gujarat	11	11	0
8.	Haryana	0	0	0
9.	Himachal Pradesh	6	6	0
10.	Jammu & Kashmir	0	0	0
11.	Jharkhand	0	0	0
12.	Karnataka	1	1	0

<b>13.</b>	Kerala	19	19	0
<b>14.</b>	Kolkata	3	3	0
<b>15.</b>	Mumbai	3	2	1
<b>16.</b>	Maharashtra & Goa	34	29	5
<b>17.</b>	Madhya Pradesh	12	12	0
<b>18.</b>	North East-I	4	4	0
<b>19.</b>	North East-II	0	0	0
<b>20.</b>	Odisha	3	3	0
<b>21.</b>	Punjab	5	5	0
<b>22.</b>	Rajasthan	2	2	0
<b>23.</b>	Telangana	19	19	0
<b>24.</b>	Tamil Nadu	40	40	0
<b>25.</b>	Uttar Pradesh (East)	10	10	0
<b>26.</b>	Uttar Pradesh (West)	16	16	0
<b>27.</b>	Uttarakhand	0	0	0
<b>28.</b>	West Bengal	9	9	0
	<b>Total</b>	270	262	8



NATION-WIDE PENSION ADALAT being held in Pr. CCA Delhi Office

### MONITORING OF HOLDING OF QUARTERLY PENSION ADALAT

To have proper monitoring and settlement of pension related grievances of pensioners, Quarterly Pension Adalat are held by each and every circle. Every CCA has to conduct a pension Adalat once in a Quarter by giving wide publicity through newspaper ads/publishing on website/spreading message to Pensioners and pensioner Associations etc. in this regard. The regular monitoring of holding of Quarterly Pension Adalat resulted minimal pendency of pension grievances.

## PARLIAMENTARY QUESTION

The Lok Sabha and Rajya Sabha Parliamentary Questions pertaining to the section were properly monitored by BA&IT section. The replies of various Parliament Questions were prepared by coordinating with all CCA Circles and furnished to DOT HQ within stipulated time line.

## MONITORING OF RTI CASES

The cases relating to Right to Information (RTI) received were properly monitored to furnish their reply within stipulated time line. The reply of RTI cases were obtained from CCA offices concerned by coordinating with them and final reply furnished to the individuals within prescribed time. A Quarterly report in this regard is also prescribed and submitted to DOT HQ regularly. The status of RTI applications received and settled through RTI Portal as on 31.03.2023 is as under:

### Status as on 31.03.2023

Total Cases Received	Total cases settled
831	784

## STATUS REPORT ON CDA/IDA PENSIONERS

The number of Pensioners under IDA pension as well as CDA Pension is also monitored on monthly basis. For this purpose, information is called for from the circles and compiled in the section. The compiled information is submitted to DOT HQ on monthly basis. The Circle wise details of CDA and IDA Pensioners as on 31.03.2023 is as under :

SL	Name of the Circle	No. of CDA Pensioners	No. of IDA Pensioners	No. of Total Pensioners
1	Andaman & Nicobar	20	134	154
2	Andhra Pradesh	2401	17878	20279
3	Assam	809	6351	7160
4	Bihar	2319	9632	11951
5	Chhattisgarh	389	2867	3256
6	Delhi Region	13016	5507	18523
	Delhi (MTNL)	0	15003	15003

7	Gujarat	3096	25464	28560
8	Haryana	1870	5356	7226
9	Himachal Pradesh	628	2962	3590
10	Jammu & Kashmir	490	2593	3083
11	Jharkhand	566	3531	4097
12	Karnataka	5446	24165	29611
13	Kerala	3277	22040	25317
14	Kolkata	2111	13081	15192
15	Madhya Pradesh	2778	14424	17202
16	Maharashtra	13668	34359	48027
17	Mumbai ( MTNL)	4582	25643	30225
	Mumbai ( VSNL)	2262	0	2262
18	North East-I	370	2117	2487
19	North East-II	2	422	424
20	Odisha	1441	6092	7533
21	Punjab	2105	10040	12145
22	Rajasthan	2188	13477	15665
23	Tamil Nadu	10406	40568	50974
24	Telangana	2509	14809	17318
25	U.P.(East)	3859	18487	22346
26	U.P.(West)	1411	8704	10115
27	Uttarakhand	758	2704	3462
28	West Bengal	9598	15427	25025
	<b>Total</b>	<b>94375</b>	<b>363837</b>	<b>458212</b>

### TIMELY SUBMISSION OF REPORTS & RETURNS TO DOT HQ

As per Calendar of Returns, the following monthly as well as quarterly returns are prepared and submitted to DOT HQ timely & regularly:

- (i) Monthly Report on Superannuation Pension Cases
- (ii) Monthly Report on Family/VRS Pension cases
- (iii) Monthly Report on Rule 64/69 Pension cases
- (iv) Monthly Report on GPF Payment cases
- (v) Monthly Report on collection of Service Books

- (vi) Monthly Report on verification of Service Books
- (vii) Monthly Report on SAMPAAN Exceptional Cases
- (viii) Monthly report on Payment of Family Pension, Death Gratuity and other dues on death of Government servant
- (ix) Monthly report on total number of migrated pensioners on SAMPANN
- (x) Zero Pendency Mission
- (xi) MARS report
- (xii) Quarterly Report on RTI
- (xiii) Quarterly Report on Seeding of Aadhar No.
- (xiv) Quarterly Report on No. of Pensioners
- (xv) Quarterly Report on Outreach of SAMPAAN
- (xvi) Quarterly report on disposal of grievances (PG Portal)
- (xvii) Quarterly report on outstanding penal interest on delayed remittances by banks
- (xviii) Quarterly report on non-payment/delay in payment of retirement benefits on account of delay in verification of cast certificate in respect of retiring employees.

Apart from above, the cases received from various Pr. CCA/CCA/Jt.CCA offices for clarification on various issues and service matters were examined thoroughly and clarification issued to the circles. However, the clarifications which require policy decision were referred to DOT HQ for further examination.

### MONITORING OF PENSION GRIEVANCES

The manual grievances/complaints received from various authorities other than through PG Portal were also resolved by regular monitoring with units/circles concerned resulting a minimal pendency of these grievances. The details of pension related VIP as well as ordinary grievances received and resolved during 2022-2023 is as under:

SL	Particular of Grievance	No. of cases received	No. of cases resolved	No. of cases pending
1.	VIP Pension Cases	13	0	13
2.	Other than VIP Pension Cases	65	25	40
	<b>Total</b>	78	25	53

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## SECURITY AUDIT AND SSL CERTIFICATE FOR CGCA WEBSITE

SSL Certificate for CGCA Website was obtained on 16.08.2022 to secure the website as per guidelines of NIC. Security Audit work of CGCA website got completed by empaneled vendor of NIC. After obtaining security audit certificate, the third-party audit was performed by NIC thereafter and clearance for hosting of website has been given by NIC. O/o CGCA is also in process to get Standardization Testing and Quality Certification (STQC) Certification from Ministry of Electronics and Information Technology, Government of India along with compliance to Guidelines for Indian Government Websites (GIGW).

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## GPF MIGRATION FROM COMAPCT TO EIS

The migration of GPF subscribers (DoT and BSNL) from COMPACT to GPF Module of EIS was successfully completed in pilot office i.e., O/o CCA Punjab. To successfully migrate GPF subscribers of other circles, DG NICF and DoT from COMPACT to EIS, O/o CGCA is coordinating with O/o of Controller General of Accounts (CGA). All GPF subscribers of all concerned offices will be migrated in F.Y. 2023-24.



## CHAPTER V

### SAMPANN

Following our Hon'ble Prime Minister's vision of Minimum Government Maximum Governance and digital India, pioneering initiatives have been undertaken under the guidance and direction of Hon'ble Shri Ashwini Vaishnaw, Minister of Communications. **A Comprehensive Pension Management System (CPMS) – SAMPANN (System for Accounting and Management of Pension)** was inaugurated by Honorable Prime Minister on 29<sup>th</sup> December 2018 at Varanasi and same was launched on 1<sup>st</sup> January 2019. It has been rolled out at all Pr. CCA/CCA Officers and is being used for processing, sanctioning, authorization and disbursement of pension.

It is a seamless pension processing system which brings the processing, sanctioning, authorization and payment of pension under a common platform. With launch of SAMPANN the Department has become a Pension Disbursement Authority (PDA) rather than Banks/HPOs i.e. pension is directly being processed in SAMPANN without any mediation of third agency. It also provides a single window system, online pension tracking, SMS alerts, digitally signed E-PPOs, and online grievance registration for the pensioners through its website, <https://dotpension.gov.in>.

For the ease of pensioners, a details step by step explanation of facilities provided by SAMPANN has been uploaded on SAMPANN youtube channel (<https://www.youtube.com/@sampann3198>) SAMPANN webpage (<https://dotpension.gov.in/Home/BankDataMigration>).

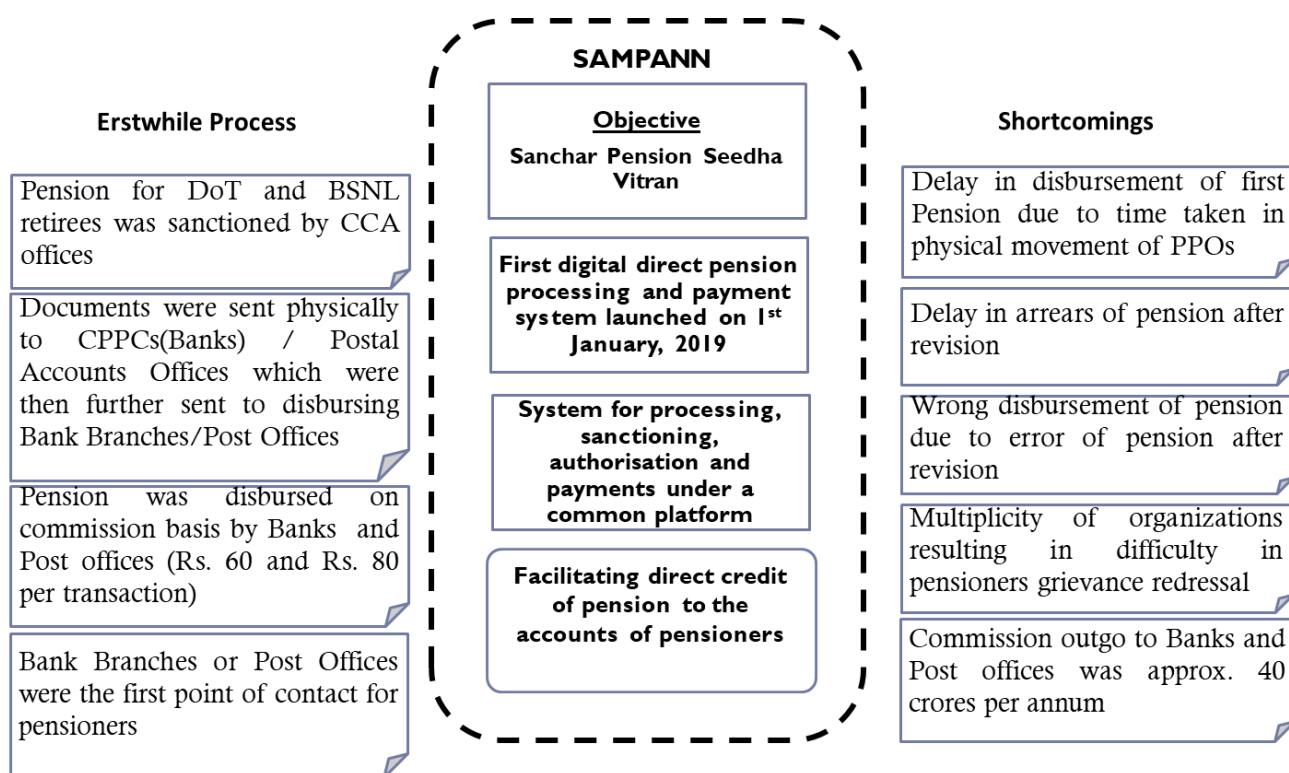
Presently, 1.55 Lakh Telecom Pensioners have been brought on-board already by Principal Controller of Communication Accounts (Pr. CCA)/ Controller of Communication Accounts (CCA) Offices. SAMPANN is also integrated with PFMS for payments and with Jeevan Pramaan for capturing Life Certificates.

It has been instrumental in settling close to 76000 BSNL Voluntary Retirement Scheme 2019 cases in a short span of 6 months.

## RATIONALE BEHIND SAMPANN:

The idea of SAMPANN was conceived to ease the pension process for pensioners. The process before SAMPANN involved forwarding the Physical copy of Pension Payment Order (PPO) from CCA offices to CPPSs (Banks)/Postal Accounts which were then further sent to disbursing Bank Branch/Post Office. Then the pension would be disbursed on Commission basis by Banks and Post Offices. In this Bank Branches or Post Offices were the first point of contact for pensioners which caused delay in pension and pensionary benefits to Pensioners. It also caused difficulties to pensioners in case of any grievances, delay in arrears of pension after revision, wrong disbursement of pension due to error of pension after revision, multiplicity of organizations resulting in difficulty in pensioners grievance redressal and commission outgo to Banks and Post offices was approx. 40 crores per annum.

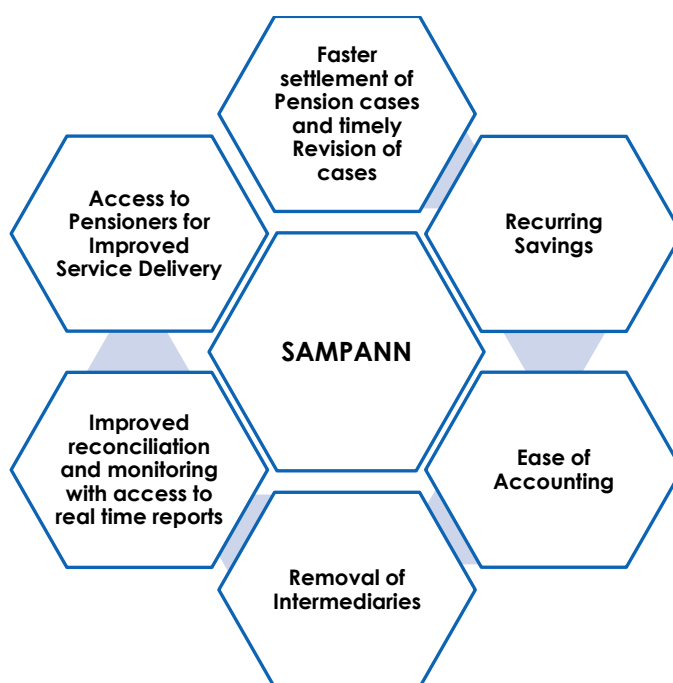
To ease the whole process of pension payment, as “Sanchar Pension Seedha Vitran”, stem for processing, sanctioning, authorization and payments under a common platform as Comprehensive Pension Management System (CPMS) – SAMPANN (System for Accounting and Management of Pension) was inaugurated.



## BENEFITS TO PENSIONERS

- Integration with Jeevan Pramaan for direct updation of Life Certificate details
- Direct Toll-Free helpline and support team for pensioners and SAMPANN department users
- Direct disbursement of terminal benefits by CCA Offices on a timely basis without involvement of intermediaries
- Single window system for the entire pension process
- Quick processing of arrears and revision of pension
- Access to SAMPANN's Android App
- SMS alerts on various events like monthly pension payment, Life Certificate updation etc.
- Online grievance lodging and management for the pensioners
- Tracking of pension status from home encourages transparency and accountability
- Any time access to documents like ePPO, Revision Authority etc.
- Provision to download Pension Slip anytime, anywhere
- Online submission of Investments and Savings Declarations
- Update Mobile Number, Address and Email-ID anytime, anywhere

## BENEFIT TO DEPARTMENT



## MILESTONES OF SAMPANN

SAMPANN ‘System for Accounting and Management of Pension’, as on 31-03-23 was serving around 2.62 lakh pensioners and successfully completed around 47 lakh transactions. The key statistics related to SAMPANN as on 31<sup>st</sup> March, 2023 are as follows:

- Approx 2.62 Lakhs pensioners are being serviced via SAMPANN.
- Around 25,000 online grievances have been settled via SAMPANN.
- Pension amounting to around Rs. 23,285.84 Cr. had been disbursed as of March, 2023.
- SAMPANN has led to Commission Savings of approximately Rs. 31.32 crores as of March 2023.
- Around 1.54 Lakh Telecom Pensioners are migrated in to SAMPANN from CPPCs (Banks).
- SAMPANN has helped the Department in ease of accounting and auditing/reconciliation.
- SAMPANN has also been instrumental in settling close to 76,000 BSNL Voluntary Retirement Scheme 2019 cases in a short span of 6 months.

**Security Audit** of SAMPANN was done in July, 2022 and the portal was adjudged safe for hosting on the NIC Cloud (Meghraj)

## MODULE DEVELOPMENT

The following modules were developed and successfully rolled out at all CCA offices in the F.Y. 2022-23:

- i. Pay Revision for Migrated Pensioners
- ii. Family Revision for Migrated Pensioners
- iii. Non-Pay Correction for all pensioners
- iv. Pension Certificate for migrated pensioners
- v. MIS reports

## TOLL FREE HELPLINE

A centralized dedicated Toll Free Help Line (**1800-11-3580**) is set up for SAMPANN pensioners in order to provide a channel for raising queries/concerns and their redressal. The Toll Free Helpline has been instrumental since inception in providing a direct communication channel between pensioners and the department. The Toll Free Helpline is being manned by three dedicated resources who perform the following activities:

- Provide key information to pensioners
- Address minor issues on the call itself
- Note down major issues and get them recorded in the Issue Sheet which are then taken up by the technical support team for resolution

Achievements	<ul style="list-style-type: none"> <li>• <b>6036</b> grievances received via Helpdesk were settled</li> </ul>
Vision	<ul style="list-style-type: none"> <li>• To facilitate the pensioners each and every convenience</li> <li>• Make all the things easier, quicker and more comfortable for all pensioners.</li> </ul>

## BANK MIGRATION

Telecom Pensioners who were drawing pension from Banks have been migrated onto SAMPANN in a phased manner. This section details the process of migration, along with benefits to pensioners and steps to be taken by pensioners once migrated onto SAMAPNN.

The following activities were undertaken for migration of pensioners from Banks:

- Bringing all 12 Public Sector Banks on-board with the migration plan. For this meeting were held with all banks in the presence of RBI.
- Training users in field offices with respect to preparation of data and finalizing the migration on the system
- Obtaining the requisite data from all 12 banks of all pensioners
- Chalking out monthly plans for CCA offices
- Finalizing the list of pensioners each month and conveying them to Banks for stoppage of pension
- Monitoring the migration at CCA offices on a daily basis
- Ensuring stoppage of pension by Banks
- Reconciliation of payments every month to ensure little hassle to migrated pensioners
- Handholding CCA users and resolving their issues to ensure smooth migration

With this migration, Pensioners have been migrated from Banks to SAMPANN. In this case, your pension disbursed via respective Controller of Communication Accounts (CCA) offices via SAMPANN. Migrated pensioners would need to submit their Life Certificate to respective CCAs.



### Month-wise report of migration of Telecom Pensioners from Banks

Year	Month	Bank	No. of Pensioners
2022	July	Bank of Baroda	4442
2022	August	Bank of Baroda	1150
2022	August	Canara Bank	10450
2022	September	Canara Bank	605
2022	September	Punjab National Bank	15396
2022	September	Indian Bank	2744
2022	September	Bank of Maharashtra	1350
2022	October	Punjab National Bank	5906
2022	October	Indian Bank	4057
2022	October	Bank of Maharashtra	1562
2022	October	State Bank of India	21486
2022	November	State Bank of India	38092
2022	December	State Bank of India	14502
2022	December	Union Bank of India	9099
2022	December	Bank of India	2110
2022	December	Central Bank of India	2362
2022	December	Bank of Maharashtra	175
2022	December	United Commercial Bank	1490
2022	December	Punjab & Sind Bank	336
2023	January	Multiple Banks	7883
2023	February	Multiple Banks	3891
2023	March	Multiple Banks	5678
<b>Total</b>			<b>154766</b>

Achievements	<ul style="list-style-type: none"> <li>• <b>Around 1.55 Lakh Telecom Pensioners</b> are migrated in to SAMPANN from CPPCs (Banks).</li> </ul>
Vision	<ul style="list-style-type: none"> <li>• To make all the things easier, quicker and more comfortable for all migrated pensioners.</li> </ul>

## VSNL MIGRATION

In continuation of telecom pensioners, VSNL/OCS pensioners (drawing pension via CPPCs through Central Pension Accounting Office (CPAO)) have been migrated on to the SAMPANN system of Department of Telecommunications. In this regard, **281** VSNL pensioners who are drawing pension via Canara Bank migrated in the month of **Feb, 2023** and their monthly pension disbursed by O/o Pr. CCA Mumbai **for Feb, 2023 and onwards**. In the month of **March, 2023**, **1981** VSNL pensioners who are drawing pension via all banks migrated and their monthly pension disbursed by O/o Pr. CCA Mumbai **for March, 2023 and onwards**. Till date **2262** no. of pensioners have been migrated on to SAMPANN.

## POSTAL MIGRATION

In the similar manner of Bank Migration, Telecom pensioners drawing pension from Post Offices are being migrated through SAMPANN. CCA HP was selected as a Pilot CCA for this migration. After successful Pilot Migration of 154 pensioners at CCA HP, the phase-I migration of Telecom pensioners drawing pension via Post Offices is scheduled in upcoming months. Following this migration, the pension of these pensioners would be paid directly by the CCA offices into the POSB accounts of these pensioners from SAMPANN now onwards.

## SAMPANN GRIEVANCES

SAMPANN has integrated grievances redressal management mechanism wherein pensioner can submit grievance and track its resolution. In this system Pensioner/ Family Pensioner can login in to his/her dashboard in SAMPANN and raise his/her Grievance related to pension, if any. Retiree can select the Grievance Type from the dropdown and add the description about it. This grievance flows to concerned CCA office automatically, from where CCA Office takes necessary action and updates the resolution of grievance. SMS alerts are also sent to pensioners at different stages regarding status of grievance.

Achievements	<ul style="list-style-type: none"> <li>Currently 25,426 grievances have been received from Pensioners out of which 25,425 grievances have been resolved till date.</li> </ul>
Vision	<ul style="list-style-type: none"> <li>Providing ease to pensioners in respect of grievances resolution.</li> </ul>

## KYP

In SAMPANN around 1.54 lakh pensioners have been migrated on to SAMPANN. Since data of migrated pensioners are either not updated or partially updated, KYP form (Know Your Pensioner) have been provided to circulated among the pensioners.

On the receipt of the filled KYP form from the pensioners, the data have been updated in SAMPANN using relevant utilities. The initiatives taken are mentioned below: -

1. Pensioners Facilitation Camp.
2. SMS
3. Dedicated Help line
4. Letter to Pensioners
5. Meeting with bank

Achievements	<ul style="list-style-type: none"> <li>• Currently 1,64,211 KYP forms have been sent to Pensioners</li> <li>• 94,715 KYP Form have received from all pensioners out of them 40,859 no. of Pensioners data have been corrected.</li> </ul>
Vision	<ul style="list-style-type: none"> <li>• Providing ease in transacting with CCA offices in respect of resolution of pensioners grievances.</li> </ul>

## SAMPANN APP

SAMPANN (CPMS) Android Mobile App may be downloaded by Telecom Pensioners from Play Store. Currently it has 4.3 rating on play store and more than 50k downloads.

Some of the Testimonials from SAMPANN pensioners as below:



*"The CCA team did really appreciable task in connection to finalize the pension case and settlement / payment of associated dues. SAMPANN team also to be complimented for nice portal apprising individuals with information about how the case is progressing at CCA end. I once again congratulate whole team whose untiring efforts make it possible and managing the task nicely despite all odds during currently ongoing COVID -19 pandemic. You may please convey my sincere thanks to all of them."*

*SH. ANAND PRAKASH (PENSIONER-SAMPANN)*

*"Wonderful & Awesome experience!! My pension case has been settled in shortest period that too without any persuasion from my side. All who processed and monitored my case sincerely deserve appreciation. I sincerely thank to all for their work. I never thought that my pension case will be settled in such a short period."*

*SH. MAHENDRA PATI (PENSIONER-SAMPANN)*

*"We are very much thankful to CCA team for timely release of my retirement benefits. Great efforts to release my pension in such tough time of COVID-19 pandemic."*

*SH. MOHAMMAD AYUB BHAT (PENSIONER-SAMPANN)*

## OUT REACH TO PENSIONERS

O/o CGCA in coordination with PrCCA/CCAs/Jt.CCAs has taken many initiatives to reach out to pensioners for submission of DLC/LC such as:

- Jeevan Pramaan Camps
  - Drive-by Facility
  - Special arrangements for super-senior/sick pensioners
- Pensioner ID Card Camps
- Investor Awareness Programs
- Involving pensioners in
  - Har Ghar Tiranga Campaign
  - Vigilance Awareness Week
  - Khelo India

- Leveraging Social Media to create awareness:
  - Features/Facilities on SAMPANN
  - Income Tax related provisions





## CHAPTER VI

### REVENUE

India is World's second largest telecommunications market with a subscriber base of 1.16 billion. The Telecommunications sector plays an increasingly important role in Indian Economy and Digital India.

The revenue portion in Department of Telecommunication (DOT) comprises of License Fee (LF) and Spectrum Usage Charges (SUC). License fee policy of the Department of Telecommunication originates from the provision of Section 4 of the Telegraph Act 1885. The entire regime of License fee is based on a contractual agreement between Licensor that is DOT and the licensee, the service providers.

Pr. CCAs/CCAs, the field units are vested with the responsibility of collecting License fee and spectrum usage charges from the various Telecom service Providers (TSPs). LF is calculated as a percentage of AGR @ 8%. SUC is collected as a certain percentage of AGR depending upon the technology (e.g., GSM/CDMA). In addition, a varying fixed percentage is calculated for microwave/ backbone access charges depending upon the number of carriers used by each operator.

The government has fast tracked reforms in the telecom industry and continues to be proactive in providing room for growth for telecom sector companies.

The recent telecom reforms were introduced in the second half of the FY 2021 with the aim to provide relief to the existing players as well as to attract prospective new entrants in the telecom industry. The major reforms pertaining to revenue matters was the introduction of Applicable Gross Revenue (ApGR), non-requirement of FBG (SUC) and PBG (roll out obligations) for spectrum assignment to TSPs, Bank Guarantee Reforms which include rationalization of BGs submitted by TSPs/ operators, relaxation in interest rate in case of delay in payment of LF.

#### WORK DISTRIBUTION IN REVENUE SECTION

Revenue Section has been functioning with one Sr. Jt. CGCA, one Dy CGCA, two AOs, two AAOs, 3 JA/SA, one LDC, one MTS. However, actual working strength has varied from time to time. Work has been distributed among three verticals in the section as below:

1. **Work related to centralized licenses-** Maintenance of BGs, Rationalization of BGs, SARAS- BG Module, clarifications related to BGs of centralized licenses

2. **Work related to decentralized licenses-** Release of BGs for expired/ terminated/ surrendered licenses, SARAS- NDC Module, Monitoring of Grievance Module- Monitoring of SUL Module, clarifications related to BGs of decentralized licenses
3. **Work related to SUC, Appeals, DataCollection and other Miscellaneous work** – Handling Appeals against the LF assessment done by CCAs, Compilation of reports related to SUC, analyzing quarterly e-SWR filled by CCAs etc.

#### NUMBER OF LICENSES (CCA WISE) AS ON 31.03.2023

The number of CCA wise licenses as on 31.03.2023 is as follows:

Sl. No.	Name of Circle	Number of Licenses
1	AP	62
2	Assam	32
3	Bihar	50
4	Chhattisgarh	30
5	Delhi	497
6	Gujarat	185
7	Haryana	108
8	HP	33
9	J&K	22
10	Jharkhand	20
11	Karnataka	31
12	KERALA	44
13	Kolkata	70
14	MP	55
15	Maharashtra	584
16	Mumbai	505
17	NE-I	33
18	NE-II	17
19	Odisha	36
20	Punjab	89
21	Rajasthan	84
22	Tamil Nadu	275
23	Telangana	131

24	UP(E)	88
25	UP(W)	102
26	Uttarakhand	62
27	West Bengal	174
	<b>TOTAL</b>	<b>3419</b>

## NON-TAX REVENUE COLLECTED

### Pr. CCAs / CCAs

The components of Non-Tax Revenue Collection by Department of Telecommunication through Pr. CCAs and CCAs are as follows:

- ii. License Fee collection from Centralized Licenses
- iii. Spectrum Usage Charge (SUC) collection from Centralized licenses
- iv. License Fee collection from Decentralized Licenses

The Pr. CCA/ CCA wise Non-Tax Revenue collection for the FY 2022-23 as per intimated by CCAs according to E-Lekha figures is as follows:

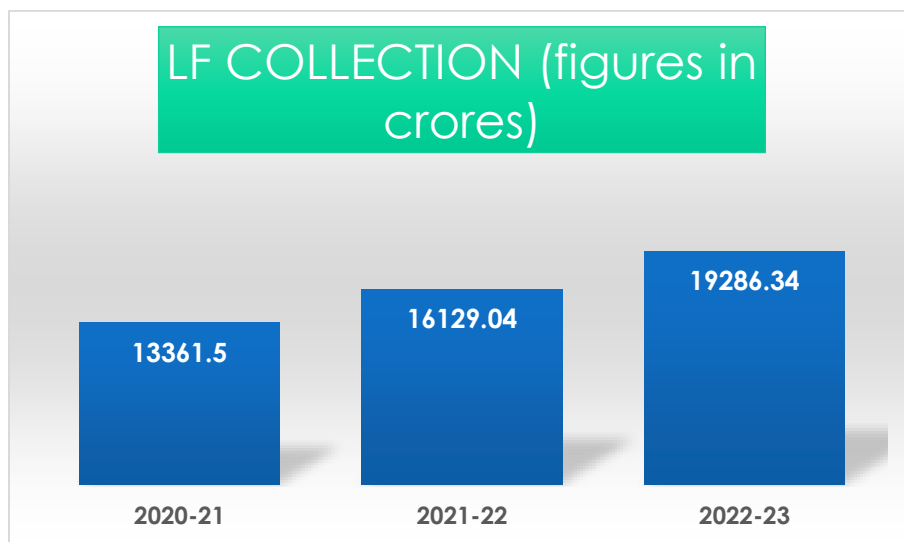
(Amount in crores)

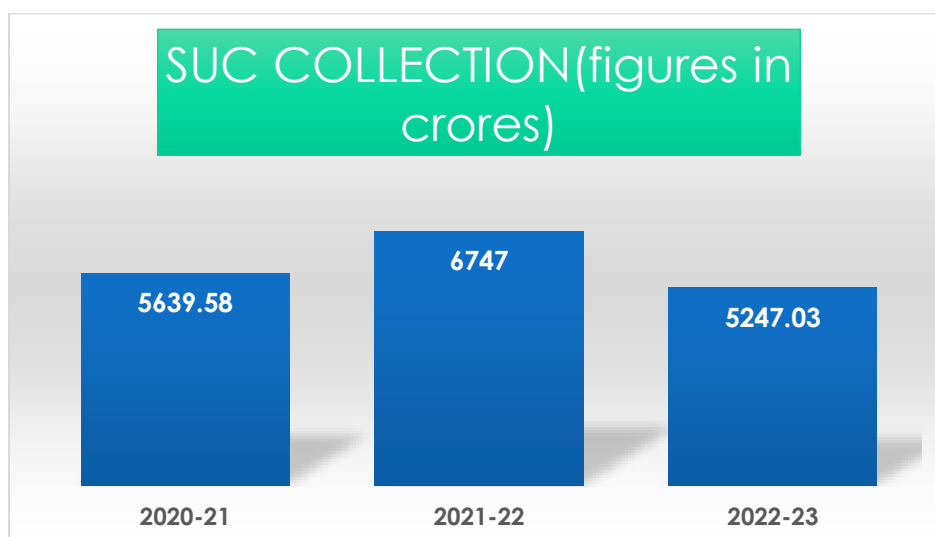
Sl. No.	Name of the CCA	LF Collection Centralized	SUC collection centralized	LF Collection Decentralized
1	AP	653.09	206.09	4.93
2	Assam	352.17	103.79	0.22
3	Bihar	624.66	178.64	0.65
4	Chhattisgarh	25.37	16.51	0.76
5	Delhi	3460.47	246.52	445.04
6	Gujarat	932.23	324.83	7.38
7	Haryana	320.00	97.00	1.00
8	HP	129.20	41.75	0.74
9	J&K	192.60	49.28	0.3753
10	Jharkhand	444.60	151.40	0.52
11	Karnataka	1060.65	435.07	16.48
12	Kerala	600.67	206.53	49.63
13	Kolkata	279.37	1 19.68	0.80

<b>14</b>	<b>MP</b>	986.14	303.67	<b>1.82</b>
<b>15</b>	Maharashtra	1359.72	479.17	<b>56.98</b>
<b>16</b>	Mumbai	548.83	190.68	<b>132.75</b>
<b>17</b>	NE-I	133.63	46.69	<b>0.77</b>
<b>18</b>	NE-II	80.82	18.50	<b>0.80</b>
<b>19</b>	Odisha	377.53	117.39	<b>1.01</b>
<b>20</b>	Punjab	501.67	166.86	<b>1.11</b>
<b>21</b>	Rajasthan	840.34	311.64	<b>3.13</b>
<b>22</b>	Tamilnadu	1297.29	426.84	<b>94.38</b>
<b>23</b>	Telangana	589.93	311.46	<b>14.73</b>
<b>24</b>	UP(E)	1139.01	334.89	<b>0.67</b>
<b>25</b>	UP(W)	376.60	160.08	<b>1.78</b>
<b>26</b>	Uttarakhand	364.27	77.72	<b>2.26</b>
<b>27</b>	West Bengal	773.60	244.02	<b>1.17</b>
	<b>TOTAL</b>	<b>18444.45</b>	<b>5247.03</b>	<b>841.89</b>

\*An amount of Rs 1245 crores have also been received in FY 2022-23, for those FYs which are included in SC Judgment

The FY wise trend w.r.t revenue collection is reflected in the graphs below:





### ACTION TAKEN FOR VIOLATION OF FINANCIL CONDITIONS OF LICENSE AGREEMENT

The data in SARAS was analyzed and was found out that around 800 licenses have not made payment for Q3 of FY 2022-23 in SARAS. Out of these 800 licenses, licensees made payment outside SARAS for 71 licenses.

It has been observed that the CCAs have started making efforts regarding action to be taken for violation of financial conditions of license agreement as per LFP Wing, DOT HQ letter No 31-2/2015-LFP dated 27.09.2022. As per the above-mentioned letter the sequence of action to be taken is – firstly, encashment of FBG within 7 days of default in payment, then encashment of PBG and last step to be taken is the recommendation to the licensing wing for issue of show cause notice to the license for violation of license conditions. The action on all these steps needs to be completed by the assessing authority within 60 days of the due date of payment of the particular quarter.

CCAs have been asked to take up this task on priority and even set up a task force in this regard, if required, so that any leakage in revenue to the department may be plugged.

### CENTRALIZED BANK GUARANTEE

One of the major reforms under Telecom Reforms 2021 was Bank Guarantee Reforms which included rationalization of BGs submitted by TSPs/ operators. Subsequently, O/o CGCA was made the Bank Guarantee Management Office (BGMO) for the centralized licenses and was also given the task to rationalize the Bank Guarantees of TSPs like Reliance Jio, Bharti Airtel, Vodafone Idea, BSNL etc.



## DETAILS OF BANK GUARANTEES IN CUSTODY OF O/O CGCA

Accordingly, Revenue Section, CGCA rationalized the BGs of all the TSPs which are categorized as centralized licenses. The details of the Bank Guarantees of Centralized Licenses in the custody of O/o CGCAas on 31.03.2023 is as below:

Name of TSP	Number of BGs in the custody of O/o CGCA	Amount of BGs in the custody of O/o CGCA
Adani Data Networks Ltd	12	14,40,00,000
Andhra Pradesh state Fiber Net Limited	6	19,61,00,000
Bharti Airtel Ltd	21	11,10,06,54,563
Bharti Hexacom Ltd	4	74,58,72,773
BSNL	23	44,40,00,000
Inviolable Technology Pvt Ltd	2	2,40,00,000
MTNL	2	40,80,000
Quadrant Televentures Ltd	2	2,40,00,000
Reliance Jio Info Comm ltd	6	11,02,26,80,000
Ring Central India Pvt Ltd	6	27,00,00,000
Tata Communications Ltd	30	43,50,57,000
Tata Tele Services Ltd	9	69,88,92,128
Telangana Fiber Grid Corporation Ltd	2	2,40,00,000
TTML	2	12,40,00,000
V Con Mobile & Infra P Ltd	6	3,92,20,000
Vodafone Idea Ltd	101	21,00,90,31,325
Webex Communications India P Ltd	48	54,01,00,000
<b>Grand Total</b>	<b>282</b>	<b>4684,56,87,789</b>

\*This includes those Bank Guarantees also which are under litigation and hence couldnot be released during the process of rationalization. \*\*As on 21.06.2023, the number of bank guarantees in the custody of O/o CGCA is 399 amounting Rs 5073 crores (approximately)

Revenue Section also arranged to conduct Third Party Audit for the BGs maintained in O/o CGCA in the month of February 2023 and obtained a certificate regarding the same.

## RATIONALIZATION OF BANK GUARANTEES

The details of bank guarantee of centralized licenses which have been rationalized as per LFP Wing letter dated 08.10.2021 (in accordance with Telecom Reforms 2021) is as follows:

Sl. No.	DESCRIPTION	AMOUNT/ NUMBER
1	Total amount of <b>centralized bank guarantees</b> before reforms (for the TSPs who approached CGCA for rationalization and which could be rationalized)	<b>Rs 14200.57 crores</b>
2	Total Number of <b>centralized bank guarantees</b> before reforms (for the TSPs who approached CGCA for rationalization and which could be rationalized)	<b>832</b>
3	Total amount of <b>centralized bank guarantees</b> after rationalization	<b>Rs 2873.63 crores</b>
4	Total Number of <b>centralized bank guarantees</b> after rationalization	<b>98</b>
5	Total amount of <b>centralized bank guarantees</b> released	<b>Rs 12063.84 crores</b>
6	<b>Total Number of centralized bank guarantees released</b>	<b>716</b>

## HALF YEARLY REVIEW OF BGS

As per the license agreement, half yearly review of bank guarantees has to be conducted for all the centralized licensees. O/o CGCA conducted the half yearly review for the centralized licenses in the month of September 2022 and January 2023. Accordingly, enhanced BG amount was asked to be submitted by the TSPs whose details is as below:

<b>Name of TSP</b>	<b>Enhanced BG amount as per half yearly review (September 2022)</b>	<b>Enhanced BG amount as per half yearly review (January 2023)</b>
<b>Bharti Airtel Ltd</b>	116,69,64,246	<b>76,81,18,742</b>
<b>Reliance Jio Info comm Ltd</b>	33,00,00,000	<b>63,32,00,000</b>
<b>Tata Teleservices Ltd</b>	25,00,000	<b>5,53,687</b>
<b>Bharti Hexacom Ltd</b>	11,11,31,062	<b>765,67,708</b>
<b>Tata Communication Ltd</b>	<b>0</b>	<b>12,25,17,000</b>

## NUMBER OF BANK GUARANTEES – DECENTRALIZED LICENSES

As per the data collected through e-SWR (for online monitoring of status of work of CCAs) for the month of April 2023, the following is the status of bank guarantees in the custody of CCA offices.

PBG: Closing Balance of PBG for the quarter March 2023 is 1936 for an amount of Rs.245.83 Crores

FBG: Closing Balance of FBG for the quarter March 2023 is 3391 for an amount of Rs.473.28 Crores

## STATUS OF RATIONALIZATION OF BGS OF DECENTRALIZED LICENSES

Revenue Section, CGCA has been monitoring the status of rationalization of bank guarantees of decentralized licenses by the field offices i.e., Pr. CCAs/CCAs. The status of rationalization of BGs of decentralized licenses as on 31.03.2023 is as below:

<b>Sl No.</b>	<b>DESCRIPTION</b>	<b>Number/ Amount (in crores)</b>
<b>1</b>	No. of BGs before rationalization	<b>5214</b>
<b>2</b>	Amount of BG before rationalization	<b>887.00</b>
<b>3</b>	No. of BGs eligible for rationalization	<b>2303</b>
<b>4</b>	Amount of BGs eligible for rationalization	<b>455.74</b>
<b>5</b>	No. of BGs not eligible for rationalization	<b>2911</b>
<b>6</b>	Amount of BGs not eligible for rationalization	<b>431.61</b>
<b>7</b>	No. of BG refused to rationalize or continue with existing BGs	<b>236</b>
<b>8</b>	Amount of BG refused to rationalize/ or continue with existing BGs	<b>1.77</b>
<b>9</b>	Number of BGs rationalized	<b>1582</b> <b>(1261+153+168)</b>
<b>10</b>	Amount of BGs rationalized	<b>346.01</b> <b>(217.64+125.28+3.08)</b>
<b>11</b>	No. of BGs released	<b>1261</b>

<b>12</b>	Amount of BG released	<b>217.64</b>
<b>13</b>	No. of BGs amended	<b>153</b>
<b>14</b>	Amount of BGs amended	<b>125.28</b>
<b>15</b>	No. of BGs under process for release	<b>168</b>
<b>16</b>	<b>Amount of BGs under process for release</b>	<b>3.08</b>

## CITIZEN'S CHARTER

Revenue Section, CGCA prepared the draft Citizen's Charter (w.r.t the services offered by Revenue Section, CGCA) as below to be submitted to DOT HQ for finalization:

Sl No.	Service	Success Indicators	How To Get The Service	Service Standards	Units	Whom To Contact
<b>1</b>	Release Of Bank Guarantees of Decentralized Licenses on The Occasion of Expiry/ Surrender/ Cancellation/ Termination of License	Release of Bank Guarantees	Contact concerned CCA i.e., Assessing office	30	days	Reema Majumdar, Accounts Officer Email: reema.maj@gov.in
<b>2</b>	Grievance Redressal in SARAS	Resolution of grievance	Through SARAS	30	days	Roopa Shree K B, Accounts Officer



3	Disposal of appeals against LF assessment of decentralized licenses	Forwarding of appeals by CCAs	Submitting representation or appeals in concerned CCAs i.e., Assessing office	30	days	Rupa Boddu, Accounts Officer  Email: rupa.boddu@gov.in
		Maximum time for final disposal		6	months	

## FUNCTION OF APPELLATE AUTHORITY

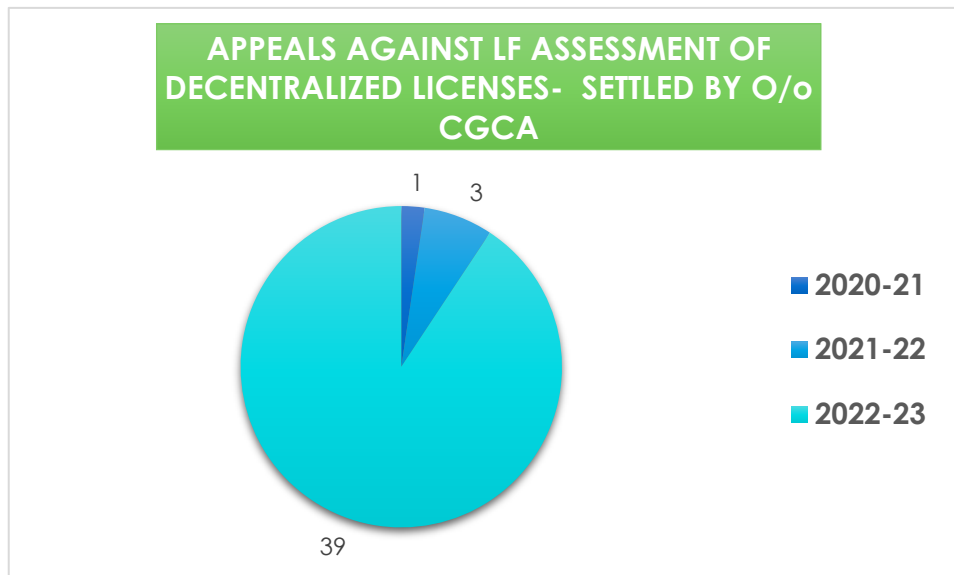
CGCA is the appellate authority for handling appeals against LF assessment of decentralized licenses done by CCA offices.

The “Guidelines for handling appeal against LF Assessment of decentralized licenses” was prepared by Revenue Section and circulated to all Pr. CCAs/ CCAs vide letter dated 50-6/Guidelines and procedures for handling of appeals of Decentralized licenses/2021-22 dated 16.6.22

These guidelines and procedures for handling appeals of decentralized licensees are aimed at methodical and timely disposal of appeal cases of decentralized licenses.

This whole process will be a major step towards ease of doing business and reducing the compliance burden on licensees by dealing with the appeal cases of decentralized licenses in an efficient and transparent manner.

The financial year wise trend in appeals settled at O/o CGCA is depicted in the graph below:



During the FY 2022-23, O/o CGCA settled 39 appeals details of which is as below:

Name of CCA	SI No.	Name of operator whose appeal was disposed off	Brief of the decision of Appellate Authority
Chhattisgarh	1	M/s Foxtel Telecommunications Pvt Ltd	<p><b>Issue:</b> for waiver off penalty and interest on penalty on account of delay in payment due to Covid-19 pandemic for the FY 2019-20</p> <p><b>Decision:</b> The operator was informed that imposition of penalty and interest on penalty amounting to Rs. 10,99,734/- by CCA, Chhattisgarh on account of delay in payment of LF for FY 2019-20 (as per clause 20.10</p>

			<p>of license agreement) is in accordance with the provision of license agreement and LFP wing letter</p> <p>dated 07.04.22.</p>
Delhi	2	M/s Cloud cast Digital Ltd	<p><b>Issue:</b> regarding inclusion of other income from MIB</p> <p><b>Decision:</b> Representation was forwarded to WPF wing. Reply was given directly by WPF wing to Pr. CCA, Delhi.</p>
Delhi	3	M/s Fusion net Web Services Pvt Ltd.	<p><b>Issue:</b> Requesting to waive of penalty amounting to Rs. 15,47,268/- for delay in payment of last instalment by one (1) day being the last due date a holiday (Sunday).</p> <p><b>Decision:</b> The request was considered but not acceded to as no order regarding extension of due date of payment has been issued by LFP wing.</p>
Delhi	4	M/s Sensorise Digital Services Pvt Ltd	<p><b>Issue:</b> Against inclusion of revenue for levying of LF in respect of licensee who is providing M2M services and having UL-VNO-ISP-A</p>

			<b>Decision:</b> Reply given based on instructions issued by LFP wing, DoT HQ email dated 28.12.22 that “License fees is to be paid as per the UL VNO ISP A license agreement during the period from 22.08.2017 to 23.10.2022”.
Gujarat	5	M/s Suvidha Telecom	As informed by CCA, Gujarat that Assessment has been done by considering the order of DoT regarding NSO charges under VNO license. Hence, the appeal stands disposed off.
Gujarat	6	Jaydeep Telecom	do
Gujarat	7	Bi-Ritz Telenet	do
Gujarat	8	Ritz Communication	do
Gujarat	9	Sandeep Telecom	do
Gujarat	10	Ratna Telenet	do
Gujarat	11	Super Telecom	do

Gujarat	12	Bi-Ritz Telenet	do
Gujarat	13	Ritz Communication	do
Gujarat	14	Sanchar Telenetwork	An opportunity was given to clarify the correct head of income generated under PIS Time of 15 days was given to re- submit their misplaced invoices of service tax An opportunity was also given to submit revised AGR to clarify miscellaneous revenue to avoid adding back Request for waiving of penalty was denied.
Gujarat	15	DL GTPL Broad Band	An opportunity was given to licensee to submit hard copies of documents in support of deduction claimed but disallowed by CCA, Gujarat as the appeal was within the stipulated time.
Gujarat	16	Skydot communication Ltd	The request to accept additional documents which were not provided at the time of assessment has been declined as it was beyond the stipulated time.
Gujarat	17	GTPL Kaizen Infonet Pvt Ltd	As informed by CCA, Gujarat that the case has been settled in compliance of surrender of license. Accordingly, the appeal stands closed.

Gujarat	18	Airlink communication Pvt Ltd	As informed by CCA, Gujarat that after completion of special audit, directions w.r.t. some points were sought from DoT and in absence of no reply, recommendation for cancellation has been sent. Now, no action pending at this end, so the appeal stands closed.
Gujarat	19	Airlink communication Pvt Ltd	Reply given with a direction to CCA, Gujarat to take up the matter directly with LFP wing as the policy matters are being dealt by LFP wing.
Gujarat	20	Twincity Communication Pvt Ltd	An opportunity has been given to the licensee to submit additional documents in support to verify the revenue shown in the annual accounts for FY 2017-18 is from non-telecom activities for the period 01.04.2017 to 30.06.2017 and not belongs to the period 05.01.18 to 31.03.18.
Gujarat	21	Twincity Communication Pvt Ltd. dtd	An opportunity has been given to submit additional documents for re-assessment as Representation against the demand notice for FY 2018-19 & 2019-20 is within the stipulated time from the date of issue of demand notice.
Gujarat	22	RK Infratel	Representation against the demand notice for FY 2018-19 & 2019-20 has been considered as it is within the stipulated time from the date of issue of demand notice, but the same could not be acceded to as the case of inclusion



			of other income is under consideration by LFP wing, DoT HQ vide email dated 27.02.23.
Gujarat	23	S. S. Telecom	Payment has been made and excess has been found. Therefore, the appeal has been treated as settled at the level of CCA, Gujarat.
Gujarat	24	HIS Communication	<p>Appeal for re-assessment of LF on AGR has been considered and cannot be acceded to as the representation is beyond the stipulated time from the date of issue of demand notice.</p> <p>No provision for waiver of interest, penalty, interest on penalty in UL VNO License Agreement.</p>
Gujarat	25	Pyramid Infocom Pvt Ltd	An opportunity was given to licensee and CCA, Gujarat was directed to do revised assessment by considering documents pertaining to GST challans as it was submitted within stipulated time.
Gujarat	26	Phoenix Internet Pvt Ltd.	The request to submit additional documents in support to verify the deduction claim pertaining to Service Tax has been granted as it was within the stipulated time.
Gujarat	27	Smart link Solutions Pvt Ltd	An opportunity has been given to the licensee to submit additional documents/financial statements as their representation against demand note was within the

			stipulated time, with instructions to CCA, Gujarat to submit compliance to this office within 15 days.
Karnataka	28	M/s Maurya Infotek Pvt Ltd.	<b>Issue:</b> appeal against inclusion of other income as having NIL AGR due to non- commencement of services Decision: Reply given to operator with acopy to CCA, Karnataka to follow the instructions of LFP order dated 15.09.22
Karnataka	29	M/s Maurya Infotek Pvt Ltd.	<b>Issue:</b> appeal against this office reply. Decision: reply again given after taking instructions from LFP that instructions issued in LFP order dated 15.09.22 is to be followed.
Karnataka	30	M/s Bishagni Networks Pvt Ltd	<b>Issue:</b> Regarding submission of revised audited statement of revenue & LF for FY 2013-14 to 2018-19 Decision: Reply given to take necessary action as per DS wing letter dtd 31.03.21 and LFP lr dtd 25.08.22. Accordingly, as per CCA, Karnataka email dated 11.01.23, assessments have been revised.
Karnataka	31	M/s Unitel Media Pvt Ltd.	<b>Issue:</b> appeal against inclusion of other income.  <b>Decision:</b> Reply has been given that as per LFP wing email dated 11.01.23, the matter of inclusion of other income is subjudice vide Civil Appeal 9012/2022.

Rajasthan	32	Kappa Internet service private ltd	As per letter dated 10.03.22 of CCA, Rajasthan, the operator agreed to demand and deposited LF. Accordingly, appeal was treated as disposed off.
Rajasthan	33	Kappa Internet service private ltd	<p><b>Issue:</b> requesting to exempt an interest amount of Rs. 11,09,832/- from AGR. Decision:1. As per clause 18.1 of license agreement, Gross Revenue should be inclusive of revenue on account of interest, dividend without any set off for related item of expenses etc.</p> <p>2. Also, as per point nos. 164 &amp; 171-173 of Hon'ble Supreme Court Judgment dated 24.10.2019, income from interest, dividend and interest income from inter- corporate loan has to be included in the Gross Revenue for calculation of LF.</p>
Rajasthan	34	Nextgen Compusoft Pvt Ltd	<p><b>Issue:</b>1. Inclusion/ exclusion of bandwidth charges under 'roaming revenue' for the purpose of deduction. Difference in AGR- Rs 8,39,567</p> <p>Difference in P&amp;L Account and AGR Statement provided by licensee. Difference in AGR- Rs 4,62,168/-</p> <p>Other business income not taken in AGR but shown in P&amp;L statement. Difference in AGR- Rs 2,50,390/- Decision: 1. CCA Rajasthan has done assessment as</p>

			<p>per the provisions of UL ISP License agreement</p> <p>An opportunity will be provided to you to reconcile the difference in revenue between P&amp;L and AGR statement with CCA, Rajasthan.</p> <p>This office has sought clarification from LFP wing, DoT HQ regarding inclusion/exclusion of income from other business w.r.t. Hon'ble Supreme Court judgment dated 24.10.2019 and TDSAT judgment dated 28.02.2022.</p>
Rajasthan	35	Ncore Creative Technologies	<p><b>Issue:</b> Regarding non-submission of written NSO agreement and payment proof for claiming deduction of bandwidth charges</p> <p><b>Decision:</b> Required documents not submitted within stipulated time according to amendment order by DoT HQ. Hence, it was replied to the operator that demand notice raised by CCA, Rajasthan is in accordance with provision of UL VNO license agreement</p>
Rajasthan	36	M/s Isparrow Digital India Pvt Ltd	<p><b>Issue:</b> request to accept re-submission of the documents in the correct format which was submitted in the wrong format earlier</p> <p><b>Decision:</b> 1. Request was accepted but not acceded for re-</p>

			<p>assessment as the deduction of revenue earned from Pure Internet Service is not admissible as per clause 3.2 under head “Financial Condition” of UL license agreement.</p> <p>2. Also, it was intimated that the matter of claim of deduction of revenue earned from Pure Internet Service is subjudice as per LFP wing, DoT HQ letter no. 12-18/2018-LFP dated 06.10.2020.</p>
Maharashtra	37	BT Global communications India Pvt Ltd.	<p>Instructions issued to carry out revised assessment as per in accordance with the conditions/provisions stipulated in signed license agreement of licensee until licensee signs any amended LA to avoid representations/appeals litigations thereto.</p>
Maharashtra	38	M/s Speedon Network Ltd	<p>Reply has been sent as per clarification issued by DS wing regarding date of surrender of license.</p>
Mumbai	39	Trikon Electronics Pvt Ltd	<p>The request to exempt LF on the revenue generated from sale of telecom services delivered outside India in AGR was not acceded to as it is not in the list of deductions permissible as per LA.</p>

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## SOP/USER MANUAL

Revenue Section, CGCA prepared the following standard operating procedures (SOP)/user manual for streamlining the work and maintaining uniformity across all field offices:

- i. SOP for Setting up of Licensee (SUL) Module in SARAS
- ii. SOP for Handling Grievance in Grievance Module in SARAS
- iii. Guidelines for handling appeals against LF Assessment of decentralized licenses
- iv. SOP for release of BGs of licenses on the basis of NDCs received from concerned wings.
- v. SOP for releasing BGs on LOI
- vi. User Manual for e- SWR 3.0

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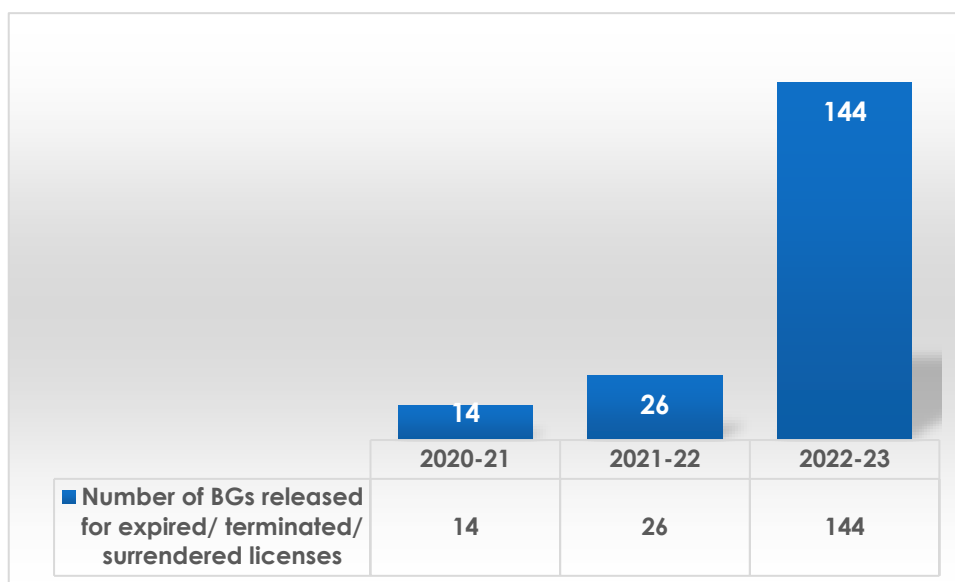
## EXIT MECHANISM FOR LICENSEES

Revenue Section, CGCA is the nodal office for collecting No Dues Certificate (NDC) for those licenses which have expired/ terminated/surrendered for final release of BGs of such licenses. During the FY 2022-23, Revenue Section CGCA gave orders for release of 97 BGs of 47 licenses amounting Rs 13.76 crores.

The process of collecting NDCs from the concerned wings for final release of BGs have been automated through NDC Module in SARAS from 01.10.2022 onwards.



The FY wise trend in the release of BGs of decentralized licenses which are expired/terminated/surrendered is depicted in the graph below:



The details of release of BGs of expired/ terminated/ surrendered licenses during the FY 2022-23 is as follows:

Name of Circle	Name of Company	PBG	FBG	Release Date	Amount in Rs.
<b>Punjab</b>	M/s Stizonet Pvt. Ltd.	1	1	08.04.2022	11,00,000
<b>Tamil Nādu</b>	M/s Uniply Blaze Pvt. Ltd.	1	1	22.04.2022	11,00,000
<b>Delhi</b>	Jai Shree Ram	1		22.04.2022	1,00,000
<b>HP</b>	M/s Dhauladhar Broadband Pvt. Ltd.	4	4	06.06.2022	2,77,018
<b>Haryana</b>	M/s SG IT	1	2	06.06.2022	2,21,000
	M/s Spiderlink Networks Pvt. Ltd	1	1	20.05.2022	2,00,000
<b>Mumbai</b>	M/s IGIG Broadband				

	Pvt. Ltd.	1		25.05.2022	50,000
<b>Delhi</b>	M/s Nextra Technologies Pvt. Ltd	1	1	06.06.2022	11,00,000
<b>Delhi</b>	M/s Servetel Communications Pvt. Ltd	2	2	06.06.2022	13,20,000
<b>Gujarat</b>	M/s Ritz Communication		1	06.06.2022	1,00,000
<b>Gujarat</b>	M/s Torrent Power Ltd.		1	06.06.2022	1,00,000
<b>Chhattisgarh</b>	M/s GMR Chattisgarh Energy Ltd		1	06.06.2022	1,00,000
<b>Gujarat</b>	M/s Shree Labdhi Telecom		1	06.06.2022	1,00,000
<b>Chhattisgarh</b>	M/s Fasttnet Broadband Services Pvt.Ltd.	1	1	17.06.2022	11,00,000
<b>Delhi</b>	M/s Rhythmus Technologies Pvt.Ltd.	1	1	17.06.2022	11,00,000
<b>Uttarakhand</b>	M/s Broadstar Net India Pvt.Ltd.	1	1	04.07.2022	1,48,000
<b>Orissa</b>	M/s Eastern Media Ltd.	1	1	04.07.2022	11,00,000
<b>UP East</b>	M/s Netvision Awadh Networks Pvt.Ltd.	1	1	30.06.2022	60,000
<b>Punjab</b>	M/s Umbrele Internet Service Pvt.Ltd.	1	1	23.06.2022	60,000
<b>Gujarat</b>	M/s GIPL	1	1	24.06.2022	2,20,00,000

<b>Punjab</b>	M/s Iwave Communications Pvt.Ltd.	2	2	29.08.2022	1,20,000
<b>Delhi</b>	M/s Hughes Communications India Pvt.Ltd..	1	2	29.09.2022	2,50,00,000
<b>Rajasthan</b>	M/s Alwar Telecom Pvt. Ltd.	1	1	27.09.2022	60,000
<b>Delhi</b>	M/s Sikka Ports & Terminals Ltd-	1		09.09.2022	2,00,00,000
<b>Delhi</b>	M/s Gigantic Infotel Pvt. Ltd.-		2	27.09.2022	2,00,000
<b>Delhi</b>	M/s Wi-Bro Solutions Pvt. Ltd.	3	3	05.07.2022	1,80,000
<b>Kolkata</b>	M/s Atlantis Wireless Communication Pvt. Ltd.	1	1	13.07.2022	11,00,000
<b>Mumbai</b>	M/s Phonologies India Pvt. Ltd	1		24.11.2022	3,00,000
<b>Delhi</b>	M/s National Stock Exchange of India Ltd.	1		24.11.2022	1,00,00,000
<b>MH</b>	M/s Saisha Infotech Pvt Ltd.	1	1	24.11.2022	11,00,000
<b>Assam</b>	M/s Tarang Communication Pvt. Ltd.	1		26.12.2022	3,00,000
<b>Delhi</b>	M/s Quick Online Pvt. Ltd.	1		26.12.2022	2,00,000
<b>Delhi</b>	M/s Om Shri Ganesh Telecom Pvt.	1		26.12.2022	3,00,000

	Ltd.				
<b>Mumbai</b>	M/s S&A Internet Services Pvt. Ltd (Renamed as Tata Communication Data Centre Pvt. Ltd & Now M/s STT Global Data Centers India Pvt. Ltd.)	1	1	27.12.2022	2,10,00,000
<b>Mumbai</b>	M/s Route Mobile Ltd	1		15.12.2022	3,00,000
<b>Kolkata</b>	M/s Calcutta Television Pvt. Ltd	2	2	15.12.2022	22,00,000
<b>Karnataka</b>	M/s Karuturi Telcom Pvt. Ltd	1	1	16.01.2023	1,05,00,000
<b>Delhi</b>	M/s Paramount Broadband Services Pvt. Ltd.	1	1	16.01.2023	11,00,000
<b>Delhi</b>	M/s Fiberr Broadband Services Pvt. Ltd.	1	1	11.01.2023	11,00,000
<b>Delhi</b>	M/s Vivo Colloration Solutions Pvt. Ltd.	2		11.01.2023	6,00,000
<b>Delhi</b>	M/s Sanketik Telenet Pvt. Ltd.	1		05.01.2023	3,00,000
<b>Delhi</b>	M/s Neotel India Pvt. Ltd.	2	2	05.01.2023	11,60,000
<b>Gujarat</b>	M/s Kinjaru Appliances Pvt. Ltd.	1		14.02.2023	3,00,000
	M/s Alliance				

<b>West Bengal</b>	Broadband Pvt. Ltd	1		21.02.2023	10,00,000
<b>Delhi</b>	M/s Oil & Natural Gas Corporation Ltd.		1	16.03.2023	56,00,000
<b>Mumbai</b>	M/s Delix Net Solutions Pvt. Ltd.	1	1	14.03.2023	11,00,000
<b>Delhi</b>	M/s Alaap Telecom Pvt. Ltd	1	1	16.03.2023	11,00,000
	Total	51	46		13,76,56,018

#### RELEASE OF BANK GUARANTEES OF PURE ISPS

The release of bank guarantees of Pure ISPs who obtained licenses under 1998 and 2003 guidelines had been a long pending issue. After receiving suitable instructions from DOT HQ, Revenue Section sent instructions to all field units to follow the same and release the BGs. In the process, as on 31.03.2023, **47 BGs of 47 licensees amounting Rs 11,57,56,128** have been released, the details of which are as below:

<b>Sl.no.</b>	<b>Name of the Company</b>	<b>Type</b>	<b>Name of CCA</b>	<b>BG Released Amount</b>
<b>1</b>	Apaksh Broadband Ltd.	Live	AP	20,00,000
<b>2</b>	Assam Electronics Development Corporation Limited	Live	Assam	20,00,000
<b>3</b>	Trans Virtual Pvt Ltd.	Live	Assam	3,00,000
<b>4</b>	Trans Virtual Pvt Ltd.	Live	Assam	3,00,000
<b>5</b>	M/s Nextgen Communication Pvt Ltd.	Live	CCA Delhi	1,00,00,000

<b>6</b>	Spectra ISP Networks Private Limited [Earlier M/s Punj Lloyd Limited] (Old name Spectra Net Ltd.)	Live	Delhi	2,00,00,000
<b>7</b>	M/s Reliance Ports and Terminals Limited [Earlier M/s Reliance Engineering Associates Pvt Ltd.]	Live	Delhi	2,00,00,000
<b>8</b>	Star Broadband Services (India) Pvt Ltd.	Live	Delhi	20,00,000
<b>9</b>	Spacenet Internet Services Pvt Ltd	Live	Delhi	10,00,000
<b>10</b>	Magnum International Ltd	Live	Delhi	20,00,000
<b>11</b>	Touch Net India Pvt Ltd.	Live	Delhi	2,00,000
<b>12</b>	Geocity Network Solutions Pvt Ltd	Live	Delhi	10,00,000
<b>13</b>	Adya Tech One Services Pvt Ltd	Live	Delhi	3,00,000
<b>14</b>	Mis Wipro Ltd	Live	Delhi (KTK)	2,00,00,000
<b>15</b>	Konark Infocomm Pvt Ltd	Live	Delhi	3,00,000
<b>16</b>	Sawan Online Broadband Pvt Ltd	Encashed	Haryana	3,00,000
<b>17</b>	Bhiwani Communications Pvt Ltd	Live	Haryana	3,00,000
<b>18</b>	Conjoinix Technologies Private Limited	Live	HP	3,00,000
<b>19</b>	North East Data Network Pvt Ltd	Live	Karnataka	20,00,000
<b>20</b>	Kerala State Electronics Development Corp. Ltd.	Live	Kerala	3,00,000
<b>21</b>	Harisree Cablenet Pvt.	Live	Kerala	3,00,000



	Ltd.			
22	M/s Orange Infocom Private Limited (Earlier M/s Digital Nagpur Online Private Limited)	Live	Maharashtra & Goa	3,00,000
23	Immersoft Technologies Pvt Ltd	Live	Maharashtra & Goa	3,00,000
24	Khetan Cable Network Pvt Ltd.	Live	MP	3,00,000
25	Ultra Micro Consultancy Pvt Ltd.	Live	MP	3,00,000
27	Rajesh Multichannel Pvt Ltd	Live	Mumbai	20,00,000
28	F/X Wireless Technology Solutions Pvt Ltd	Live	Mumbai	4,55,000
29	Symbios Creations Pvt Ltd.	Live	NE 2	3,00,000
30	Sanyog Networks Pvt Ltd.	Encashed	NE I	2,00,000
31	Boss Tele-Net Pvt Ltd.	Live	Punjab	3,00,000
32	Aksh Broadband Ltd.	Expired	Rajasthan	3,00,000
33	Shyam Internet Services Ltd.	Live	Rajasthan	20,00,000
34	Vijaya comnet Pvt Ltd.	Live	TN	3,00,000
35	Karur Aimet Pvt Ltd.	Live	TN	3,00,000
36	Vijaya Comnet Pvt Ltd.	Live	TN	3,00,000
37	ISP Solutions (India) Pvt Ltd.	Encashed	TN	3,00,000
38	Eronet Broadband Service India (Pvt Ltd.	Expired	TN	3,00,000

39	Shri Vinayagaa Internet Pvt Ltd	Expired	TN	3,00,000
40	Nexus Online Solutions Pvt Ltd	Live	UP	3,00,000
41	Dreamzcraft Info Solutions Pvt Ltd	Encashed	Uttarakhand	3,00,000
42	Helm Consultants Pvt Ltd.	Live	Uttarakhand	2,00,000
43	Oasis Cable Pvt Ltd	Live	Uttarakhand	3,00,000
44	Micky Online Pvt Ltd.	Live	Uttarakhand	3,00,000
45	PCM Netwings Communications Private Limited	Live	WBC	3,00,000
46	Versatile Darjeeling Broadband Pvt Ltd	Live	WBC	3,00,000
47	Nelco Ltd.	Live	Mumbai	20000000
<b>TOTAL</b>				<b>11,57,56,128</b>

## SARAS

In pursuance to DoT HQ OM No 1-6/2021/LFA/Vol II dated 29.04.2022 and Advisor (Finance) letter dated 29.04.2022, nominations were sought for new composition of **Project Implementation Unit (PIU)** for **SARAS**. Pratima Singh, Dy. CGCA (Revenue) was nominated from revenue section to the PIU for SARAS. The following modules of SARAS has been assigned to O/o CGCA vide OM No 1-6/2021/LFA/VOL-II dated 17.05.2022:

1. **BANK GUARANTEE**
2. **SETTING UP OF LICENSEE (SUL)**
3. **GRIEVANCE**
4. **DISCUSSION BOARD**

Revenue Section has been working on making the assigned SARAS Modules fully functional. For the same, SOP s for SUL and Grievance Module has been prepared by O/o CGCA and has been circulated to all Pr. CCAs/ CCAs for maintaining uniformity in the procedures followed.

Revenue Section has been regularly monitoring and ensuring 100% onboarding of licenses through SUL Module in SARAS and 100% timely grievance redressal through Grievance Module in SARAS. In the FY 2022-23, 226 grievances were resolved through Grievance Module in **SARAS**.

The work on making BG Module fully functional in SARAS is going on and is intended to be achieved by Q3 of FY 2023-24.

The process of release of Bank Guarantees of decentralized licenses which was being done manually is now being done through NDC Module in SARAS.

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## COMPENDIUM OF REVENUE RELATED ORDERS

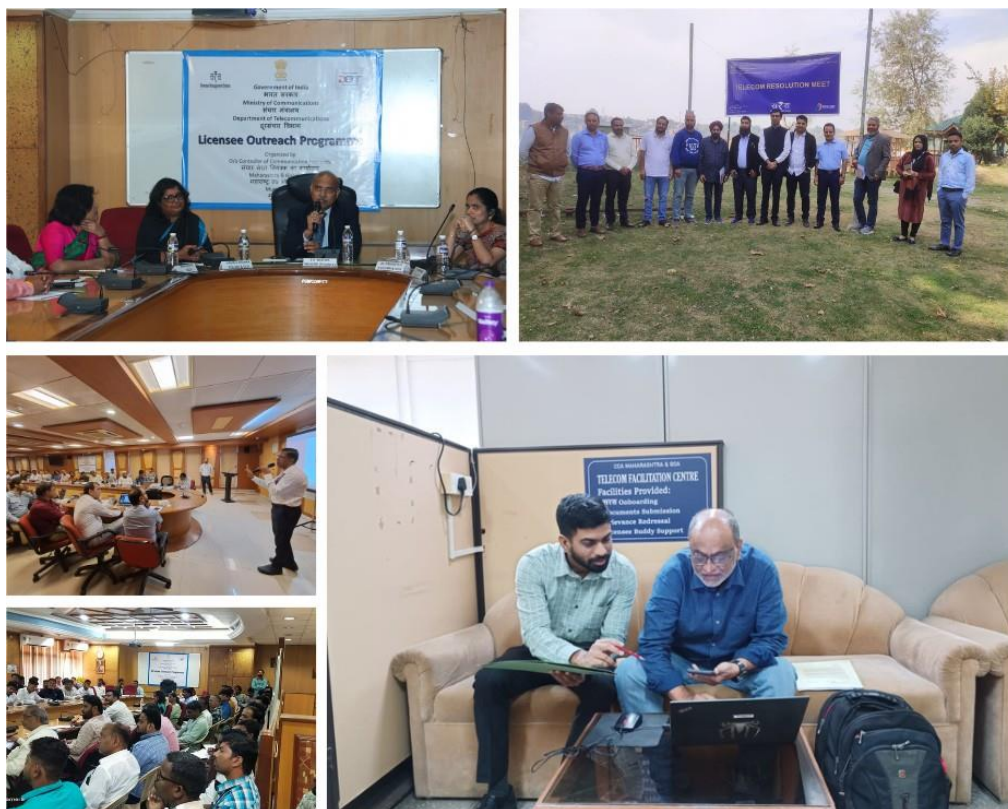
Revenue Section, CGCA prepared a compendium by consolidating all the revenue related orders/ clarifications issued by DOT HQ/ CGCA after Telecom Reforms 2021 and issued the 1<sup>st</sup> Edition in March 2023.

The next Edition of the Compendium is intended to be released in Q1 of FY 2023-24.

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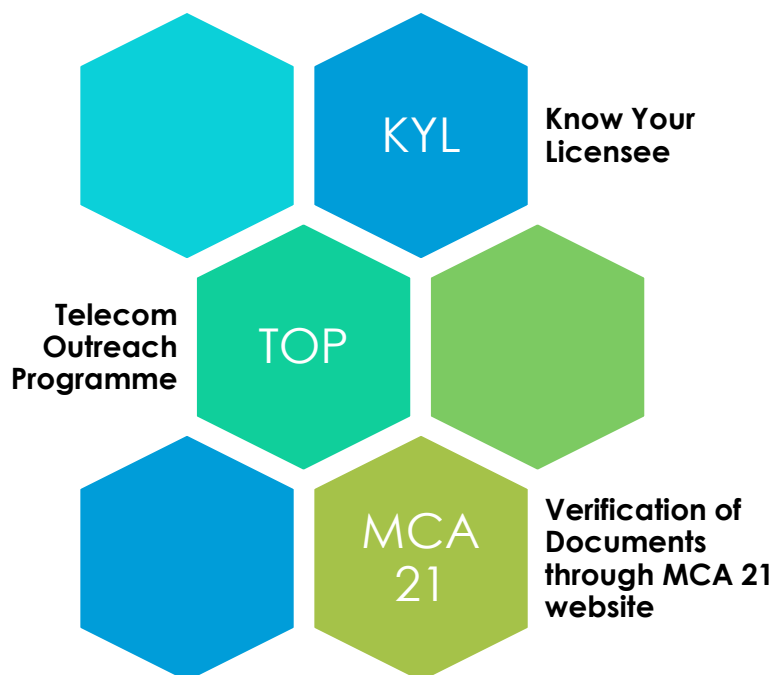
## TELECOM OUTREACH PROGRAMS

1. The concept of Telecom Outreach Programmes was introduced vide “Guidelines for handling appeals against LF Assessment of decentralized licenses” through which CCAs may interact with the decentralized licenses and resolve various issues. In the FY 2022- 23, 80 TOPs were conducted by CCAs through which more than 600 licenses benefitted.
2. Telecom Facilitation Centre (TFC) is a kind of lab (having digital equipment i.e., Computers etc) in the premise of CCAs where the licensees may visit for submission of documents, payments of License Fee etc. with the help of staff of CCA office. 12 Facilitation Centres have been opened across India in CCAs and it is envisaged that in FY 2023-24, all CCAs will have one TFC for the benefit of the licensee.



## POLICY RELATED MATTERS

### NEW CONCEPTS INTRODUCED BY REVENUE WING FOR FACILITATING CCAS AND LICENSEES



## PROPOSAL ON BEST JUDGMENT ASSESSMENT

At present the LF assessment is carried out by LFA WING/ CCAs based on the AGR statements provided by the operators on quarterly/ annual basis. Out of about 2500 decentralized licenses about 1269 (in 2021-22) are only making regular payment of license fee. Out of those licensees which make the regular payment, some fail to submit the documents to properly assess the due amount. For the balance licensees, the payment as well as the prescribed documents (AGR statements, auditors' certificate, annual accounts, bank statements, etc) are not being submitted. This leads to many licensees for which the necessary demand is either not raised or not raised in time.

It may be appreciated that the defaulters in such cases do not provide any necessary documents due to which assessment cannot be completed. In such cases, after exhausting usual remedies of show cause notice, encashment of bank guarantees, etc., the CCA office recommends cancellation of the license. The liability of the licensee under the license though remains indeterminate.

Also, in many cases, the licensees do not submit documents since issuance of License Agreement but make regular quarterly payments on the basis of self-assessment. In such cases, demand notices cannot be issued by the CCAs and consequently penalty and interest on penalty (not applicable w.e.f. 1.10.2021) cannot be levied as per license agreement in such cases. Thus, it may be concluded that in these cases there is no default in payments (as per self-assessment basis) but there is default in submission of documents. This may also lead to loss of revenue to the department.

## BASIS OF PROPOSAL

In other Government Departments especially the Income Tax Department, the provision of best judgment assessment is provided in Section 144 of IT Act, 1961. A best judgement assessment in income tax is an income tax assessment which is performed by the assessing officer with limited knowledge about the financial circumstances of the assesses. Best judgement assessment takes place when the Income Tax officer is forced to perform the assessment with the available knowledge and resources. It is proposed to extend the concept of best judgement assessment to the assessment of license fee in DOT, where the licensee fails to submit requisite documents or provides incomplete documents which hampers the process of assessment at DOT/ CCAs.

## PROPOSED ACTION

The best judgement assessment of LF and other dues may be applied in DOT for raising the demand and collection of non-tax revenue / license fee where the licensee has failed to provide requisite documents for a fair assessment even after expiry of 3 months from the due date of submission of such documents. The illustrative list of sources which may be relied upon for the best judgement assessment may include -

1. Alternate data banks such as Ministry of Corporate Affairs (MCA), from which the annual accounts of the licensee may be accessed,
2. Based on suitable adjustment in the previous year's submission of the licensee, where available,
3. Based on number of subscribers and the AGR reported by a similar licensee in a similar area, (note: due to competition, the rates of all service providers are now normalized)
4. Based on any other appropriate way.

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## PROPOSAL FOR INCORPORATION OF KYL DETAILS IN SARAS

### BACKGROUND:

All Government Departments including the Banks, etc. carry out the Know Your Customer (KYC) process for reason such as PMLA, etc. In DOT at times the notices served on the licensees are returned with remarks such as addressee move out etc. Even the personal visits of the CCA officials are unable to trace the location of the licensee. This problem is compounded where the licensee is also not making the payment of license fee and / or not submitting the documents for assessment of LF.

Accordingly, a concept of KYL (Know Your Licensee) was initiated and introduced by O/o CGCA while formulating the SOP for SUL Module of SARAS. This was circulated to all Pr. CCAs/ CCAs vide email dated 14.07.2022. The KYL is like a KYC form wherein the operators have to fill in their details for getting on boarded on SARAS. The details of Authorized signatory have to be entered in this KYL Form.

However, it not come to notice that some licensees who have defaulted in payment of LF and / or submission of documents, just not only respond to the frantic notices from the Department, but have devised innovative ways to continue with the provision of services by abandoning the existing license and taking a new license. Such cases present a bad precedent for the normal LF paying licensees also. Hence, it is proposed



to slightly tighten the process of issue of a new license by verifying the past defaults of any new applicant for a license. It is proposed to deny the issuance of any license where the applicant has outstanding obligations / payment due under any active / expired / terminated / surrendered license.

### **PROPOSED ACTION:**

The verification of the past default is proposed to be achieved through a self-affidavit and through the data base of names of the promoters / directors / KMP of all the existing licensees. The data base will be part of the SARAS and may be referred to by any wing of DOT.

The application for a new license will contain a self-affidavit by the applicant about no outstanding under any existing license (active / inactive) with which the applicant has a common director / promoter / KMP. This is expected to cool off the intentional defaults and vanishing of the licensees.

The Department will also cross verify the outstanding dues from the common data base of the KYL maintained in SARAS. For this it would be appropriate for a data base of all existing licenses including that of its promoters, directors or KMP (with DIN where applicable), be maintained and referred to at the time of issue of any new license.

Hence, the concept of denial of license to a past defaulter, which is not discriminatory, may be introduced by making suitable amendment in the license conditions.

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### **PROPOSAL FOR NO FINANCIAL BANK GUARANTEE (FBG) FOR SMALL LICENSES**

The policy of the DOT is very uniform at present, where by all licensees have to pay an FBG equal to 10% of the annual license fee. This is a very big burden on the small licensees. As per the data base of payment of license fee for 2021-22, out of the 1269 decentralized licensees who are currently making the payment of LF, a large number i.e., 806 (i.e., 63% of total) are paying up to Rs.2 lakhs pa. These licensees are required to submit the FBG of Rs. 20,000 each (maximum). As part of the business-friendly measure, it may be appropriate to consider waiver of BG for those licenses who are regular in payment of the license fee in the previous financial year. This will help improve the image of the Department as user friendly. This would improve the compliance level of the licenses. Hence, the concept of no FBG for regular payment, which is not discriminatory, may be introduced by making suitable amendment in the license conditions. The same may be carried out as below:

Essential Condition: The decentralized licensee has been regular in making the payment of its LF obligations during any financial year.

**Proposed Action:** The CCA will return the BG to such a licensee upon receipt of a request for the same.

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PROPOSAL FOR MONTHLY PAYMENT OF LICENSE FEE / SUC:

As per the current license conditions, the licensees have to make the payment of due amount of LF/SUC on quarterly basis. This has left vulnerable, the non-tax revenues in case of default, as the BG amount (after reforms) covers only 10% of the annual license fee. The quarterly payment also creates a cash flow mismatch for the licensee, who collects bills from its customers on monthly / annually (in advance). Hence, a monthly LF/SUC payment policy is better to protect the revenue of the Government. This will also help in early identification of defaults, if any. Hence, the concept of monthly payment of license fee may be introduced by making suitable amendment in the license conditions.

## CHAPTER VII

### INTERNAL AUDIT SECTION

#### BACKGROUND

Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes." The Internal Audit of various field and attached offices and different sections of DoT HQ/CGCA is of critical importance given the enormous financial implications of activities being handled by these offices.

This systematic and disciplined approach is called the audit methodology. In order to facilitate understanding, it can be broadly divided in two phases: the first as the **preparation of the Annual Audit Plan** and the second is the **Execution of the audit**.

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#### PREPARATION OF THE ANNUAL AUDIT PLAN:

The first phase, when an audit plan is built for a financial year considering importance of the unit, collection of revenue, last year Internal Audit Report, Finance and Communication (F&C) Reports, special audit as per instruction of DoT HQ, etc. The plan of IA varies from unit to unit to be audited. It covers scope of IA, time frame for IA, objectives and agenda for IA. The concept here is simple, since it is necessary to keep number of days of audit to bare minimum but maximum coverage and the audit has limited its activity by the available hours and budget, in order to demonstrate effectiveness by managing audit resources, those resources should be applied in rational and wise manner. Detailed instructions of these activities were broadly covered in Internal Audit Manual 2.0 published by this unit in November 2021.

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#### EXECUTION OF THE AUDIT

In this stage necessary evidences which will be base to achieve the pre-defined audit objectives, are collected and formalized. Once the execution is completed, the stage of reporting the results is initiated. This is the moment where the audit report will be prepared. At this point, all audit findings should be listed in the Internal Audit Report. Preparing a good report is most important part of the IA process. It is an important tool to provide independent assessment and view of working of the auditee, achievement of goals and objective, apart from comments on financial propriety.

Broad questionnaire, incorporating most of the area/topic/domain of each office, is mentioned in IA manual 2.0. This document works as a reference for carrying out the effective and holistic audit. Apart from this, it is a discretion of IA team to examine/scrutinize the records/ files based on the scope of audited unit.

The IA report must be prepared as per Rule of 97-A, P&T FHB Vol-I and GFR. It is suggested to incorporate issues in connection with Budget utilization and financial implications of all the admitted paras in the Introductory Part, i.e., in Sub part of Part-I.

All audit documentation submitted/ collected during Inspection are considered as a work paper, all of it must be appropriately organized and annexed with the IA report.

Of course, the planning stage of the audit work is the most important, since the better the work is planned, the more efficient the execution will be, and better will be the quality of the auditor's opinion and consequently the results of the audit.

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## GENERAL

The Internal Audit of various field and attached offices and different sections of DoT HQ/CGCA/DG(T)/TEC/NICF/NTIPRIT/C-DOT is of critical importance given the enormous financial implications of activities being handled by these offices. The Internal Audit Manuals intend to provide guidance to the Internal Audit Teams. The Internal Audit Teams shall keep in view the instructions contained in the various Government Manuals (GFR, DFPR, FHB, etc) and the orders relating to Financial, Operational, Security, General and Accounting matters issued by the G.O.I. Department of Telecom from time to time while conducting the Internal Audit Inspection. It is also suggested that all OM's and Instructions on policy issue may be forwarded to Internal Audit Wing of O/o CGCA for incorporating in manual.

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## PERIODICITY OF INTERNAL AUDIT

The periodicity of the Internal Audit of all the field and attached offices and different sections of DoT HQ shall normally be one year. The Financial Year concept shall be followed for this purpose.

The time recommended for annual Internal Audit of each office is as below:

Sl No.	Name of Office	Working Days	Periodicity
1	Principal Controller of Communication Accounts/ Controller of Communication Accounts	8	Annual
2	NICF, NTIPRIT	7	Annual
3	TEC	7	Annual
4	R-TEC	4	Annual
5	TERM	7	Annual
6	RLO	4	Annual
7	WMO/WMS	2	Annual
8	IMS/NRHQ	5	Annual
9	C-DOT	7	Annual

In case of extenuating circumstances, the O/o CGCA may suitably modify the time allotted for Internal Audit. Based on past experiences of Internal audit of Offices of DCC Members, DoT HQ, Periodicity of IA of units of Offices of DCC Members varies from 4 to 5 weeks.

## QUESTIONNAIRE FOR FIELD AND ATTACHED OFFICES AND SECTIONS OF DOT HQ

Telecommunications being a very dynamic sector, new policies and guidelines are issued from time to time as per the requirements. It is possible that there is a time gap between issue of new policy/orders/guidelines and the review of the Internal Audit Manual. In such circumstances, the O/o CGCA shall strive to include the new areas within the scope of Internal Audit where ever necessary. The Internal Audit Teams may seek information and comment on any area of work of any office which has a financial implication even though the questionnaire does not explicitly mention it.

The broad Questionnaire of various office of DoT is incorporated in IA manual 2.0. However, time to time, this section circulates the amended questionnaire for adaption during internal audit of inspecting units.

## WORK DISTRIBUTION IN INTERNAL AUDIT SECTION

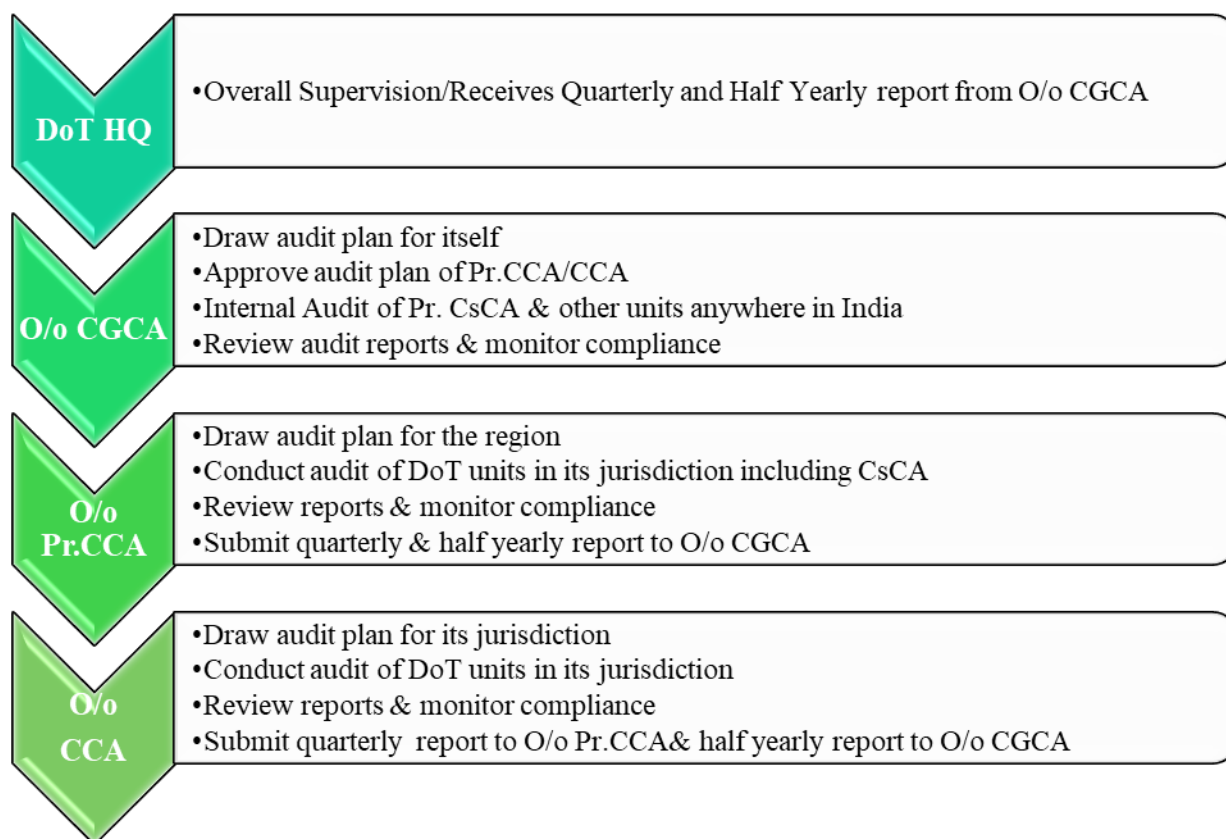
Internal Audit Section is headed by Jt. CGCA(IA) and functioning with one Dy CGCA, three (3) AOs, one (1) AAO, three (3) SA, one (1) JA, one (1) LDC and one (1) consultant. However, actual working strength has varied from time to time. Work has been distributed among three verticals in the section as below:

1. **Work related to Internal Audit of DOT Wings, USOF, C-DOT, TEC, NICE, DG(T) and Performance audit** – Dealing, Review of IA reports, related correspondence and submission. Examination of compliance reports and admittance of paras and follow up. Preparation and updation of Inspection/Outstanding paras registers. Special Audit pertains to DoT HQ and local units.
2. **Work related to Internal Audit of all DoT field units i.e. Pr.CCA, CCA, LSA, WMS, RTEC, RLO** - Dealing, Review of IA reports, related correspondence and submission. Examination of compliance reports and admittance of paras and follow up. Any Special Audit of field units, updating of outstanding register. USOF scheme and related work. Consolidation of quarterly review report. Review reports of CAF/EMR penalties raised by LSAs. Quarterly monitoring report in Annexure-D. Index/Dak receiving, dispatch.
3. **Work related to Internal Audit Reports conducted by DOT HQ, P&T Audit, Special Audit, System Audit** – Half-yearly report and related correspondence. RTI/PG cases, CPGRAM cases. Preparation of Internal Audit Programs, formation IA teams and issue of orders and related correspondence. Issue of questionnaire in advance to IA team/auditee unit. Dealing of Training and related correspondence. Stationary, stock, imprest account. Staff matters, administrative work, preparation of annual work report. Quarterly review report.

## DELEGATION OF INTERNAL AUDIT IN DOT

Since the inception of CGCA office, Delegation of IA took place in various phases from DoT HQ to CCA level. Internal audit of O/o CGCA is carried out by the Accounts Wing of DoT HQ and Internal audit of other units is delegated to O/o CGCA. CGCA office has further decentralized the various audit activities to Pr. CCA/ CCAs for ensuring better monitoring and compliance. The broad roles and responsibilities of various offices in respect of IA is mentioned as below.





## AUDITEE UNITS IN DOT

Total Number of Auditing units in DoT Set up is stated as 118.

Total Number of Auditee units:		118
Detail of Units		
DoT HQ	M(F), M(S), M(T), AS(T)	
Attached Office	CGCA, DG(T), TEC, USOF, NCCS	
Training Institutes	NICF, NTIPRIT	
Autonomous Bodies	C-DoT Delhi, Bengaluru	
Field Office	Pr. CCA/CCA	28
	LSA	34
	RLO	5
	WMO/WMS	34
	RTEC	4

Internal Audit of O/o CGCA is carried out by Accounts wing of DoT HQ. Internal audit of others 117 units of DoT is carried out either by this office or on behalf of CGCA office.

1. Out of this, following 16 units are mandated to be inspected by O/o CGCA

1. <b>M(F)</b>	2. <b>M(S)</b>	3. <b>M(T)</b>	4. <b>AS(T)</b>
5. <b>DG(T)</b>	6. <b>USOF</b>	7. <b>TEC</b>	8. <b>NICF</b>
9. <b>NTIPRIT</b>	10. <b>C-DoT Delhi</b>	11. <b>C-DoT Bengaluru</b>	12. <b>Pr. CCA Delhi</b>
13. <b>Pr. CCA Kolkata</b>	14. <b>Pr. CCA Mumbai</b>	15. <b>Pr. CCA Telangana</b>	16. <b>Pr. CCA Tamil nadu</b>

2. Internal audit of 101 units is carried out on behalf of CGCA by respective Office of Pr.CsCA/ CsCA/ Jt.CsCA as per IA delegation.

#### DETAILS OF AUDITS COMPLETED DURING FY 2022-23

Details of completed Audits in FY 2022-23 are as below:

<b>S.No</b>	<b>Name of the office</b>	<b>Period of Audit Inspection</b>	<b>No. of Days taken to complete Audit</b>
1	CCA, UP (East), Lucknow	18.04.2022 to 22.04.2022	5 days
2	Pr. CCA, Mumbai	02.05.2022 to 06.05.2022	5 days
3	Pr. CCA, Telangana	20.06.2022 to 24.06.2022	5 days
4	Pr. CCA, Tamil Nadu	11.07.2022 to 15.07.2022	5 days
5	CCA, Rajasthan	25.07.2022 to 29.07.2022	5 days
6	CCA, NE-I, Shillong	01.08.2022 to 05.08.2022	5 days
7	USOF HQ	22.08.2022 to 26.08.2022	5 days

<b>8</b>	NTIPRIT	26.09.2022 to 30.09.2022	5 days
<b>9</b>	LSA, Itanagar	10.10.2022 to 14.10.2022	5 days
<b>10</b>	Pr. CCA, Kolkata	17.10.2022 to 21.10.2022	5 days
<b>11</b>	CCA, Odisha	31.10.2022 to 04.11.2022	5 days
<b>12</b>	CCA, Karnataka	07.11.2022 to 11.11.2022	5 days
<b>13</b>	NICF	09.01.2023 to 13.01.2023	5 days
<b>14</b>	C-DoT, Delhi	13.03.2023 to 17.03.2023	5 days
<b>15</b>	Pr. CCA, Delhi	06.02.2023 to 10.02.2023	5 days
<b>16</b>	Kerala LSA, Ernakulam	13.02.2023 to 17.02.2023	5 days
<b>17</b>	C-DoT, Bangalore	13.03.2023 to 17.03.2023	5 days

#### Internal Audit Inspection of the units in DoT HQ

<b>18</b>	Member (F)	29.08.2022 to 30.09.2022	25 days
<b>19</b>	Member (T)	09.11.2022 to 16.12.2022	28 days

This section has completed Internal audit of 19 units in 28 weeks during this financial year. Internal audit of Member (F) and Member(T) was conducted for the first time since the inception of Office of CGCA. Our audit reports addressed key issues such as financial irregularities, procurement irregularities, governance deficiencies, and inadequate control mechanisms. Apart from this various recommendation for systematic and performance improvement of concerned offices by suggested in IA reports.

## DETAILS OF AUDIT PARAS SETTLED DURING THE THIS FISCAL YEAR

A Special drive was initiated for settlement of outstanding paras pertains to IRs up to 2015-16. Pr. CsCA and CsCA were also requested to carry out this drive at field level.

Details of previous outstanding paras settled during this financial year is mentioned as below-

Sl . No.	Name of the units	Date of Inspection	Year wise breakup	OB as on 01.04 .2022	Number of paras raised during this audit year	Number of para settled/ transferred	C B
1	RLO, NE, Guwahati	27/08/18 to 31/08/18	2018-19	8	0	6	Reports Closed
		15/06/20 to 26/07/20	2020-21	10	0	0	
		Transferred to CCA, Assam	-	-	-	12	
2	RLO, Kolkata	24/09/18 to 28/09/18	2018-19	5	0	0	Reports Closed-
		15/06/20 to 26/07/20	2020-21	13	0	0	
		Transferred to Pr.CCA, Kolkata	-	-	-	18	
3	Pr.CCA, Delhi	08/10/18 to 12/10/18	2018-19	2	0	0	2
						0	
		14/10/19 to 18/10/19	2019-20	26	0	0	26

		15/02/21 to 19/02/21	2020-21	56	0	32	24
		14/02/2022 to 18/02/2022	2021-22	0	54	0	54
4	RLO, Delhi	29/10/18 to 02/11/18	2018-19	15	0	0	Reports Closed
		15/06/20 to 26/07/20	2019-20	8	0	0	
		Transferred to Pr. CCA, Delhi	-	-	-	23	
5	Pr.CCA, Telangana	17/01/07 to 25/01/07	2006-07	3	0	3	Reports closed
		12/02/13 to 16/02/13	2012-13	5	0	5	
		07/09/15 to 11/09/15	2015-16	6	0	6	
		31/10/16 to 04/11/16	2016-17	9	0	9	
		07/08/17to11/ 08/17	2017-18	10	0	8 0	2
		12/11/18 to 16/11/18	2018-19	21	0	21	Reports closed
		25/11/19 to 29/11/19	2019-20	42	0	42	
		14/09/20to09/ 10/20	2020-21	18	0	17	1

		21/06/21 to 23/06/21	2021-22	57	0	41	16
		20/06/22 to 24/06/22	2022-23	0	51	0	51
6	RLO, Chennai	15/06/20 to 26/ 07/20	2020-21	7	0	0	Report Closed 0
		Transferred to Pr. CCA Chennai	-	-	-	7	
7	RLO, Mumbai	10/12/18 to 14/12/18	2018-19	10	0	7	Reports Closed
		15/06/20 to 26/07/18	2020-21	13	0	0	
		Transferred Pr. CCA Mumbai	-	-	-	16	
8	Pr.CCA, Kolkata	09/02/17 to 17/02/17	2016-17	2	0	0	2
						0	
		04/09/17 to 08/09/17	2017-18	2	0	1	1
		07/01/19 to 11/01/19	2018-19	3	0	0	3

		14/09/20 to 09/10/20	2019-20	21	0	21	Report closed
		21/06/21 to 23/07/21	2021-22	54	0	50	4
		17.10.22 to 21.10.22	2022-23	0	59	0	59
<b>9</b>	TEC HQ, New Delhi	21/01/19 to 25/01/19	2018-19	30	0	0	30
						0	
		16/12/19 to 20/12/19	2019-20	60	0	0	60
		14/12/20 to 18/12/20	2020-21	30	0	0	30
		04/10/21 to 08/10/21	2021-22	76	0	0	76
<b>10</b>	CCA, Gujarat	28/01/19 to 01/02/19	2018-19	14	0	0	Report Closed
		Transferred Pr. CCA Mumbai	-	-	-	14	



11	Pr.CCA, Tamil Nadu	11/02/19 to 15/02/19	2019-20	1	0	1	Report closed
		21/06/21 to 23/ 07/21	2021-22	54	0	51	3
		11/07/22 to 15/07/22	2022-23	0	56	0	56
12	NICF, Ghitorni	18/02/19 to 26/02/19	2018-19	1	0	0	1
						0	
		16/03/20 to 20/03/20	2019-20	6	0	2	4
		15/03/21 to 19/03/21	2020-21	8	0	5	3
		08/11/21 to 12/11/21	2021-22	41	0	36	5
13	CCA, Rajasthan	10/08/15 to 14/08/15	2015-16	9	0	3	Reports Closed
		05/03/18 to 09/03/18	2017-18	3	0	2	
		11/03/19 to 15/03/19	2018-19	12	0	11	
		25/07/22 to 29/07/22	2022-23	0	58		
		Trfd from Pr. CCA Mumbai	-	-	-	66	

14	Pr.CCA, Mumbai	17/09/14 to 21/09/14	2014-15	12	0	12	Reports closed
		04/04/16 to 12/04/16	2015-16	13	0	13	
		24/11/16 to 02/12/16	2016-17	20	0	13 00	7
		04/09/17 to 08/11/17	2017-18	11	0	11	Report Closed
		08/02/19 to 14/02/19	2018-19	11	0	2	9
		04/11/19 to 08/11/19	2019-20	5	0	0	5
		14/09/20 to 09/10/20	2020-21	31	0	15	16
		21/06/21 to 23/07/21	2021-22	53	0	28	25
		02/05/22 to 06/05/22	2022-23	0	82	0	82

15	CCA, Maharashtra/Goa	01/02/19 to 07/02/19	2018-19	14	0	0	Reports Closed
		14/01/19 to 18/10/19	2019-20	13	0	0	
		Transferred Pr. CCA Mumbai	-	-	-	27	
16	C-DOT, Bengaluru	08/04/19 to 12/04/19	2019-20	3	0	3	Report closed
		04/04/22 to 08/04/22	2020-21	0	49	33	16
17	C-DOT, Delhi	18/01/21 to 22/01/21	2020-21	1	0	1	Report Closed
		06/12/21 to 10/12/21	2021-22	58	0	54	4
18	TERM Mumbai	06/05/19 to 10/05/19	2019-20	22	0	0	Report Closed
		Transferred to Pr. CCA Mumbai	-	-	-	22	
19	NTIPRIT, Ghaziabad	10/06/19 to 14/06/19 & 27/06/19 to 28/06/19	2019-20	4	0	1	3

		15/02/21 to 23/02/21	2020-21	40	0	40	Reports closed
		13/09/21 to 17/09/21	2021-22	20	0	20	
		26/09/22 to 30/09/22	2022-23	0	39	0	39
20	RTEC, Bengaluru	17/06/19 to 21/06/19	2019-20	1	0	0	Report closed
		Transferred to CCA, Karnataka				1	
21	TERM, Delhi	23/09/19 to 27/09/19	2019-20	35	0	0	Report closed
		Transferred to Pr. CCA Delhi				35	
22	RTEC Kolkata	18/11/19 to 22/11/19	2019-20	12	0	0	Report closed
		Transferred to Pr. CCA Kolkata				12	
23	DDG, TERM (LSA), Kolkata	09/12/19 to 13/12/19	2019-20	2	0	0	Report closed
		Transferred to Pr. CCA Kolkata				2	
24	Advisor, LSA (TERM Cell), Hyderaba d	27/01/20 to 31/01/20	2019-20	74	0	0	Report closed
		Transferred to Pr. CCA Telangana				74	

25	LSA Arunachal Pradesh	10/10/22 to 14/10/22	2022-23	0	24	0	Report Closed
		Transferred to Jt.CCA NE-II				24	
26	CCA Odisha	31/10/22 to 04/11/22	2022-23	0	44	0	Report Closed
		Transferred to Pr. CCA Telangana				44	
27	ISMES Jalna	01/02.21 to 05/02/21	2020-21	12	0	0	Report closed
		Transferred to Pr. CCA Mumbai				12	
28	LSA Kerala	13/02/23 to 17/02/23	2022-23	0	42	0	Report Closed
		Transferred to CCA Kerala				42	
29	TERM, Mohali	02/03/20 to 06/03/20	2019-20	24	0	16	
		Transferred to CCA Punjab	-	-	-	8	
30	TERM, Chhota Shimla	18/11/19 to 20/11/19	2019-20	7	0	0	Report closed
		Transferred to CCA HP				7	
31	CCA Karnataka	07.11.22 to 11.11.22	2022-23	0	54	0	Report Closed
		Transferred to Pr. CCA Tamil Nadu				54	

32	CCA, NE-I, Shillong	10/11/09 to 16/11/09	2008-09	2	0	0	Reports closed
		21/07/14 to 25/07/14	2014-15	4	0	0	
		01/08/22 to 05/08/22	2022-23	0	58	0	
		Transferred to Pr. CCA Kolkata	-	-	-	64	
33	USOF, DoT HQ	12/10/20 to 16/10/20	2020-21	23	0	18	5
		20/09/21 to 24/09/21	2021-22	35	0	0	35
		22/08/22 to 26/08/22	2022-23	0	15	0	15
		<b>Total</b>		<b>1333</b>	<b>685</b>	<b>1244</b>	<b>774</b>

As a result of this drive, total 47 Audit report of various year of different offices have been closed. Further delegation of IA was implemented in spirit after transferring the IRs of auditee units to their respective Office of Pr.CsCA/CsCA for further monitoring and compliance of outstanding paras in decentralized manner. This has strengthened the monitoring and compliance of remaining outstanding paras.

Settlement of 1244 Outstanding internal audit paras in an audit year is significant achievement.

## REDRESSAL OF IA ISSUES PERTAINING TO FIELD OFFICES:

Various Issues related to misinterpretations of Scope and mandate of Internal audit were intimated to this office, while carrying out internal audit of field units by concerned Pr. CsCA/ CsCA. It was affecting the functioning of Internal audit at field level as well as at HQ level. These issues were taken up centrally and resolved in amicable manner with kind intervention of Office of Member (Finance).

Proper guidelines/ instructions were conveyed to all concerned offices through O/o Member(F), O/o CGCA and O/o DG(T) to pave way for smooth and proper conduct of IA.

To address any further such issues/ deviation, 3 step redressal mechanism was suggested:

Level 1- Concerned CsCA/ Jt. CsCA were requested to take up the matter at circle level with head of office of auditee unit according to the instructions of O/o DG(T) and O/o CGCA.

Level 2- If issues further escalate, CCA offices may approach concerned IA regional head i.e., Pr. CCA to resolve/intervene for the same.

Level 3- If issues still remain unresolved, Pr. CCA offices may submit their findings/observation to this office for addressing the same.



## CHAPTER VIII

### REGIONAL ZONAL CONFERENCES

Since its inception, Office of the CGCA has periodically conducted meetings of Pr. CCA/ CCA offices in different zones for reviewing the performance of the field unit offices on various parameters. The review meetings comprised presentations made in a prescribed format by each office and discussions thereupon on the following issues:

- ❖ Staff position
- ❖ Status of court/tribunal cases
- ❖ Status of MoU with BSNL regarding staff quarters.
- ❖ LF/SUC Revenue Collection
- ❖ SUC Assessment
- ❖ DVR Status
- ❖ Monitoring of Implementation of SARAS
- ❖ Assessment of Decentralized licenses
- ❖ License Fee Deduction claimed / allowed
- ❖ Review of Expenditure
- ❖ USOF Disbursement
- ❖ Ongoing USOF schemes
- ❖ Pensioners details and settlement of cases/ Pension Adalats
- ❖ Pension Voucher Audit
- ❖ Records- Service books/ Broadsheet of BSNL& MTNL employees, issue of GPF Slips
- ❖ Banking review viz Bank Reconciliation & confirmation of balances Audit performed and special audits
- ❖ SAMPANN: KYP updation, Migration Status

A status of Review Meeting since 2019 is as below:



Sl.	Year	Date	Zone	Name of office	Mode
1	2019	04.06.2019	Western	Gujarat, Rajasthan, Maharashtra, Mumbai	Physical
2	2019	26.07.2019 & 27.07.2019	Southern	A&N, Tamilnadu, Karnataka, Kerala	Physical
3	2019	12.09.2019 & 13.09.2019	Central	A.P., M.P., Chhattisgarh, Telangana, Odisha	Physical



<b>4</b>	2019	21.10.2019 & 22.10.2019	Northern	Delhi, J&K, Haryana, H.P., Punjab, U.P. (east), U.P. (west), Uttarakhand	Physical
<b>5</b>	2020	24.01.2020	Eastern	Kolkata, Bihar, Jharkhand, West Bengal, Assam, NE-I, NE-II	Physical
<b>6</b>	2020	29.09.2020	Western	Gujarat, Rajasthan, Maharashtra, Mumbai	Video conference
<b>7</b>	2021	18.02.2021 & 19.02.2021	Central	A.P., M.P., Chhattisgarh, Telangana, Odisha	Physical
<b>8</b>	2021	07.09.2021	Eastern	Kolkata, Bihar, Jharkhand, West Bengal, Assam, NE-I, NE-II	Video conference
<b>9</b>	2022	14.3.2022	Northern	Delhi, J&K, Haryana, H.P., Punjab , U.P.(east), U.P.(west), Uttarakhand	Video conference
<b>10</b>	2022	17.10.2022	Southern	A&N, Tamilnadu, Karnataka, Kerala	Physical
<b>11</b>	2023	16.02.2023 & 17.02.2023	Western	Gujarat, Rajasthan, Maharashtra, Mumbai	Physical

## MEMORIES

### SUPPERANNUATED

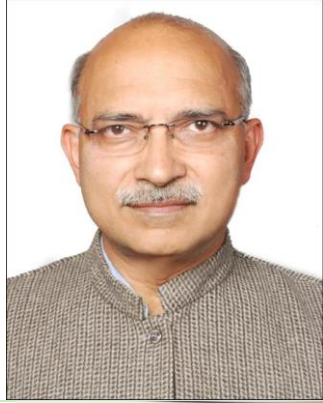


During FY 2022-23, following officers superannuated from O/o CGCA:


Sl.No.	Name of the officer with designation	Last Position Held at O/o CGCA	Brief and Photograph
1.	Shri Manoj Anand, Sr. Jt. CGCA	Revenue	<p>Shri Manoj Anand is an IP&amp;TAFS Grp A Officer now retired from HAG cadre and had joined this office on transfer from USOF, DoT HQ. A Chartered Accountant by qualification, he has a tremendous command on the financial matters and has had a wide and varied experience in various functional areas in DoT. He was also on deputation to TCIL and worked on a telecommunication project in Maldives. An excellent officer having vast knowledge in the field of LF/Revenue which become handy in dealing with all the important issues in the Revenue branch. His leadership and guidance have been critical in implementing the telecom revenue reforms in the DoT.</p> 
2.	Shri R.K. Verma, Asstt.CGCA	IA	<p>On his promotion to JTS cadre he joined this office in 2019 from CPMG, Shimla. He has vast experience in the field of Internal Audit and IFA which has given tremendous boost to the Internal Branch Wing of the CGCA office from where he has retired on superannuation.</p> 

3.	Ms. Taranjeet Kaur, ACAO	Revenue	<p>She joined this office on her transfer from DoP HQ and worked in the Revenue Branch. Her past experience in DoP has enabled her to streamline various tasks in the Revenue branch and growth of the section.</p>	
4.	Shri Ajay Gupta, ACAO	Admin	<p>He was amongst the first one who has joined the CGCA office from its inception. He was transferred from DoT HQ and assigned to this office. He has worked in Administration branch in various capacity including as DDO.</p>	

## TRANSFERRED

During FY 2022-23, following officers/officials have been transferred out of the CGCA office:

Sl.No.	Name of the officer with designation	Position Last Held	Transferred to	Photograph
1.	Shri S.K. Mishra, Addl.CGCA	Addl. CGCA	Advisor, DoT HQ	
2.	Shri D.K. Nim, Jt.CGCA	IA	NHRC (on Deputation)	
3.	Shri V.S. Arvind, Dy.CGCA	BA&IT	Director (SEA), DoT HQ	

4.	Shri K. Sajal, ACAO	Revenue	Jt.CCA, NE-II (on promotion in STS cadre)	
5.	Shri Ravi Kumar, AAO	Internal Audit	Budget Branch, DoT HQ (On promotion as AO)	
6.	Shri Vineet Kumar, AAO	BA&IT	SEA, DoT HQ( on promotion as AO)	
7.	Ms. Kalpana Bathula, AAO	BA&IT	On transfer to Pr.CCA, Telangana	