



सत्यमेव जयते

Citizen's Charter

Department of Telecommunications

Government of India

Ministry of Communications

**Address : Sanchar Bhawan,
20 Ashoka Road,
New Delhi-110001**

Website ID : www.dot.gov.in

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VISION

To provide secure, reliable affordable and high quality converged telecommunication services anytime, anywhere for an accelerated inclusive socio-economic development.

MISSION

To develop a robust and secure state-of-the-art telecommunication network providing seamless coverage with special focus on rural and remote areas for bridging the digital divide and thereby facilitate socio-economic development; create an inclusive knowledge society through proliferation of affordable and high quality broadband services across the nation; reposition the mobile device as an instrument of socio-economic empowerment of citizens; make India a global hub for telecom equipment manufacturing; promote development of new standards to meet national requirements; attract investment, both domestic and foreign and promote creation of jobs.

CUSTOMERS/CLIENTS

**Individuals/Firms/Corporate Customers
Public Institutions, private businesses
Government and Public organizations**

FUNCTIONS OF DEPARTMENT OF TELECOMMUNICATIONS

Unit wise functions of Department of Telecommunications (DOT) are as below.

Statutory Bodies

- **Telecom Disputes Settlement and Appellate Tribunal (TDSAT)**

To adjudicate disputes in the telecommunication sector and dispose of appeals with a view to protect the interests of service providers and consumers of the telecom sector.
<https://tdsat.gov.in>

- **Telecom Regulatory Authority of India (TRAI)**

Issues regulations, orders and directives of subjects including tariff, interconnection and quality of service, etc. <https://traigov.in>

Attached Offices

- **Director General Telecom (DGT)**

An apex level officer acting as head of the DoT field units in all the 22 Licensed Service Areas located across the country to ensure that service providers adhere to the licence conditions, taking care of telecom network security issues, Right of Way (RoW) related issues and coordination with State Governments, etc. <https://dot.gov.in/hi/relatedlinks/director-general-telecom>

- **Telecommunication Engineering Centre (TEC)**

Provides technical support to DOT and other government departments and formulates technical specifications in the form of standards of various telecommunication technologies for telecom equipments, networks, systems and services to be deployed in Indian Telecom Network, in harmony with International. It also discharges its function as a testing & certification body.
<https://tec.gov.in>

- **Universal Service Obligation Fund (USOF)**

To provides access to telegraph services (including mobile services, broadband connectivity etc) to people in remote and rural areas at affordable and reasonable prices, it raises funds through 'Universal Access Levy' (UAL), as a percentage of the revenue earned by the operators under various licences. <https://usof.gov.in>

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

Monitors the functions delegated to the field offices (viz. Pr.CCAs/CCAs). Functions include license fee collection, spectrum usage charges collection and pension related issues of Telecom pensioners etc. <https://cgca.gov.in>

Autonomous Bodies

- **Centre for Development of Telematics (C-DOT)**

An autonomous Telecom R&D centre of DoT, Govt. of India. <https://cdot.in>

Subordinate Offices

- **Wireless Monitoring Organisation (WMO)**

A field unit of the WPC Wing located all over India to carry out wireless monitoring for spectrum management. <https://dot.gov.in/wireless-monitoring-organisation>

- **National Centre for Communication Security (NCCS)**

Responsible for implementation of Communication Security Certification Scheme, to facilitates development of security standards and function as a referral laboratory. <https://nccs.gov.in>

Training Institutes

- **National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT)**

An apex training institution of the country in Telecom domain, the focal point of training activities for all technical cadres in Ministry of Communications. <https://ntiprit.gov.in>

- **National Institute of Communication Finance (NICF)**

Training institute, which caters to the training needs of Indian Posts and Telecom Accounts and Finance Service (IP&TAFS) officers. <https://nicf.gov.in>

- **Wireless Monitoring Training & Development Centre (WMTDC)**

Training and Development Centre which caters the training needs for Indian Radio Regulatory Service (IRRS) officers.

Public Sector Undertakings

- **Bharat Sanchar Nigam Limited (BSNL)**

Provides telecom services across the length and breadth of the country excluding Delhi & Mumbai. <https://bsnl.co.in>

- **Mahanagar Telephone Nigam Limited (MTNL)**

Provides telecom services in Delhi & Mumbai. <https://mtnl.in>

- **Telecommunications Consultants India Limited (TCIL)**

A prime engineering and consultancy company, for providing Indian telecom expertise in all fields of telecom, Civil and IT to developing countries around the world. <https://tcil.net.in>

- **Indian Telephone Industries Limited (ITI)**

A public sector undertaking in the telecommunications technology segment established as a departmental factory for design and development of telecom products <https://itilttd.in>

SERVICES OFFERED BY DEPARTMENT OF TELECOMMUNICATIONS

S.N.	Service	TimeLine	How to get the service	Whom to contact
1	<p>Grant of New License/authorization and surrender under Unified License (UL) Unified License- Virtual Network Operators(UL-VNO), Captive Non-Public Network(CNPN), In-Flight and Maritime Connectivity(IFMC), and Captive Mobile Radio Trunking Service (CMRTS) and Captive VSAT CUG License</p> <p>a) Scrutiny of application and intimating the applicant</p> <p>b) Issue Letter of Intent (LOI) after compliance of all objections/ shortcomings in the application (<i>subject to submission of complete details for clearance from security angle and actual clearance by IMC for GMPCS authorization</i>)</p> <p>c) Sending invitation for signing License agreement on receipt of final compliance of LOI.</p> <p>d) Surrender of License on intimation of notice from the Licensee.</p>	<p>15 days</p> <p>2 months</p> <p>15 days</p> <p>1 month</p>	<p>The applicant may visit NSWS portal on www.nsws.gov.in and register to apply for any new license whether UL or UL-VNO, IFMC, CMRTS or Captive VSAT CUG License.</p> <p>For CNPN and grant of Surrender of license, apply online on www.saralsanchar.gov.in</p>	<p>For Access Service-Director(AS) 011-23714232, dir.as-dot@gov.in</p> <p>For Internet Service-Director(DS-III) 011- 23372088, @gov.in</p> <p>For NLD, ILD & Resale of IPLC Service-Director(CS-III) 011-23722444, dires3.hq-dot@nic.in</p> <p>For PMRTS, CMRTS, & ACS/Audiotex/VMS Service-Director(CS-I) 011-23710243, dires1-dot@nic.in</p> <p>For Satellite & VSAT Service-Director(Sat-I) 011- 23372129, diresat1-dot@gov.in</p>
2	<p>Registration/ NOC:</p> <p>1. Grant of Infrastructure Provider category-I (IP-1) registration</p> <p>a)Scrutiny of application and intimating the applicant.</p> <p>b)Issue IP-1 registration after compliance of all objections/ shortcomings in the application</p> <p>2. Sale/rent of international Roaming SIM/Global Calling Cards of Foreign Operators in India.</p> <p>a)Scrutiny of application and intimating the applicant.</p> <p>b)Issue NOC after compliance of all objections/ shortcomings in the application.</p> <p>3. PM-WANI Registrations</p>	<p>15 days</p> <p>1 month</p> <p>15 days</p> <p>2 months</p> <p>7 days</p>	<p>Apply online on www.saralsanchar.gov.in Guidelines available at https://dot.gov.in/sites/default/files/RevisedIP-1Guidelines22122021.pdf?download=1</p> <p>Apply online on www.nsws.gov.in Policy is available at https://dot.gov.in/noc-reselling-international-sim-cards</p> <p>Apply online on www.nsws@gov.in Guidelines available at https://www.saralsanchar.gov.in/circular/wani/wani_user_manual.pdf</p>	<p>Director(CS-III) 011-23722444, dires3.hq-dot@nic.in</p> <p>Director (CS-I) 011-23710243, dires1-dot@nic.in</p> <p>DDG(Technology) of the LSA concerned https://dot.gov.in/lsa</p>

	4. M2M Service Provider and WPAN/WLAN Connectivity Provider Registrations	15 days	Apply online on www.saralsanchar.gov.in Registration guidelines are available at https://dot.gov.in/sites/default/files/M2MSP%20Guidelines%20.pdf?download=1	DDG(Technology) of the LSA concerned https://dot.gov.in/lisa
3	Administration of National Numbering Plan a) Issuance of MSC Codes b) Issuance of Short Codes c) Issuance of SP Codes d) Issuance of SCP Codes e) Issuance of Wireline Codes f) Issuance of MCC-MNC Codes g) Issuance of Telemarketing Codes h) Issuance of LRN Codes i) Issuance of 13-digit M2M Numbering resources j) Issuance of SP Codes to NLD/ILD licensees	15 days	For (a) to (i) Apply online on www.saralsanchar.gov.in For (j) Apply in physical form to CS Division of DoT.	Director(AS-III) 011-23372063, diras3-dot@nic.in Director(CS-III) 011-23722444, dircs3.hq-dot@nic.in
4	Grant of In-Principal Clearance for establishment/ modification of Satellite Networks by the licensee(s)	2 months	Apply online on www.saralsanchar.gov.in	Director (Sat-I) 011-23372129, dirsat1-dot@gov.in
5.	Various NOCC Approvals to licensee providing satellite-based communication services (eg. VSAT, GMPCS, IFMC, DSNG, TV Broadcasting, HITS, DTH etc.) a) Issuance of Frequency /Carrier Plan Approval b) Issuance of Validation of Self-certificate of Antenna Parameters c) Issuance of Uplink Permission	7 days 3 days 3 days	Apply online on www.saralsanchar.gov.in	Director(NOCC) 011-21401862, dir.nocc-dot@gov.in
6.	a) Issue of Letter of Intent for frequency assignments for Wireless Users for Captive use, broadcasting services and satellite based applications. b) Issue of frequency assignment/ decision letter to Commercial VSAT/ IFMC operator c) Issue of Decision Letter against the above LOI.	1 month (subject to receipt of inter-ministerial clearance, if applicable) 1 month (c) & (d) Auto-generated	For (a) & (b) Govt./PSU applicants – Apply online on www.saralsanchar.gov.in Others- Apply online on www.nsws@gov.in For (c) to (h) Apply online on: www.saralsanchar.gov.in	For frequency assignments above 806 MHz: Sr. Deputy Wireless Advisor 011-23036084, psm.tripathi@nic.in For frequency assignments below 806 MHz: Sr. Deputy Wireless Advisor 011-23036391, ak.verma70@gov.in

	<p>d) Renewal of Wireless Operating License.</p> <p>e) Issue of Wireless Operating License to Wireless Users for Captive use.</p> <p>f) Issue of revised frequency assignments</p> <p>g) Endorsement of TV channel</p> <p>h) Surrender cases related to frequency assignments.</p>	<p>(subject payment spectrum charges) to of</p> <p>Auto-generated</p> <p>15 days</p> <p>Auto-generated</p> <p>1 Month</p>		<p>For satellite communications related frequency assignments: Sr. Deputy Wireless Advisor 011-23752487 amit.gulati@nic.in</p>
7.	<p>a) Issue of Frequency assignments to Telecom Service Providers (TSPs) in International Mobile Communication (IMT) bands.</p> <p>b) Issue of frequency assignments i.e. Decision Letter to PMRTS (Public Mobile Radio and Trunking Service).</p> <p>c) Issue of Wireless Operating License for frequency assignments to PMRTS (Public Mobile Radio and Trunking Service).</p> <p>d) Renewal of Wireless Operating License for PMRTS.</p>	<p>(As per NIA Terms & Conditions)</p> <p>1 month</p> <p>1 month</p> <p>15 days</p>	<p>For (a) & (b) Govt./PSU applicants – Apply online on www.saralsanchar.gov.in</p> <p>Others- Apply online on www.nsws@gov.in For (c) & (d) Apply online on: www.saralsanchar.gov.in</p>	<p>Sr. Deputy Wireless Advisor 011- 23731488, bhagirath.32@gov.in</p>
8.	<p>a) Issue of Certificate of Proficiency (COP), Amateur Station Operator’s Certificate (ASOC).</p> <p>b) Renewal of Certificate of Proficiency (COP), Amateur Station Operator’s Certificate (ASOC) certificates.</p> <p>c) Issue of renewal certificate for GMDSS (Global Maritime Distress and Safety Systems).</p> <p>d) Renewal of old maritime licenses i.e. COP second class (SND), Radio Operator General Certificate (ROGC), Radio Telephony General (RTG), Radio Telephony Restricted (Maritime), Radio Telephony Inland Maritime (RTIM), COP first class (FST), COP special (SPL)</p> <p>e) Issue of RTR-Permit and RTR-conversion</p> <p>f) Renewal of RTR-Permit and RTR-Conversion</p>	<p>1 month</p> <p>15 days</p> <p>1 month</p> <p>15 days</p> <p>1 month</p> <p>15 days</p>	<p>Apply online on saralsanchar.gov.in</p>	<p>Sr. Deputy Wireless Advisor 011-23036540, umang.srivastava@nic.in</p>

9.	<p>Issue of SACFA (Standing Advisory Committee for Radio Frequency Allocation) siting clearance for installation of tower</p> <p>a) For cases meeting predefined criteria</p> <p>b) For cases circulated to members (AAI/JCES) for comments</p> <p>c) For additional antenna category and Low Power BTS (5G Small Cells)</p>	<p>Instantly</p> <p>1 month</p> <p>Instantly</p>	<p>Govt./PSU applicants – Apply online on www.saralsanchar.gov.in</p> <p>Others- Apply online on www.nsws@gov.in</p>	<p>Sr. Deputy Wireless Advisor 011-23036084, psm.tripathi@nic.in</p>
10.	<p>a) Issue of Maritime Mobile Station License (MMSL).(Including Ship Station License and Ship Earth Station License)</p> <p>b) Issue of Aeronautical Mobile Station License (AMSL) (Including Aeronautical Station license and Aeronautical Earth Station License)</p> <p>c) Issue of Import License</p> <p>d) Issue of USR (UHF Short Range) Hand Held Radio License.</p> <p>e) Issue of Experimental License</p> <p>f) Demonstration License</p> <p>g) Issue of Equipment Type Approval (ETA)</p> <p>i. Self Declaration</p> <p>ii. Restricted.</p> <p>h) Issue of Radio Telephony Restricted (Aeronautical)-RTR (A) certificate, GMDSS (Global Maritime Distress and Safety Systems)- GMDSS (GOC) certificate</p> <p>i) Issue of Renewal of RTR (A) certificate, GMDSS (GOC) certificate</p>	<p>1 month</p> <p>15 days</p> <p>1 month</p> <p>1 month (subject to receipt of inter-ministerial clearance, if applicable)</p> <p>1 month (subject to receipt of frequency clearance from WPC Wing, DoT)</p> <p>15 days (subject to receipt of frequency clearance from WPC Wing, DoT)</p> <p>Instantly</p> <p>15 days</p> <p>1 month</p> <p>15 days</p>	<p>For services at (a) to (g) Govt./PSU applicants – Apply online on www.saralsanchar.gov.in</p> <p>Others- Apply online on www.nsws@gov.in</p> <p>For services at (h) to (j) Apply online on www.saralsanchar.gov.in</p>	<p>RLO Delhi Sr. Deputy Wireless Advisor 011- 26501438, pattanaik.mr@gov.in</p> <p>RLO Mumbai Joint Wireless Adviser 022-28683202, munesh.kumar@nic.in</p> <p>RLO Kolkata Joint Wireless Adviser 033-24012960, viresh.goel@gov.in</p> <p>RLO Chennai Joint Wireless Adviser 044-24962070, nk.bhola@nic.in</p> <p>RLO Guwahati Sr. Deputy Wireless Adviser 0361-2609955, ms.alawa@gov.in</p>

	j) Conduct of RTR (A)/ GMDSS (GOC) examinations(<i>RTR (A) at New Delhi and Once in a year at Mumbai, Chennai, Kolkata and Hyderabad and GMDSS (GOC)- at Delhi, Mumbai, Chennai and Kolkata</i>)	RTR (A) - Once in six months. GMDSS (GOC)- Every month		
11.	Certification under MTCTE (Mandatory Testing and Certification of Telecom Equipment) Scheme of TEC for notified telecom/ICT products. Meant for Original Equipment manufacturer (OEM) (<i>General Certification Scheme (GCS) and Self Certification Scheme (SCS)</i>)	2 months for products under GCS category 15 days for products under SCS category	Apply online on MTCTE portal www.mtcte.tec.gov.in	ADG (TC-1) adgtcl-tec-dot@gov.in 011-23737409
12.	Issuance of Approval Certificates for telecom equipment against TEC Standards/Specifications under the voluntary Certification Scheme of TEC a. if witness testing by RTECs for technical parameters of GRs/IRs evaluation of test results submitted by applicants & clarification(s) sought during evaluation etc.) b. in case only TEC-designated CABs are involved in testing of products)	4 months 1 month	Apply online on MTCTE portal www.mtcte.tec.gov.in and proceed using voluntary certificate login Procedure is available at TEC website. www.tec.gov.in	RTEC (NR), New Delhi DDG(NR) 011-23739400 ddgnr.tec@gov.in RTEC (WR), Mumbai DDG(WR) 022-26610900 ddgwr.tec@gov.in RTEC (SR), Bengaluru DDG(SR) 080-26646222 ddgsr.tec@gov.in RTEC (ER), Kolkata DDG(ER) 033-23570008 ddger.tec@gov.in
13.	a) Designation of Domestic Conformity Assessment Bodies (CABs) and Certification Bodies (CBs) for carrying out conformity assessment and certification of telecommunication equipment in accordance with TEC's technical standards and/or specifications. b) Renewal of CAB designation certificate	3 months 1 month	The applicant lab having Accreditation from any recognized Indian body like NABL has to apply in online on www.nsws.gov.in as per the CAB designation scheme available at www.tec.gov.in	Director (CA), TEC dircl.tec@gov.in 011-23328691
14.	a) Submission of Pension Papers b) Issue of PPO	Six months before the date of retirement 1 month	The Government servant shall submit the pension papers to the Head of Office. From SAMPANN: officer processes the case in SAMPANN and generates PPO. From Post Office: the case is processed manually by concerned officer and PPO is generated.	List of helpline numbers are at the following link https://cgca.gov.in/pensioner-corner

	c) Sanction and Disbursement of Gratuity	1 month from the date of retirement	Sanction letter will be issued after issuing of PPO. Through SAMPANN: On receipt of sanction letter through SAMPANN, it is processed in SAMPANN and forwarded to AO Cash for payment. Through Post Office: AO Pension forwards the sanction letter to AO Cash who makes the payment.	
	d) Forwarding of PPO to PDA	1 day	Payment through SAMPANN: The PPO in two sets (Disburser's portion and Pensioners Portion) is forwarded to the Accounts Officer. Payment through Post Office: The PPO in two sets is forwarded to the concerned Director Accounts (Postal).	
	e) Revision of Pensionary benefits due to amendment in service or Pay details	1 month	After receipt of Pay Revision order, along with supporting documents the pensioner benefits are revised.	
	f) Pension Adalat	15 days	On Quarterly basis, Pension Adalats are conducted for maximum outreach to the pensioners.	
	g) Processing of Life Certificate	Within one month of submission.	The life Certificates submitted by pensioners in Digital mode via Jeevan Pramaan or in physical mode are updated by PDA Section for interrupted pension disbursement	
15.	a) GPF Advance/ withdrawal b) GPF Final Payment	1 month 1 month from the date of retirement	The GPF subscriber has to submit the advance/ withdrawal/ final claim request in the prescribed proforma to the concerned Head of the office. Thereafter the case is processed for necessary action.	Contact Details of CCAs are at the following link https://cgca.gov.in/Contact-Detail-CCA

16.	Release Of Bank Guarantees of Decentralized Licenses on The Occasion of Expiry/ Surrender/Cancellation/ Termination of License	1 month from the effective date of Surrender/ Termination/ Expiry or receipt of Expiry/ Surrender/ Termination order from DoT HQ, whichever is later.	Contact concerned CCA of (Controller of Communication Accounts)	Dy. CGCA (Revenue) dycgcarev-dot@gov.in
17.	Disposal of appeals preferred by Centralised & Decentralised Licensees against LF (License Fee) and SUC (Spectrum Usage Charges) Assessment Orders.	2 months	Apply on SARAS Portal www.saras.gov.in	Helpline on SARAS Portal For SUC Appeals contact Details of CCAs are at the following link https://cgca.gov.in/Contact-Detail-CCA

Disclaimer

Citizen's Charter is not legally enforceable and, therefore, is non-justiciable. It is only a tool for facilitating the delivery of services to citizens. Time line given in the Citizen's Charter for delivery of the services is subject to the submission of complete documents etc as per the defined procedures and guidelines.

Acronym

AAI	Airport Authority of India
AMSL	Aeronautical Mobile Station License
ASOC	Amateur Station Operator's Certificate
BTS	Base Transceiver Station
CAB	Conformity Assessment Bodies
CB	Certification Bodies
CMRTS	Captive Mobile Radio Trunking Service
CNPN	Captive Non-Public Network,
COP	Certificate of Proficiency ,
CUG	Closed User Group
DSNG	Digital Satellite News Gathering
DTH	Direct To Home
ETA	Equipment Type Approval
GCS	General Certification Scheme
GMDSS	Global Maritime Distress and Safety Systems
GMPCS	Global Mobile Personal Communication by Satellite
GPF	General Provident Fund
HITS	Headend-In-The-Sky
ICT	Information and Communication Technologies
IFMC	In-Flight and Maritime Connectivity
ILD	International Long Distance
IMT	International Mobile Communication
JCES	Joint Communications and Electronic Staff
LF	License Fee
LOI	Letter Of Intent
LRN	Location Routing Number
M2M	Machine to Machine
MCC	Mobile Country Codes
MMSL	Maritime Mobile Station License
MNC	Mobile Network Codes

MSC	Mobile Switching Centre
MTCTE	Mandatory Testing and Certification of Telecom Equipment
NIA	Notice Inviting Application
NLD	National Long Distance
NOC	No Objection Certificate
NOCC	Network Operation and Control Centre
NSWS	National Single Window System
OEM	Original Equipment Manufacturer
PDA	Pension Disbursing Agency
PMRTS	Public Mobile Radio and Trunking Service
PM-WANI	Prime Minister's Wi-Fi Access Network Interface
PPO	Pension Payment Order
ROGC	Radio Operator General Certificate
RTEC	Regional Telecommunication Engineering Centres
RTG	Radio Telephony General
RTIM	Radio Telephony Inland Maritime
RTR	Radio Telephony Restricted
SACFA	Standing Advisory Committee on Radio Frequency Allocations
SCP	Service Control Point
SCS	Self-Certification Scheme
SP	Service Provider
SUC	Spectrum Usage Charges
TEC	Telecommunication Engineering Centre
TSP	Telecom Service Providers
UHF	Ultra High Frequency
UL	Unified License
VNO	Virtual Network Operators
VSAT	Very Small Aperture Terminal
WLAN	Wireless Local Area Network
WPAN	Wireless Personal Area Networks

RIGHT TO INFORMATION IN DEPARTMENT OF TELECOMMUNICATION

If the Citizen is not getting the desired information from the contact list given above against different services, he/she can get the information as per the Right to Information Act 2005 which mandates timely response to citizen requests for information with public organizations.

Online RTI portal : <https://rtionline.gov.in>

Details of CPIO and other information about DoT is available on <https://dot.gov.in/right-information>

Contact Details of RTI Nodal Officer in Department of Telecommunication

RTI Nodal Officer & DS (Coord)
Department of Telecommunication
Sanchar Bhawan, 20 Ashoka Road, New Delhi-110001
Phone Number: 011-23036225
Email id: b.soumitra@nic.in

PUBLIC GRIEVANCE REDRESSAL IN DEPARTMENT OF TELECOMMUNICATION

In case a complaint related to provisioning of above services is not redressed even after contacting the nodal officers as indicated above, the complainants may approach Public Grievance wing of Department of Telecommunications (DoT) for resolution of their grievances. All the grievances so received are monitored and resolved through the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) Portal: <https://pgportal.gov.in>.

Further details regarding Public Grievance mechanism in DoT available on <https://dot.gov.in/public-grievances>

Contact Details of Public Grievance Cell, Department of Telecommunication

Public Grievances wing, Department of Telecom,
Room No. 603, Mahanagar Doorsanchar Bhawan,
Old Minto Road, J. L. Nehru Marg, New Delhi 110002
Phone No 011- 23221166, 1063 (Toll Free)