

**No. 1-50(17)/2017-Estt.**  
Government of India  
Ministry of Communications  
Department of Telecommunications  
Sanchar Bhawan, 20-Ashoka Road, New Delhi  
(Establishment wing)

Dated the 20<sup>th</sup> April, 2018

**OFFICE MEMORANDUM**

**Subject: Charter of duties of DoT field units**

This is in continuation of this Department OM No. 9-5(11)/2016-Estt dated 23<sup>rd</sup> Feb, 2017. In the revised structure, the functions performed by erstwhile TERM cells and Security/ PG/ NT cells stand amalgamated in the unified structure - headed by Advisor (Telecom)/ Sr DDG (Telecom) - at LSA level. The set up at the LSA level has been divided into five functional verticals viz. Service Compliance, Security, Technology, Rural and Administration. In addition, a separate functional vertical for coordination at the State/ UT level has been provided in States/ UTs not collocated with LSA HQs.

2 It has been decided to issue a comprehensive charter of duties and responsibilities of various divisions/ functional verticals in the LSAs for guidance and uniformity as under:

2.1 Service Compliance: CAF Audit, EMR Audit, Service Testing, Roll-out obligations etc.

- (i) Coordination and monitoring of all service providers and checking of the service compliance by the licensee in respect of the license conditions and any directions issued by the licensor in public interest, including imposition of penalty, if any, in accordance with DoT guidelines
- (ii) Matters related to Electro Magnetic Radiation (EMR) emission from Telecom installations & Tarang Sanchar Portal
- (iii) Subscriber Document Verification with the objective to ascertain whether the mobile service operators are following the DoT guidelines for Subscriber verification before providing connections
- (iv) Service Testing of various Licensed Service Providers in the Licence area and checking roll-out obligation as per license condition
- (v) Issues related to Mobile Number Portability
- (vi) Implementation of Emergency Mechanism (112)
- (vii) Monitoring of commitments made by TSPs in improving Quality of services (QoS), call drops etc.
- (viii) Coordination in Flagship mission like Digital India Campaign etc.

2.2 Security: Security Audit, CMS, Grey Market detection, etc.

- (i) Matters related to national security and Lawful Interception
- (ii) Act as technical interface between Security Agencies and Telecom Service Providers
- (iii) Operation and Maintenance of CMS/ IMS

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- (iv) Curbing illegal activities/ Control over clandestine / illegal operation of telecom networks
  - (v) To file FIR against culprits, pursue the cases and issue notices indicating violation of conditions of various Acts and statute in force
  - (vi) Analysis of call/subscription/traffic data of various licensees
  - (vii) Security related Inspection of Internet Lease Line, International/ National Private Leased Circuit
  - (viii) Detection and Analysis of Non-genuine IMEI cases
  - (ix) Security Audit of Telecom Network of Service Provider
  - (x) Coordination with LEA in various projects like Crime and Criminal Tracking Network & systems (CCTNS), Anchoring of CERTs of state Government etc.
  - (xi) Implementation of IMEI Registry Project and its maintenance
- 2.3 Technology: Secured Dedicated Communications Network, Time synchronization of Telecom Networks, Disaster Technology/ Management, Interconnect Exchange, Inspections of licensee networks, Advocacy and public awareness etc.
- (i) Inspections of Telecom Service Providers (Access Service, NLD, ILD, ISP, OSP, IP, VSAT, etc.)
  - (ii) OSP Registrations
  - (iii) Telecommunication services in response to Disaster (Disaster Management)
  - (iv) Assistance in natural calamities or emergency situations
  - (v) Verification of VLR data
  - (vi) Matters related to NOC for selling of the global calling cards, international SIMs etc.
  - (vii) Ascertaining that the licensee is providing the services within permitted area
  - (viii) Ensuring Time synchronization of Telecom Networks including the O&M of related equipment if required
  - (ix) Secured Dedicated Communication Network
  - (x) Interconnect Exchange
  - (xi) Effective implementation of IPv6
  - (xii) Coordination for Smart city project
  - (xiii) Improving ICT Development Index
- 2.4 Rural: Rural connectivity for DBT, verification of USO sites, RF coverage testing/ telecom connectivity checking etc.
- (i) Right of Way (RoW) related issues and coordination with concerned Central and State Government's department and institutions, local bodies
  - (ii) Network coverage/connectivity of villages for Direct Benefit Transfer (DBT) mission and of Banks in rural areas under Financial Inclusion Planning (FIP)
  - (iii) Design, Planning, Implementation of projects funded by DoT & USOF
  - (iv) Duties and responsibilities assigned by DoT & USOF generalize/ specifically
  - (v) Implementation of Environmental sustainable Technologies in rural areas
- 2.5 Administration: Admin, PG, Building, Vigilance, Court Cases & Misc admin activities, etc.

- (i) Grievance redressal of subscribers in respect of deficiency by various operators and interaction on social media including investigations, if need arises
  - (ii) Responding RTI queries
  - (iii) Training & Skill Development
  - (iv) Holding of workshops, conferences and presentations
  - (v) Building works
  - (vi) Responding to Parliamentary matters
  - (vii) Handling Court cases including engagement of legal counsel, Vigilance Cases, Pension cases etc.
  - (viii) Mapping of Telecom infrastructure in the country etc.
  - (ix) Other regular administrative works
3. In the field units situated in states/UTs not collocated with the LSA HQs, an SAG officer has been provided for coordination in these states/ Union Territories. In addition to coordination with the State Government and statutory role of HoD, DDG (State Coordination) will perform functions of all the above five verticals in respect of his state. However, in respect of those states where DDG(R) is also provided, functions of Rural vertical will be discharged by DDG(R).
4. The above list of functions is only generic in nature, and is not exhaustive. Apart from above, all the functional verticals are expected to participate in various technical studies/ groups of TEC for various national and international technical forums, undertake advocacy and public awareness on matters pertaining to their domain. In addition, they will perform other functions as may be entrusted to them from time to time by the DoT / DG (Telecom) / LSA Heads in the overall interest of the consumers and the government.
5. This issues with the approval of competent authority.

  
20/4/18

**(Mukta Goel)**  
**Director (Establishment)**  
**Tel: 2303 6500**

To

1. PS to Hon'ble MoS (IC), MoC
2. PPS to Secretary (T)
3. Member (S)/ Member (T)/ Member (F)
4. Special Secretary (T)/ Director General Telecom/ CGCA
5. Advisor (O)/ Advisor (T)/ Advisor (F)
6. Administrator, USOF
7. Sr DDG (TEC)/ Sr DDG (NTIPRIT)
8. Chief Vigilance Officer/ Joint Secretary(T)/ Joint Secretary(A)/, DoT
9. Heads of LSAs in DoT field units/ Pr CCAs/ CCAs
10. CMD BSNL/ MTNL/ BBNL/ TCIL
11. All Sr DDGs/ DDGs, DoT HQs
12. Director (IT), DoT for posting this OM on the website of DoT

