



**R F D**  
**RESULTS-FRAMEWORK DOCUMENT**

**Department of  
Telecommunications,  
Ministry of Communications and IT**

**(April 2010- March 2011)**

## **SECTION 1:**

### **Vision, Mission, Objectives and Functions**

**Vision:**

- To provide to the people of India, reliable and affordable tele-connectivity capable of delivering tele-services anytime, anywhere.

**Mission:**

- To develop a strong, vibrant and state-of-the-art telecommunication network.
- Promote Research and Development for India-specific applications and for developing cutting edge technologies.
- To provide seamless access to info-highways across the country and in particular rural and remote areas.
- To create knowledge based society through proliferation of broad band facilities in every part of the country.
- Make India a global hub, for telecom manufacturing.

**Objectives:**

1. To facilitate coherent growth of telecommunications by formulating revised policy in the following areas:
  - (i) Optimum utilization of scarce spectrum resource
  - (ii) Policy to guard against malwares, spywares, trapdoors and ensuring security in telecom networks and measures to deal with cyber warfare
  - (iii) Grant of licences including rationalizing licence fee structure
  - (iv) Merger and acquisition including rationalizing usage charges
  - (v) Convergence of IT, Broadcasting and Telecom
2. Enhancing Spectrum availability for commercial use
3. Rapid expansion of Telecom infrastructure for Voice, Data & Broadband with special emphasis on rural and remote areas
4. Developing consumer grievances redressal mechanism
5. Promoting R&D and manufacturing of telecom related equipment
6. Migration of network from Ipv 4 to Ipv 6

**Functions:**

- Policy, Licensing and coordination matters relating to Telegraphs, Telephones, Wireless, Data, Facsimile, Telematic services and other like forms of communications
- Promotion of standardization, research and development in telecommunications
- Promotion of private investment in telecommunications
- Financial assistance for the furtherance of research and study in telecommunication technology and for building up adequately trained manpower for telecom programme including assistance to institutions and to universities for advance scientific study and research

## Results-Framework Document (RFD) for Deptt. of Telecommunications

### SECTION 2:

#### *Inter se* Priorities among Key Objectives, Success indicators and Targets

S.No.	Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
				Success Indicator	Unit	Weight	Target / Criteria Value				
	Objective	Weight	Actions				Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
1	(i) Spectrum Policy-optimum utilization of scarce spectrum resource	15	a) Finalizing allocating criteria of 2G spectrum	D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date	8	D+2 1/2 months	D+3 months	D+4 months	D+5 months	D+6 months
			b) Finalizing of M&A guidelines	D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date	7	D+2&1/2 months	D+3 months	D+4 months	D+5 months	D+6 months
	(ii) Policy to guard against malwares, spywares, trapdoors and ensuring security in telecom networks and measures to deal with cyber warfare	10	Approval of policy	Approval by December, 2010	Date	10	15 Dec. 2010	31 Dec. 2010	31 Jan. 2011	28 Feb. 2011	31 March, 2011
	(iii) Policy on grant of licences including rationalizing licence fee structure	10	a) Rationalizing Licensing Policy across various licenses.	D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date	4	D+2&1/2 months	D+3 months	D+4 months	D+5 months	D+6 months
			b) Uniform Licence Fee	D+3 months Where D is the date of receiving TRAI recommendations	Date	2	D+2&1/2 months	D+3 months	D+4 months	D+5 months	D+6 months

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S.No.	Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
				Success Indicator	Unit	Weight	Target / Criteria Value				
	Objective	Weight	Actions				Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
				in DoT							
			c) Policy on mobile virtual network operators(MVNOs)	Policy by April 2010	Date	2	20 April 2010	30 April 2010	31 May 2010	30 June 2010	31 July 2010
			d) Policy on Voice on Internet Protocol (VoIP)	D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date	2	D+2&1/2 months	D+3 months	D+4 months	D+5 months	D+6 months
	(iv) Revised Policy on Merger & Acquisition including rationalizing of spectrum usage charges	6	Approval of Policy	D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date	6	D+2&1/2 months	D+3 months	D+4 months	D+5 months	D+6 months
	(v) Convergence of IT, Broadcasting and Telecom	3	Approval of Policy	Approval by March 2010	Date	3	15 Mar 2010	31 Mar 2010	15 April 2010	30 April 2010	15 Mar 2010
2		10	a) Vacation of Minimum 5 MHz. band from Defence.	Vacation by June 2010	Date	5	15 May 2010	30 June 2010	31 July 2010	31 Aug. 2010	30 Sept. 2010
	Enhancing spectrum availability for commercial use		b) Promulgation of Defence band	Promulgation by June 2010	Date	4	15 May 2010	30 June 2010	31 July 2010	31 Aug. 2010	30 Sept. 2010
			c) Initiation of measures to vacate spectrum from users other than Defence	Reaching MOU with the respective Departments	Date	1	1 <sup>st</sup> Mar 2011	31 <sup>st</sup> Mar 2011	?	?	?
3	Rapid Expansion of Telecom infrastructure for Voice, Data & Broadband with special	18	a) Facilitating increase in overall teledensity	From 50% to 58%	% age	2	59	58	57	56	55

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S.No.	Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
				Success Indicator	Unit	Weight	Target / Criteria Value				
	Objective	Weight	Actions				Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
	emphasis on rural and remote areas										
			b) Facilitating increase in rural teledensity	From 22% to 32%	% age	2	31	30	29	28	27
			c) creation of infrastructure for provision of mobile services in rural and remote areas	Award of contract to set up 10,000 sharable infrastructure sites	Date	2	14 Aug. 2010	30 Sept.2010	31 Oct. 2010	30 Nov. 2010	31 Dec. 2010
			d) Total Broad Band (BB)connections	To increase overall Broad Band connections to 12 mn from 8 mn	Nos. in millions	4	12.5	12	11	10	9
			e) BB connections in rural areas	Providing 8,00,000 BB connections during the year	Nos.	4	8,25,000	8,00,000	7,20,000	6,40,000	4,80,000
			f) providing BB connectivity to CSCs	Increase from 40,000 to 1,00,000 (60,000 during the year)	Nos.	4	65,000	60,000	54,000	48,000	42,000
4	Developing consumer grievances redressal mechanism	5	a) Implementation of Mobile Number Portability	Implementation across the country	Date	4	31 Aug. 2010	30 Sept.2010	31 Oct. 2010	30 Nov. 2010	31 Dec. 2010
			b) Department would approach TRAI for recommending an effective and affordable	Getting the recommendation from TRAI	Date	1	1 <sup>st</sup> Mar 2011	31 <sup>st</sup> Mar 2011	?	?	?

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S.No.	Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
				Success Indicator	Unit	Weight	Target / Criteria Value				
	Objective	Weight	Actions				Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
			consumer redressal system to adequately address the large number of consumer grievances and complaints								
5	Promoting R&D and manufacturing telecom related equipment	6	a) Formation of Joint Venture companies in telecom domain at ITI Bangalore, Naini and Rai Bareilly units	Date of signing of agreement with the strategic partners	Date	2	15 Aug 2010	30 Sept.2010	31 Oct.2010	30 Nov.2010	31 Dec.2010
			b) Facilitating Export of telecom equipment	Rs. 12,000 crore	Rs. in crore	2	12,500	12,000	10,800	9,600	8,400
			c) Mid term review of TCOEs	100% review of TCOEs with availability of report including the revised strategy	% of Review	2	100%	90%	80%	70%	60%
6	Migration of network from Ipv 4 to Ipv 6	6	a) preparation of migration plan of operators	Preparation by June 2010	Date	3	15 June 2010	30 June.2010	15 July2010	31 July2010	14 Aug.2010
			b) Creating test bed	Preparation by June 2010	Date	3	15 June 2010	30 June.2010	15 July2010	31 July2010	14 Aug.2010
7	Efficient Functioning	5	a) timely	On-time	Date	2	Mar. 5	Mar. 8	Mar. 9	Mar. 10	Mar.11

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S.No.	Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
				Success Indicator	Unit	Weight	Target / Criteria Value				
	Objective	Weight	Actions				Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
	of RFD System		submission of Draft Approval	submission for			2010	2010	2010	2010	2010
			b) timely submission of Results	On-time submission	Date	1	May 2 2011	May 3 2011	May 4 2011	May 5 2011	May 6 2011
			c) Finalise a Strategic Plan (after meeting all intermediate deadlines)	Finalise the strategic plan for next 5 years	Date	2	Dec. 10 2010	Dec. 15 2010	Dec. 20 2010	Dec. 24 2010	Dec.31 2010
8	Improving Internal Efficiency of Ministry/Department	6	a) develop RFDs for all Responsibility Centers (Subordinate Offices, Attached Offices, Autonomous Bodies)	Percentage of RCs covered	%	2	100	95	90	85	80
			b) implementation of Sevottam	Create a Sevottam compliant system to implement, monitor and review Citizens Charter	Date	1	Oct. 1 2010	Oct. 5 2010	Oct. 11 2010	Oct. 15 2010	Oct.20 2010
				Create a Sevottam compliant system to redress and monitor public grievances	Date	1	Oct. 1 2010	Oct. 5 2010	Oct. 11 2010	Oct. 15 2010	Oct.20 2010

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S.No.	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6					
				Success Indicator	Unit	Weight	Target / Criteria Value				
							Excellent	Very Good	Good	Fair	Poor
	Objective	Weight	Actions								
							100%	90%	80%	70%	60%
				Independent audit of Citizens Charter	%	1	100	95	90	85	80
				Independent audit of public grievance redressal system	%	1	100	95	90	85	80



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### SECTION 3:

#### Trend Values of the Success Indicators

S.No.	Actions		Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
	Objective	Success Indicator Unit					
1	(i) Spectrum Policy- optimum utilization of scarce spectrum resource	a) Finalizing allocating criteria of 2G spectrum D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date			D+3 months	
		b) Finalizing of M&A guideline D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date			D+3 months	
	(ii) Policy to guard against malwares, spywares, trapdoors, and ensuring security in telecom networks and measures to deal with cyber warfare	Approval of policy Approval by December, 2010	Date			31 Dec. 2010	
	(iii) Policy on grant of licences including rationalizing licence fee structure	a) Rationalizing Licensing Policy across various Licenses D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date			D+3 months	
		b) Uniform Licence Fee D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date			D+3 months	

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S.No.	Actions				Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
	Objective	Success Indicator	Unit						
		c) Policy on Mobile Virtual Network Operators(MVNOs)	Policy by April 2010	Date			30 April, 2010		
		d) Policy on Voice on Internet Protocol (VoIP)	D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date			D+3 months		
	(iv) Revised Policy on Merger & Acquisition including rationalizing of spectrum usage charges	Approval of Policy	D+3 months Where D is the date of receiving TRAI recommendations in DoT	Date			D+3 months		--
	(v) Convergence of IT, Broadcasting and Telecom	Approval of Policy	Approval by March 2010	Date			31 Mar. 2011		
2	Enhancing spectrum availability for commercial use	a) Vacation of Minimum 5 MHz band from Defence	Vacation by June 2010	Date			30 June 2010		
		b) Promulgation of Defence band	Promulgation by June 2010	Date			30 June 2010		
		c) Initiation of measures to vacate spectrum from users other than Defence	Reaching MOU	Date			31 <sup>st</sup> Mar 2011		
3	Rapid expansion of Telecom infrastructure for Voice, Data & Broadband with special emphasis on rural and remote areas	a) Facilitating increase in overall teledensity	From 50% to 58%	% age	37	50	58	65	70
		b) Facilitating	From 22% to 32%	% age	15	22	30	40	45

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S.No.	Objective	Actions	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
		increase in rural teledensity							
		c) creation of infrastructure for provision of mobile services in rural and remote areas	Award of contract to set up 10,000 sharable infrastructure sites	Date			30 Sept. 2010		
		d) Total Broad Band (BB)connections	To increase overall Broad Band connections to 12 mn from 8 mn	Nos. in millions	6	8	12	20	30
		e) BB connections in rural areas	Providing 8,00,000 BB connections during the year	Nos.	0.2	0.6	0.8	1.2	2.0
		f) providing BB connectivity to CSCs	Increase from 40,000 to 1,00,000 (60,000 during the year)	Nos.	18931	33424	60,000		
4	Developing consumer grievances redressal mechanism	Implementation of Mobile Number Portability	Implementation across the country	Date			Sept. 30 2010		
		Department would approach TRAI for recommending an effective and affordable consumer redressal system to adequately address the large number of consumer grievances and complaints	Getting the recommendation from TRAI	Date			31 <sup>st</sup> Mar 2011		
5	Promoting R&D and								

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S.No.	Objective	Actions	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
	manufacturing telecom related equipment								
		a) Formation of Joint Venture companies in telecom domain at ITI Bangalore, Naini and Rai Bareilly units	Date of signing of agreement with the strategic partners	Date			30 Sept. 2010		
		b) facilitating Export of telecom equipment	Rs. 12,000 crore	Rs. in crore	8,000	10,000	12,000	15,000	20,000
		c) Mid term review of TCOEs	100% review of TCOEs availability of report including revised strategy	% review			90%		
6	Migration of network from Ipv 4 to Ipv 6	a) preparation of migration plan of operators	Preparation by June 2010	Date			30 June 2010		
		b) Creating test bed	Preparation by June 2010	Date			30 June 2010		
7	Efficient Functioning of RFD System	a) timely submission of Draft for Approval	On- time submission	Date			5 March 2010		
		b) timely submission of Results	On- time submission	Date			1 May 2010		
		c) Finalise a	Finalise the strategic	Date			Dec. 10		

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S.No.	Actions				Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
	Objective	Success Indicator	Unit						
		Strategic Plan (plan for next 5 years after meeting all intermediate deadlines)					2010		
8	Improving Internal Efficiency of Ministry/Department	a) Develop RFDs for all Responsibility Centers (subordinate offices, attached offices, autonomous bodies)	Percentage of RCs covered	%					
		b) implementation of Sevottam	Create a Sevottam compliant system to implement, monitor and review Citizens Charter	Date			Oct. 1 2010		
			Create a Sevottam compliant system to redress and monitor public grievances	Date			Oct. 1 2010		

**SECTION 4:**Description and Definition of  
Success Indicators and  
Proposed Measurement Methodology

Column 1	Column 2	Column 3	Column 4	Definition
Objective	Weight	Actions	Success Indicator	Unit
(i) Spectrum Policy-optimum utilization of scarce spectrum resource	15	a) Finalizing allocating criteria of 2G spectrum	D+3 months Where D is the date of receiving Telecom Regulatory Authority of India (TRAI) recommendations in Department of Telecommunications (DoT)	Date
		b) Finalizing Merger & Acquisition guideline	D+3 months Where D is the date of receiving Telecom Regulatory Authority of India (TRAI) recommendations in Department of Telecommunications (DoT)	Date
(ii) Policy to guard against malwares, spywares, trapdoors and ensuring security in telecom networks and measures to deal with cyber warfare	10	Approval of policy	Approval by December, 2010	Date
(iii) Policy on grant of licences including rationalizing licence fee structure	10	a) Rationalizing Licensing Policy across various licenses.	D+3 months Where D is the date of receiving Telecom Regulatory Authority of India (TRAI) recommendations in Department of Telecommunications (DoT)	Date
		b) Uniform	D+3 months Where	Date

A requirement for mobile telephony to function

Policy matter on merger and acquisition of service providers

Protecting the telecom network

Simplifying the process of obtaining the licenses

The operators are required

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Column 1	Column 2	Column 3	Column 4		Definition
Objective	Weight	Actions	Success Indicator	Unit	
		Licence Fee	D is the date of receiving Telecom Regulatory Authority of India (TRAI) recommendations in Department of Telecommunications (DoT)		to pay annual licence fee for uses of spectrum
		c) Policy on mobile virtual network operators(MVNOs)	Policy by April 2010	Date	Mobile Virtual Network Operators (MVNOs) will tie up with existing operators and provide the service without any spectrum/licence
		d) Policy on Voice on Internet Protocol (VoIP)	D+3 months Where D is the date of receiving Telecom Regulatory Authority of India (TRAI) recommendations in Department of Telecommunications (DoT)	Date	Voice on Internet Protocol (VoIP) is a general term for a family of transmission technologies for delivery of <a href="#">voice communications</a> over <a href="#">Internet</a> Protocol or other <a href="#">packet-switched networks</a> .
(iv) Revised Policy on Merger & Acquisition including rationalizing of spectrum usage charges	6	Approval of Policy	D+3 months Where D is the date of receiving Telecom Regulatory Authority of India (TRAI) recommendations in Department of Telecommunications (DoT)	Date	Adopt Merger & Acquisition Policy
(v) Convergence of Information Technology, Broadcasting and Telecom	3	Approval of Policy	Approval by March 2010	Date	Convergence will facilitate efficient use of scarce spectrum resources
Enhancing spectrum availability for commercial use	10	a) Vacation of Minimum 5 MHz band from Defence	Vacation by June 2010	Date	The released spectrum will be used for commercial purposes
		b) Promulgation of	Promulgation by	Date	Allocation of certain band

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Column 1	Column 2	Column 3	Column 4		Definition
Objective	Weight	Actions	Success Indicator	Unit	
		Defence band	June 2010		for defence for their use
Rapid Expansion of Telecom infrastructure for Voice, Data & Broadband with special emphasis on rural and remote areas	18	a) Facilitating increase in overall teledensity	From 50% to 58%	% age	Teledensity is the number of telephone connections per hundred persons
		b) Facilitating increase in rural teledensity	From 22% to 32%	% age	Rural Teledensity is the number of telephone connections per hundred rural persons
		c) creation of infrastructure for set up 10,000 provision of sharable mobile services in rural and remote areas	Award of contract to infrastructure sites	Date	A tower is a base station which radiates the radio frequency for mobile connectivity
		d) Total Broad Band (BB)connections	To increase overall Broad Band connections to 12 mn from 8 mn	Nos. in millions	An always on data connection with minimum download speed of 256 kbps
		e) Broadband connections in rural areas	Providing 8,00,000 Broadband connections during the year	Nos.	-do-
		f) providing BB connectivity to 40,000 Commun Service Centres	Increase from 40,000 to 1,00,000 (60,000 during the year)	Nos.	Commun Service Centres is provided for providing common services like Broad Band services and fulfilling e-governance initiative in rural area
Developing consumer grievances redressal mechanism	5	a) Implementation of Mobile Number Portability (MNP)	a) Implementation across the country	Date	Mobile Number Portability (MNP) will facilitate selecting any service provider while retaining the same number
		b) Department would approach Telecom Regulatory Authority of India (TRAI) for recommending an effective and affordable consumer redressal	b) Getting the recommendation from Telecom Regulatory Authority of India (TRAI)	Date	



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Column 1	Column 2	Column 3	Column 4		Definition
Objective	Weight	Actions	Success Indicator	Unit	
		system to adequately address the large number of consumer grievances and complaints			
Promoting Research & Development and manufacturing telecom related equipment	6				
		a) Formation of Joint Venture companies in telecom domain at Indian Telecom Industry (ITI) Bangalore, Naini and Rai Bareilly units	Date of signing of agreement with the strategic partners	Date	Presently, telecom equipment worth Rs.30,000 crore are being imported against Rs.10,000 crore manufacturing facilities in India with help in reducing the import-export imbalance.
		b) facilitating Export of telecom equipment	Rs. 12,000 crore	Rs. in crore	
		c) Mid-term review of Telecom Centers of Excellence (TCOE) with availability of report including the revised strategy	100% review of Telecom Centers of Excellence (TCOE) with availability of report including the revised strategy	% of review	Telecom Centers of Excellence (TCOE) are set up for Research and Development in Telecom field
Migration of network from Ipv 4 to Ipv 6	6	a) preparation of migration plan of operators	Preparation by June 2010	Date	To increase the capacity of broadband connections.
		b) Creating test bed	Preparation by June 2010	Date	
Efficient Functioning of RFD System	5	a) timely submission of Draft for Approval	On- time submission	Date	NA

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Column 1	Column 2	Column 3	Column 4		Definition
Objective	Weight	Actions	Success Indicator	Unit	
		b) timely submission of Results	On- time submission	Date	
		c) Finalise a Strategic Plan (after meeting all intermediate deadlines)	Finalise the strategic plan for next 5 years	Date	
Improving Internal Efficiency of Ministry/Department	6	a) develop RFDs for all Responsibility Centers (subordinate offices, attached offices, autonomous bodies)	Percentage of RCs covered	Date	
		b) Implementation of Sevottam	Create a Sevottam compliant system to implement, monitor and review Citizens Charter	Date	
			Create a Sevottam compliant system to redress and monitor public grievances	Date	
			Independent audit of Citizens Charter	%	
			Independent audit of public grievances redressal system	%	
		b) Implement measures to redress these concerns	All 3 concerns addressed successfully by the deadline	Date	

## SECTION 5:

### Specific Performance Requirements from other Departments

Department	Relevant Success Indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
Ministry of Defence	Allocation of 3G spectrum to the successful bidders	Release of spectrum	Released spectrum will be allocated to the service providers	10 MHz.	Roll out of 3G services will be affected
Ministry of Home	Timely security clearance	Timely security clearance			
TRAI	Recommendations On various Policy issues	Recommendation On Policy issues mentioned at S.No.1(i) (a&b), 1(iii) (a,b&d) & 1(iv)	To formulate Policy guidelines mentioned at S.No.1(i) (a&b), 1(iii) (a,b&d) & 1(iv)	Receipt of recommendation by 1 <sup>st</sup> Mar2011	

## Results-Framework Document (RFD) for Deptt. of Telecommunications

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**Minister**

Name of the Ministry

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**Secretary**

Department / Ministry

Place: \_\_\_\_\_

Date: \_\_\_\_\_