

No.-4-5/2018/PG-II
Ministry of Communications
Department of Telecommunications
606, Mahanagar Doorsanchar Bhawan, New Delhi-110002
(PG Wing)

Dated: 03/08/2018

Subject: Revised methodology in DoT for handling VIP references and references received from PMO.

Kind reference is invited to O.M. No. 5-2/2017-O&M dated 12/12/2017 (available on e-office notice board) on the above mentioned subject. In order to have effective coordination in handling and monitoring the VIP/PMO references, the aforementioned revised methodology may be referred to again by the divisions/units. However, the summary of it is as given below:

- 1. For handling VIP references** (a separate prefix in CPGRAMS e.g “DTDDG”):
 - i. PG Wing will only be monitoring the cases which are to be handled by the concerned division,
 - ii. The copy of VIP references, if marked directly to concerned division, may be sent to PG Cell for monitoring purpose.
 - iii. On receipt of VIP references, PG Cell will register on the portal and forward it to concerned divisions for sending the reply to the VIP.
 - iv. If the case relates to more than one division then PG Cell will forward it to a division having the dominant part which is to be treated a final and not to be sent back to PG Cell.
 - v. Cases related to PSUs will be handled by the division handling the operations of PSUs and cases related to private TSPs will be handled by the DGT.
 - vi. The concerned division will update the status and upload the reply on PG portal for closing the case by the PG Cell.
- 2. For handling PMO references** (a separate prefix in CPGRAMS, e.g. “DTPMO”):
 - i. In PMO references, a reply is to be sent from the concerned division to PMO and the rest of process is same as in VIP references.


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To

1. Director General Telecom
2. Administrator USOF/Sr. DDG,TEC
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