

Ministry Of Communication & Technology

Department of Posts

1. IT Modernization Project

The Cabinet Committee on Economic Affairs (CCEA) approved IT Modernization Project of Department of Posts in November 2012, with a total out lay of Rs 4909 Cr. The key objectives of the project are as under.

- i. Modernization and computerization of all Post Offices in the Country.
- ii. Establishment of IT Infrastructure, Viz., Data Centre, Disaster Recovery Centre and Wide Area Network (WAN) based networking of the Departmental post offices, mail offices and administrative units;
- iii. Development of software applications covering all operations of the Department viz., Counter Operations, Mail Operations, Postal Banking, Insurance, Finance and HR; and
- iv. Deployment of Rural Information Communication Technology (Rural ICT) solution in all the 1, 30,000 rural Branch Post Offices in the country by supplying hardware and providing networking to them.

The entire Project is being implemented by the Department through 8 different segments. Details of each segment and the present status are furnished below.

Present Status of the IT Modernization Project as on 28-02-2017

Sl No	Name of the segment & its scope	Present position
1	ChangeManagement(CM): Preparing the workforce for the complete change in Departments' working after implementation of IT Project.	Activities by Vendor completed. Training activities are in progress by Department on its own.
2	Data Centre Facility (DCF): Hosting Primary Data centre and building Disaster Recovery centre for the DoP	Data Centre is operational from 3 rd April 2013 at Navi Mumbai. DRC has been powered on at Mysore on 15 th May, 2015.
3	Financial Services Integrator (FSI): Implementation of solutions for Core Banking and Core Insurance in all Post Offices. Providing multiple delivery	So far 23201POs for CBS and 25406 Post offices for CIS (PLI) have been migrated. ATM Services- installed at 976 locations. ATMs are inter-operable w.e.f. 31-12-2016.

	channels- internet banking, mobile banking, ATM and Interactive Voice Response (IVR) and SMS etc.	
4	Network Integrator (NI): Providing connectivity for each departmental post office location in order to ensure uninterrupted network connectivity through one single WAN	28260 locations have been net worked on a single Wide Area Network (WAN) and connected to Data Centre.
5	Core System Integrator (CSI): Implementation of the solutions for Mail Operation, Retail, logistic Post, Philately, Finance and Accounts & Human Resources and integration with other SIs.	Implementation started. E-mail roll out of staff and officers completed. Deployment of Antivirus and Active Directory as part of Wave 1 roll out is in progress. Pilot roll out completed in Mysore Division of Karnataka Circle. Further roll out in Pune in Maharashtra circle completed on 23-1-17.
6 & 7	Rural Hardware (RH): Providing connectivity, hardware & solar power panels to Branch Post Offices in rural areas. Rural System Integrator (RSI): Implementation of the solution for integrating all the FSI/CSI applications to the Branch Post Offices.	Supply of RH handheld devices is under progress. So far 27205 Main Computing handheld devices have been dispatched to Branch Offices of Six pilot circle viz. Assam, Bihar, Karnataka, Maharashtra, Rajasthan and UP and in Jharkhand, Telangana & Chhattisgarh in Phase- I. Roll out of RICT Solution is under progress. So far 14651 Rural Branch Post Offices have been rolled out as on 28-02-17 in six pilot circles viz., Assam, Bihar, Karnataka, Maharashtra, Rajasthan and Uttar Pradesh and in Jharkhand, Telangana & Chhattisgarh in Phase-I.
8	Mail Operation Hardware (MOH): Providing hardware to Mail Offices and handheld devices to Postmen.	Procurement of Mail Operations Hardware through DGS&D RC is in progress. Supply of Desk top computers completed. Supply of UPS, weighing scale and Gen sets is in progress and in its final stage. Procurement of Tag Printers, Barcode Scanners and Postmen handheld devices is in progress.

Comparative statement about the progress made in the IT Modernization Project till May-2014 in February-2017 is as under.

Sl No	Segment	Position in May, 2014	Position in February-2017
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1	Change Management (CM)	Implementation started on 15-10-2012. Workshops and surveys partially completed viz., 2 cycles (out of 4) of change management workshops (CMW), Cycle 1 (out of 4) of change readiness survey and Cycle 1 (out of 4) stakeholder management completed.	All Workshops and surveys completed. Vendor activities are completed. It is an ongoing exercise with the implementation of various other streams of the Project. Training activities are in progress by Department on its own.
2	Data Centre Facilities (DCF)	Implementation started on 28-12-12. Primary Data Centre started functioning on 03-04-13.	Disaster Recovery Centre at Mysore was also powered on from 15-05-15.
3	Financial Services Integrator (FSI)	Implementation started on 28.09.12. POS migrated to CBS---- 236 PLI ----- 389 ATMs installed ---- 04	POS migrated to CBS----- 23201 PLI ----- 25406 ATMs installed ----- 970 ATMs are interoperable wef 31-12-16 CPC started functioning in all 22 circles.
4	Network Integrator (NI)	Implementation started on 28-09-12. No. of locations networked 21380	28260 locations have been networked under single wide area network (WAN) and connected to Data Centre.
5	Core System Integrator (CSI)	Implementation started on 15.04.13. Installation and commissioning of Central Hardware completed. Detail design documents completed. Testing of common infrastructure solution completed.	Implementation is in progress. E-mail roll out of staff and officers completed. Deployment of Antivirus and Active Directory as part of Wave 1 roll out is in progress. Pilot roll out completed in Mysore Division of Karnataka Circle. Roll out completed in Pune in Maharashtra circle on 23-1-17.
6	Rural System Integrator (RSI)	Contract signed with selected bidder on 28-02-13.	After tendering for the 3 rd time, RH Tender finalized. Contract with Rural Hardware Vendor has been entered into on 24-11-14.
7	Rural		RSI project has been kicked off on

	Hardware (RH)	For Rural Hardware, Earlier two bids were annulled. Once on 16-05-13 due to failure on the part of the bidder to furnish Performance Bank Guarantee and second time on 23-11-13 due to lack of competition. Fresh RFP was issued on 04-02-14.	05-05-15 and RH Project kicked off on 19-06-15. Both the RH and RSI project under RICT are to go hand in hand. Supply of RH devices and roll out of RICT solution is under progress. So far 27205 Main Computing hand held devices have been dispatched to Branch Offices of Six pilot circle viz. Assam, Bihar, Karnataka, Maharashtra, Rajasthan and UP and in Jharkhand, Telangana & Chhattisgarh in Phase- I. Roll out of RICT Solution is under progress. So far 14651 Rural Branch Post Offices have been rolled out as on 28-02-17 in six pilot circles viz., Assam, Bihar, Karnataka, Maharashtra, Rajasthan and Uttar Pradesh and in Jharkhand, Telangana & Chhattisgarh in Phase- I.
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Budgetary allocations and expenditure made in IT Modernization Project are as under.

(Amount is in Crores of Rupees)

Year	Budgetary allocation	Expenditure made	% of expenditure to the Budgetary allocation.
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2011-12	536.59	91.02	16.96 %
2012-13	516.00	23.18	4.49 %
2013-14	532.21	253.95	47.71%
2014-15	506.39	88.84	17.54 %
2015-16	276.40	307.19	111.13
2016-17	176.61	165.33 (till 28-02-17)	93.61 %

The IT Modernization Project implementation in Department of Posts is a PAN India Project and on completion of its implementation, the following are be the key benefits to customers.

- i. Improved customer satisfaction due to faster and more reliable services in mails, banking, insurance and money remittance/ transfer operations.
- ii. Transparency in financial services by introduction of core banking and core insurance solution
- iii. Multiple channels of access to the customers through Post Office counters, internet, mobiles, call centers and ATMs etc.
- iv. Better financial inclusion for the common man in the rural and semi-urban locations through mobile remittances, mobile banking, mobile insurance etc.
- v. Effective and transparent delivery of the social security and employment guarantee schemes of the Government.

2. Core Banking Solution

The Core Banking Solution (CBS) is part of the India Post IT Modernization project that aims to bring in various IT solutions with the required IT infrastructure to the Post Offices. Core Banking Solution (CBS) for providing 'Anytime Anywhere Banking' has been rolled out in 23201 Post Offices, covering more than 34.74 Crore Post Office Savings Bank accounts, whereas as on 31.05.2014 CBS was rolled out only in 236 Post Offices. 976 Post Office ATMs have been installed across the country, whereas as on 31.05.2014 only 4 ATMs were installed.

3. Core Insurance Solution

In order to provide better service to clientele of PLI/RPLI a complete technology based solution for insurance services was started in 2014. This system will result in improved after sales service, providing a fillip to efforts to provide greater financial security to eligible population by increasing the number of insurants in PLI/RPLI. Core Insurance Solution has been rolled out in 25406 Post Offices.

4. India Post Payments Bank (IPPB)

Public Investment Board (PIB) has recommended the proposal of setting up of India Post Payment Bank (IPPB) with a total investment of Rs.800Cr. over five years

commencing from 2016-17. The India Post Payments Bank (IPPB) has launched two branches in Raipur and Ranchi on 30/01/2017 which were inaugurated by Hon'ble Finance Minister and Hon'ble Minister of State (Communications), through video conference.

IPPB aims to catalyze financial inclusion in India, by ensuring that everyone has equal access to financial services, no matter who they are, what they earn and where they live. IPPB will take basic banking to the un-banked and the under-banked across all cross-sections of society. Beneficiaries will be able to access Direct Benefit Transfer (DBT) payments like MNREGA wages, Pensions, Scholarships, etc. They will be able to pay utility bills, send or receive remittances instantly and economically from the same IPPB account that would also allow them to access loans and insurances from leading banks and insurance companies.

5. e-Commerce initiatives

- The Department has started augmenting the parcel booking and transmission capacities all over the country in order to tap the growing e-Commerce business, which has resulted in a substantial growth in the recent years.
- Department of Posts has rationalized its offering in Parcel segment and is positioning Speed Post as a premium product for eCommerce delivery solution.
- Tie-ups have been made with more than 1000 eCommerce players viz. Naaptol, Amazon.in, Flipkart.com, Myntra.com, Snapdeal.com, StarCJ etc. to provide distribution and Cash on Delivery services. During the year 2015-16 total Cash on Delivery collection till December, 2016 is Rs.1900 Cr.
- A pilot started with M/s Snapdeal.com (Jasper Infotech Pvt. Ltd.) in Varanasi w.e.f. 25.12.2014 to provide a platform for online sale of merchandise of Varanasi weavers so as to extend the benefit of e-Commerce to the small weavers etc.
- Department has introduced an automated Short Messaging Service (SMS) on the sender's and addressee's mobile (captured at the time of booking) intimating the arrival of article in delivery Post Offices and delivery status.
- The initiative to deliver the holy water from the Ganga at the doorstep of every Indian across the length and breadth of the country using the vast postal network has been launched. Post offices have also started selling pulses at subsidized rates to consumers.

6. Project Arrow

'Project Arrow', is an initiative to transform Department of Posts into a vibrant and responsive organization and to make a visible and positive difference to quality and efficiency of service to the customer. It entails comprehensive improvement of the 'core

operations' of the post offices as well as modernized ambience under 'Look & Feel' silo of the project.

7. Mail Network Optimization Project (MNOP)

As part of Mail Network Optimization Project, the online Track and Trace system for Speed Post and Registered mail has been developed to provide complete end-to-end tracking information on the website (www.indiapost.gov.in). Online tracking facility for parcels has also been introduced.

8. Mobile Money Transfer Service

Mobile Money Transfer is a service that enables instant money transfer from one place to another using mobile, through Indian post offices. The consumer just needs to have a mobile phone while the actual transmission of the money is initiated by the Postal Assistant, using his/her special handset. This service is a boon for those sections of our society who regularly remit money to their homes at faraway places and who have no access to any other financial instrument like bank account etc. except mobile phones.

9. India Post Help Centre "1924"

In wake of the initiatives taken up by Hon'ble Prime Minister to bring transparency and accountability in the Government, Department of Posts has established "India Post Help Centre" on 12th September, 2016 which can be reached through a Toll Free Number, 1924. This Helpline Number aims to assist the general public in the following manner:-

- Redressal of Public Grievances.
- Dissemination of information regarding various initiatives, activities, schemes, programmes and projects undertaken.
- Feedback on the perception of the Department's performance.

10. Mobile Applications through Android

India Post's first Android Application - Post Info, is now ready for download. Centre for Excellence in Postal Technology (CEPT), Mysore has designed and developed this application. The basic functionalities provided by this application are tracking of

goods, search any post office's address or PIN anywhere in the country, postage calculator, insurance premium calculator, sending electronic Money Order (eMO), Instant Money Order (IMO), etc., buy Philatelic products, Gangajal, etc.

11. ePost

ePost is unregistered hybrid mail provided for both retail as well as corporate customers providing electronic transmission of messages which may include text messages, scanned images, pictures etc and their delivery in hard copies at the destination through postman/delivery staff. Presently, ePost booking facility is available in more than 13000 post offices and are physically delivered through a network of more than 1.54 lakh Post Offices across India.

12. KisanVikasPatras (KVP)

KVP which was discontinued with effect from 1st December 2011, was relaunched on 18th November 2014. A total of 25363578 KVPs were sold during 2015-16 with a deposit of Rs. 29825 crores and 3772195 KVPs were sold during 2016-17 upto Nov. 2016 with an investment of Rs. 9488.48 crores.

13. Jan Suraksha Scheme

Jan Suraksha Schemes viz. Pradhan Mantri Suraksha BimaYojana (PMSBY) and Pradhan MantriJeevanJyotiBimaYojana (PMJJBY) were launched w.e.f. 07.09.2015 in all CBS Post Offices. These schemes are available to all Post Office Savings Account holders.

14. SukanyaSamridhi Accounts

SukanyaSamridhi Account, a new Small Savings Scheme for the welfare of girl child, was launched on 22nd January 2015. Under the scheme, a legal / natural guardian can open only one account in the name of one girl child and maximum two accounts in the name of two different girl children up to 10 years from date of birth of the girl child. Till date, about 64 lakhs accounts have been opened with a total deposit of Rs. 8000 crores.

15. Production and Fulfillment Center

A Production and Fulfillment Center has been set up at DakBhawan, New Delhi to increase India Post's revenue from Philately as a business stream for online sale of Philatelic products through e-postoffice, Shopclues and Snapdeal.

16. Swachh Bharat Mission

Under the Swachh Bharat Mission, special cleanliness drive has been undertaken in all Postal establishments, which includes weeding out / disposal of obsolete records / furniture / e-waste, etc., cleaning of surrounding of Post Offices, Postal Colonies, etc., tree plantation, construction of common toilets and lady toilets in Post Offices, improving Look and Feel of Post Offices, etc.

17. Social Media

Official Facebook and Twitter page of the Department has been created to publicize and spread awareness on major initiatives of the Department. The comments and complaints on these platforms are reviewed and prompt actions are taken. The Facebook page has generated more than 1 lakh likes and twitter page has more than 33000 followers till date. Twitter Seva was inaugurated by Hon'ble Minister of State for Communications (I/C) on 2nd August 2016. The social media complaints are time bound and are replied within 24 hours. Percentage of closure of complaints on Twitter Seva has been around 100%. Till 30th January 2017, the Department has resolved 17,825 complaints lodged on Twitter.

18. Philately

- i. An android mobile application was launched by Philately Division for purchase of philatelic products directly online through android phones from e-post office. e-post office is an e-commerce portal for online purchase of Philatelic products and other major products sold by Department of Posts. This app was uploaded successfully on 02/11/2015 on Google Play Store.
- ii. An agreement with e-commerce giants viz. snapdeal&shopclues was entered on 04.08.2014 and 07.10 2015 respectively for making philatelic items available for sale on more e-commerce portals.
- iii. A Production and Fulfillment Center was set up in Feb 2017 in Department of Posts to cater the need of philatelists across the country & to facilitate e-post office & e-commerce partners viz. snapdeal&shopclues. Customer grievances are solved telephonically and through emails.
- iv. Department has also introduced a new product called "Customized My Stamp" in Dec 2015. Vide Customized stamp corporate, organizations and institutions can get their logo printed on select my stamp themed sheets, alongside stamp may opt for logo, images of their organization /institute, photograph(s) of their employee(s).
- v. Crowd sourcing of Stamp-Design.
The Department has been organizing Stamp Design Competitions thrice a year since 2015 on the occasions of Republic Day, Independence Day and Children's Day. These competitions have been eliciting huge response from people all over the country. Last such competition was held on the theme 'Nature India' on the

occasion of Republic Day 2017. The prize winning entries are considered for use as design on stamps and other Philatelic Material

- vi. New definitive postage stamp series “Makers of India & Yoga” has been introduced in place of previous series “Builders of Modern India”. A total of 28 stamps have been approved in “Makers of India & Yoga” series.

Achievements

In the year 2014-15 a total of 36 commemorative postage stamps were released, in the year 2015-16 a total of 49 commemorative postage stamps were released and in the year 2016-17 (upto Feb 2017) a total of 128 commemorative postage stamps were released .

Revenue

Revenue generated by Philately Division on account of sale of philatelic stamps, my stamps & philatelic ancillaries is furnished below:

Sl No.	Financial Year	Revenue (in crore rupees)
1	2014-15	32.85
2	2015-16	39.87
3	2016-17 (up to 28.02.2017)	47.34

19.IT Modernization Project

The Cabinet Committee on Economic Affairs (CCEA) approved IT Modernization Project of Department of Posts in November 2012, with a total out lay of Rs 4909 Cr. The key objectives of the project are as under.

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6 & 7	<p>Rural Hardware (RH): Providing connectivity, hardware & solar power panels to Branch Post Offices in rural areas.</p> <p>Rural System Integrator (RSI): Implementation of the solution for integrating all the FSI/CSI applications to the Branch Post Offices.</p>	<p>Supply of RH handheld devices is under progress. So far 27205 Main Computing handheld devices have been dispatched to Branch Offices of Six pilot circle viz. Assam, Bihar, Karnataka, Maharashtra, Rajasthan and UP and in Jharkhand, Telangana & Chhattisgarh in Phase-I.</p> <p>Roll out of RICT Solution is under progress. So far 14651 Rural Branch Post Offices have been rolled out as on 28-02-17 in six pilot circles viz., Assam, Bihar, Karnataka, Maharashtra, Rajasthan and Uttar Pradesh and in Jharkhand, Telangana & Chhattisgarh in Phase-I.</p>
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23. e-Commerce initiatives

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25. Mail Network Optimization Project (MNOP)

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Mobile Money Transfer is a service that enables instant money transfer from one place to another using mobile, through Indian post offices. The consumer just needs to have a mobile phone while the actual transmission of the money is initiated by the Postal Assistant, using his/her special handset. This service is a boon for those sections of our society who regularly remit money to their homes at faraway places and who have no access to any other financial instrument like bank account etc. except mobile phones.

27. India Post Help Centre “1924”

In wake of the initiatives taken up by Hon'ble Prime Minister to bring transparency and accountability in the Government, Department of Posts has established “India Post Help Centre” on 12th September, 2016 which can be reached through a Toll Free Number, 1924. This Helpline Number aims to assist the general public in the following manner:-

- Redressal of Public Grievances.
- Dissemination of information regarding various initiatives, activities, schemes, programmes and projects undertaken.
- Feedback on the perception of the Department's performance.

28. Mobile Applications through Android

India Post's first Android Application - Post Info, is now ready for download. Centre for Excellence in Postal Technology (CEPT), Mysore has designed and developed this application. The basic functionalities provided by this application are tracking of goods, search any post office's address or PIN anywhere in the country, postage calculator, insurance premium calculator, sending electronic Money Order (eMO), Instant Money Order (IMO), etc., buy Philatelic products, Gangajal, etc.

29. ePost

ePost is unregistered hybrid mail provided for both retail as well as corporate customers providing electronic transmission of messages which may include text messages, scanned images, pictures etc and their delivery in hard copies at the destination through postman/delivery staff. Presently, ePost booking facility is available in more than 13000 post offices and are physically delivered through a network of more than 1.54 lakh Post Offices across India.

30. Kisan Vikas Patras (KVP)

KVP which was discontinued with effect from 1st December 2011, was relaunched on 18th November 2014. A total of 25363578 KVPs were sold during 2015-16 with a deposit of Rs. 29825 crores and 3772195 KVPs were sold during 2016-17 upto Nov. 2016 with an investment of Rs. 9488.48 crores.

31. Jan Suraksha Scheme

Jan Suraksha Schemes viz. Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) were launched w.e.f. 07.09.2015 in all CBS Post Offices. These schemes are available to all Post Office Savings Account holders.

32. Sukanya Samridhi Accounts

Sukanya Samridhi Account, a new Small Savings Scheme for the welfare of girl child, was launched on 22nd January 2015. Under the scheme, a legal / natural guardian can open only one account in the name of one girl child and maximum two accounts in the name of two different girl children up to 10 years from date of birth of the girl child. Till date, about 64 lakhs accounts have been opened with a total deposit of Rs. 8000 crores.

33. Production and Fulfillment Center

A Production and Fulfillment Center has been set up at Dak Bhawan, New Delhi to increase India Post's revenue from Philately as a business stream for online sale of Philatelic products through e-postoffice, Shopclues and Snapdeal.

34. Swachh Bharat Mission

Under the Swachh Bharat Mission, special cleanliness drive has been undertaken in all Postal establishments, which includes weeding out / disposal of obsolete records / furniture / e-waste, etc., cleaning of surrounding of Post Offices, Postal Colonies, etc., tree plantation, construction of common toilets and lady toilets in Post Offices, improving Look and Feel of Post Offices, etc.

35. Social Media

Official Facebook and Twitter page of the Department has been created to publicize and spread awareness on major initiatives of the Department. The comments and

complaints on these platforms are reviewed and prompt actions are taken. The Facebook page has generated more than 1 lakh likes and twitter page has more than 33000 followers till date. Twitter Seva was inaugurated by Hon'ble Minister of State for Communications (I/C) on 2nd August 2016. The social media complaints are time bound and are replied within 24 hours. Percentage of closure of complaints on Twitter Seva has been around 100%. Till 30th January 2017, the Department has resolved 17,825 complaints lodged on Twitter.

36. Philately

- vii. An android mobile application was launched by Philately Division for purchase of philatelic products directly online through android phones from e-post office. e-post office is an e-commerce portal for online purchase of Philatelic products and other major products sold by Department of Posts. This app was uploaded successfully on 02/11/2015 on Google Play Store.
- viii. An agreement with e-commerce giants viz. snapdeal & shopclues was entered on 04.08.2014 and 07.10 2015 respectively for making philatelic items available for sale on more e-commerce portals.
- ix. A Production and Fulfillment Center was set up in Feb 2017 in Department of Posts to cater the need of philatelists across the country & to facilitate e-post office & e-commerce partners viz. snapdeal & shopclues. Customer grievances are solved telephonically and through emails.
- x. Department has also introduced a new product called "Customized My Stamp" in Dec 2015. Vide Customized stamp corporate, organizations and institutions can get their logo printed on select my stamp themed sheets, alongside stamp may opt for logo, images of their organization /institute, photograph(s) of their employee(s).
- xi. Crowd sourcing of Stamp-Design.
The Department has been organizing Stamp Design Competitions thrice a year since 2015 on the occasions of Republic Day, Independence Day and Children's Day. These competitions have been eliciting huge response from people all over the country. Last such competition was held on the theme 'Nature India' on the occasion of Republic Day 2017. The prize winning entries are considered for use as design on stamps and other Philatelic Material
- xii. New definitive postage stamp series "Makers of India & Yoga" has been introduced in place of previous series "Builders of Modern India". A total of 28 stamps have been approved in "Makers of India & Yoga" series.

Achievements

In the year 2014-15 a total of 36 commemorative postage stamps were released, in the year 2015-16 a total of 49 commemorative postage stamps were released and in the year 2016-17 (up to Feb 2017) a total of 128 commemorative postage stamps were released .

Revenue

Revenue generated by Philately Division on account of sale of philatelic stamps, my stamps & philatelic ancillaries is furnished below:

SI No.	Financial Year	Revenue (in crore rupees)
1	2014-15	32.85
2	2015-16	39.87
3	2016-17 (up to 28.02.2017)	47.34

Comparative Statement

S.No.	Last three years of Pre-NDA rule	Three years of NDA rule
1	Slow Policy reforms	Speedy Policy reforms
2	No action for ease of doing business	Policy reforms for ease of doing business
3	511 MHz of spectrum sold	1383 MHz of spectrum sold
4	Upfront payment of Rs 19,959 crores received from spectrum auction	Upfront payment of Rs 64,771 crores received from spectrum auction
5	No progress for launch of new services such as 4G despite auction of spectrum in 2010	Speedy progress for launch of new services such as 4G
6	Number portability within service area introduced	Introduction of Nationwide mobile Number Portability
7	Only 2,292 Kms of OFC pipe laid	2,06,898 Kms of OFC pipe laid for NOFN/ BharatNet project
8	358 Kms of OFC laid for NOFN project	1,74,880 Kms of OFC laid for NOFN/ BharatNet project
9	No Gram Panchayat lit under NOFN project	16,573 Gram Panchayats lit under BharatNet project
10	Budget allocation of Rs 4834.28 crores	Budget allocation of Rs 12812.77 crores
11	Expenditure on NOFN – Rs 919 crores (2012-14)	Expenditure on NOFN – Rs 8383.79 crores (2014-2017 till January, 2017)

Achievements of Department of Telecom during 2014-17 (NDA period)

1. **Restoring confidence:** One of the first challenges was to restore confidence, bring in transparency and ensure good governance in this sector. The measures taken in the first few months led to good results.
2. **Most successful Spectrum Auction ever:** Spectrum auction was conducted with upfront revenue of Rs.32337 crores in 2015. Another auction was conducted in October, 2016 which witnessed highest ever sale of spectrum and upfront revenue as detailed below:

	2012	2013	2014	2015	2016
Spectrum	128 MHz	30 MHz	353 MHz	418 MHz	965 MHz
Upfront Revenue (Rs cr)	1722	0	18267	32337	32434

Prior to commencement of the auction in 2016, the reforms undertaken are as follows:-

- (a) Harmonization of spectrum resulting in 36.25 MHz in 800 MHz band and 197 MHz in 1800 MHz band additional spectrum for including in the auction conducted in October, 2016. This also resulted in making the spectrum contiguous for the various operators which increased the spectral efficiency and allowed them to provide latest 4G technology.
 - (b) Ensuring that spectrum is available in whole of the service areas
 - (c) Issues relating to different Spectrum Usage Charge (SUC) in different bands resolved and SUC rationalized.
 - (d) Commitment for frequency assignment within one month of making payment for the spectrum acquired in the auction.
- There is no spectrum shortage in the country after this auction.
 - With the introduction of new technology, better data speed will be available to consumers giving a flick to mobile broadband and digital India.
3. **Spectrum sharing and trading permitted:** The recommendations for allowing sharing and trading of spectrum were pending for long back. The Government decided in September, 2015 to allow spectrum sharing and in October, 2015 to allow trading of spectrum. This ensures that the spectrum, a scarce resource, is utilised in most efficient manner to provide state of art technology for consumers and resulting

in higher data speed and also a step in ease of doing business apart from providing an exit route to a service provider.

4. **Spectrum liberalisation:** The Government announced a policy of spectrum liberalisation in November, 2015 by which the service providers can liberalise their spectrum which was allocated to them administratively prior to 2010 to provide latest technology.
5. **Discontinuation of Wireless Operating Licence for Access Spectrum in November, 2016:** In order to promote ease of doing business, the Wireless Operating Licence for Access Spectrum has been discontinued. This facilitate faster roll out of the wireless network as earlier no BTS could have radiated without a wireless operating licence.
6. **Allocation of spectrum in whole of the service area where earlier spectrum was not allocated administratively or through auction:** With the harmonisation of spectrum in 1800 MHz band, the spectrum was allocated in balance districts of a service area where it was earlier not allocated due to non-availability as being used by Defence.
7. **Aadhaar Based E-KYC Services for issuing mobile connections:** From 16th August 2016, it has been decided to allow paperless 'Aadhaar based E-KYC services' for issuing mobile connections wherein the customer as well as Point of Sale Agent of the Telecom Service Providers will be authenticated from UIDAI based on their biometrics. This is another step for ease of doing business.
8. **Nationwide Mobile Number Portability:** Nationwide Mobile Number Portability was implemented in July, 2015 which allows subscribers to retain their existing mobile number when they switch from one access service provider to other access service provider or move from one Licensed Service Area (LSA) to the other LSA. Earlier Mobile Number Portability was restricted within the LSA.
9. **Virtual Network Operators (VNO):** Unified Licence (VNO) has been introduced in May 2016.
10. **IP Level Interconnection:** In order to utilise resources efficiently, interconnection at Internet Protocol (IP) level has been permitted.

11. **Prior intimation for launching service:** For ease of doing business, the requirement of prior approval before launching of services has been done away with and only prior intimation is required for launching of services.
12. **Sharing of active infrastructure:** Sharing of active infrastructure such as Radio Access Network (RAN), Antenna, Feeder Cable, e-Node B, backhaul has been permitted.
13. **Single Emergency Number (112):** It has been decided to implement a project for Single Emergency Number 112 for all emergencies in collaboration with Ministry of Home Affairs and State Governments.
14. **Digital Payment Helpline (14444):** Digital Payment helpline 14444 has been established in coordination with NASCOM and Niti Aayog.
15. **Call Drop:** Various steps have been taken to reduce the call drops. The Telecom Service Providers (TSPs) have reported that they have already installed more than 1,60,000 additional BTSs (Base Transceiver Stations) across the country during 6½ month period from 15th June 2016 to 31st December 2016 and further plan to install about 1,10,000 additional BTSs across the country up to 31st March 2017. The TSPs have also informed that about 4,97,000 BTSs have been optimized for improvement in Network Performance during June 2015 onwards and in addition, frequency re-planning done for more than 4,25,000 BTSs for handling interference issues.
16. **IVRS Feedback System on Call Drops:** In order to obtain direct feedback from subscribers on call drops, DoT had launched an Integrated Voice Response System (IVRS) system using toll free short code 1955 in 5 States on 23rd December 2016 and in all the States, except Punjab and Manipur, from 12th January, 2017 onwards.
This initiative of Department of Telecommunications is proving very useful in not only getting the direct customer feedback on pan-India basis but also identifying the areas of poor network quality and its remedial action by the service providers.
17. **ROW Rules:** Rules for Right of Way and for installation of towers have been notified in January, 2017 which will facilitate expeditious roll out of the network.

18. USOF Projects:

- (i) **BharatNet** is planned to create network infrastructure for providing Broadband connectivity to all Gram Panchayats (GPs) (approx. 2,50,000) in the country. The Project is being implemented in a Phased manner, with Phase-I to connect

1,00,000 GPs. **As on June, 2014 only 2292 KMs of OFC pipe was laid with 358 KMs of Optical fibre.**

With the continuous monitoring and sustained efforts, the project has been expedited and the status of the project at the end of Feb 2017 is as follows:-

Pipe laid	– 2,09,190 Kms
OFC laid	– 1,75,238 Kms
Pipe laid in Gram Panchayats	– 93,343 GPs
OFC laid in Gram Panchayats	– 77,452 GPs
GPs lit	– 16,573 GPs

- (ii) 2186 sites out of 2199 are radiating in Left Wing Extremism (LWE) affected States with a total estimated cost of Rs.3567.58 crore.
- (iii) On 10.09.2014, the Government approved a proposal to implement a Development Plan for the North-Eastern Region (NER) to provide mobile coverage to 8621 identified uncovered villages by installation of about 6673 mobile towers with the estimated cost of Rs. 5336.18 crore.
- (iv) On 14.12.2016, Telecom Commission approved the proposal for providing mobile services in 172 uncovered villages and entire 129 Km of National Highway (NH 223) in Andaman & Nicobar Islands. The estimated cost is Rs. 262.91 Crore.
- (v) On 14.12.2016, Telecom Commission approved the proposal for installation of 10 new BTSs to improve the Quality of Service (QoS) in Lakshadweep Islands. The estimated cost of project is Rs. 10.1 Crore and to be funded by USOF.
- (vi) On 21.09.2016, the Government approved a proposal for providing Optical Fibre Cable (OFC) connectivity from mainland India (Chennai) to Andaman & Nicobar Islands. The estimated cost for CAPEX is Rs. 880.03 Crore and to be funded by USOF. The OPEX is Rs. 44.47 Crore per annum and to be funded by Andaman & Nicobar Islands and UT Administration/MHA.
- (vii) USOF schemes for Creation of OFC Infrastructure in North-East are being implemented to provide sufficient back-haul capacity to integrate the voice and data traffic from the access network in the rural areas to their core network OFC network augmentation between the Block HQ and Districts HQ in North-East.

19. **Revival of BSNL and MTNL:** Revival of both these telecom PSUs have been a priority area for this government. It is regrettable that in 2004 BSNL had registered a profit of Rs. 10,183 crores (when government led by Shri Vajpayee left office) and by 2014 its losses have reached to Rs. 7,020 crores. MTNL was also in profit till 2008-09 but as on 31.12.2014 MTNL has a debt of Rs.16,306 crores. The government has taken conscious decision to revive these two PSUs:
20. **WiFi at Tourist Places:** WiFi connectivity at 63 important tourist places has been provided.
21. **Building Robust and Secure Network for Defence Forces:** Network For Spectrum (NFS), planned as an Exclusive Optical Fibre based 'Nationwide Communication Network' for Defence Services, has been given a big push for its early completion. The project is being implemented by BSNL.
22. **National Telecom M2M Roadmap:** 'National Telecom M2M Roadmap' has been released in May 2015.
23. **Decline trends of revenue:** During the current financial year, license fee collection has shown downward trend. Telecom Commission in its meeting held on 22.02.2017 desired that the consensus regarding major challenges being faced by telecom sector may be brought to the notice of TRAI. TRAI was apprised accordingly on 23.02.2017.

Major events in Department of Telecom during 2011-14 (Pre-NDA period)

1. Hon'ble Supreme Court vide its order dated 02.02.2012 cancelled the licenses granted in 2008. As a result of this, 122 Unified Access Service Licenses granted in 2008 were cancelled.
2. **New Telecom Policy:** NTP-2012 was announced in 2012 with vision to provide secure, reliable, affordable and high quality converged telecommunication services anytime, anywhere for an accelerated inclusive socio-economic development.
3. **Trust Deficit:** The Department of Telecom was in the news for all wrong reasons for last many years. There was a trust deficit among all stakeholders of the sector.
4. **Spectrum Auction:** The spectrum auction was conducted in 2012 to 2014 for 800 MHz, 900 MHz and 1800 MHz bands. The quantity sold and the upfront revenue realised is as follows:

Year	Spectrum sold	Upfront Revenue (in crores)
2012	128 MHz	1722
2013	30 MHz	0
2014	353 MHz	18267

5. **Introduction of Unified License regime:** Unified License regime was introduced in August, 2013 wherein allocation of access spectrum was delinked from the license and is to be procured separately through auction process.
6. **Merger and Acquisition guidelines:** The revised guidelines for merger and acquisition in telecom sector were issued in February, 2014 after a period of 6 years.
7. **Launching of 3G services:** The spectrum in 2100 MHz band was allocated in year 2010 through auction process and the various operators rolled out 3G services progressively from 2011 onwards. This provided better data speed to customers through wireless media.
8. **Mobile Number Portability:** Mobile Number Portability was implemented in, January, 2012 which allows subscribers to retain their existing mobile number when

they switch from one access service provider to other access service provider within Licensed Service Area (LSA).

9. **National Optical Fibre Network (NOFN):** is planned to create network infrastructure for providing Broadband connectivity to all Gram Panchayats (GPs) (approx. 2,50,000) in the country. The Project is being implemented in a Phased manner, with Phase-I to connect 1,00,000 GPs. As on June, 2014 only 2292 KMs of OFC pipe was laid with 358 KMs of Optical fibre.
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