



# CAPACITY BUILDING COMMISSION

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**Department of Telecommunications**

Draft Annual Capacity Building Plan

March 2023

## About the Programme

**Mission Karmayogi** was launched by Government of India in September 2020 as a **National Programme for Civil Services Capacity Building (NPCSCB)**. It aims to prepare Indian civil servants for the future by making them more creative, proactive, professional, energetic, transparent and technology enabled. A key component of NPCSCB is **Capacity Building Commission (CBC)**.

CBC defines capacity building as a process to build, develop, and enhance ability, talent, competency, efficiency, and qualification of individuals, organizations, and institutions **to increase the execution capacity of the state and achieve common national goals**.

As part of its mandate, CBC facilitate the preparation of **Annual Capacity Building Plan (ACBP)** for participating Ministries / Departments / Organizations (MDOs). ACBP is a document which entails Specific, Measurable, Attainable, Realistic and Time-bound capacity building interventions of the department.

## About the Department

The Department of Telecommunications (DoT) in India is responsible for a wide range of functions related to the development and regulation of the telecommunications sector in the country. Some of the key functions of the DoT include:

- Policy formulation and regulation
- Licensing
- Spectrum management
- Infrastructure development
- Telecommunications R&D and innovation
- Promoting Indigenous telecom equipment manufacturing standards – Make in India
- Ensuring universal access to telecom services
- Ensuring security of telecom network of the country

## About Report

This document details out the department's vision, mission, and goals along with baselining department's capacity-building needs and gaps.

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## Abbreviations

<b>NPCSCB</b>	National Programme for Civil Services Capacity Building
<b>CBC</b>	Capacity Building Commission
<b>ACBP</b>	Annual Capacity Building Plan
<b>MDOs</b>	Ministries / Departments / Organizations
<b>DoT</b>	Department of Telecommunication
<b>PMHRC</b>	Prime Minister's Public Human Resource Council
<b>SPV</b>	Special Purpose Vehicle
<b>iGOT</b>	Integrated Government Online Training
<b>FRAC</b>	Framework for Roles Activities & Competencies
<b>DoPT</b>	Department of Personnel and Training
<b>DoP</b>	Department of Posts
<b>IPV6</b>	Internet Protocol version 6
<b>VDR</b>	Virtual Data Room
<b>CBU</b>	Capacity Building Unit
<b>CNA</b>	Capacity Need Analysis
<b>MGNREGS</b>	Mahatma Gandhi National Rural Employment Guarantee Scheme
<b>PLI</b>	Postal Life Insurance
<b>RPLI</b>	Rural Postal Life Insurance
<b>TC</b>	Telecom Commission
<b>LSA</b>	License Service Areas
<b>CCA</b>	Controller of Communications Accounts
<b>IoT</b>	Internet of Things
<b>USOF</b>	Universal Service Obligation Fund
<b>C-DOT</b>	Centre of Development of Telematics
<b>AI</b>	Artificial Intelligence
<b>BBNL</b>	Bharat Broadband Network Limited
<b>BSNL</b>	Bharat Sanchar Nigam Limited
<b>TCIL</b>	Telecommunications Consultants India Ltd.
<b>NTIPRIT</b>	National Telecommunications Institute for Policy Research, Innovations & Training
<b>NICF</b>	National Institute of Communication Finance
<b>WMTDC</b>	Wireless Monitoring Training & Development Centre

## 1. Project Background

### 1.1 Mission Karmayogi

Civil servants play a vital role in rendering a range of public services, welfare programs and core governance related functions formulating policy and executing delivery that enable the government to serve its citizens efficiently and effectively. The Government of India in September 2020 launched the National Programme for Civil Services Capacity Building ('NPCSCB') referred to as "Mission Karmayogi". It is a National Programme for Civil Services Capacity Building (NPCSCB) that aims to prepare Indian civil servants for the future by making them more creative, proactive, professional, energetic, transparent and technology oriented.

Its primary objective is governance improvement through enhancement of capability across the Civil Services pyramid of India. It intends to enable a citizen centric and future ready civil service with right attitude, skills, and knowledge, aligned to the national vision. "Mission Karmayogi" envisages a paradigm shift towards the recognition that a 'agile and citizen-centric' civil service requires a well-defined competency framework as a key lever of a comprehensive capacity enhancement programme, meant to transition officials from a rule-based to a role-based approach.

The framework for implementation and monitoring of the program would involve the following:

- **Prime Minister's Public Human Resource Council (PMHRC):** Apex body for the program
- **Cabinet Secretariat Coordination Unit:** Under the apex body, the unit shall monitor the implementation of NPCSCB, align stakeholders and provide mechanism for overseeing capacity building plans
- **Capacity Building Commission:** The commission is setup for functional supervision of training institutions and facilitate in preparation of the annual capacity building plans (ACBP)
- **Karmayogi SPV (Special Purpose Vehicle):** The SPV shall operate the digital assets created for NPCSCB on behalf of the Government of India that owns and operates iGOT Karmayogi platform.
- **iGOT (Integrated Government Online Training):** It helps in instituting the shift from Rule to Role basis with the indigenous competency framework - FRAC, linked to personnel efficacy success.

Figure 1: Framework for implementation & monitoring



FRAC stands for Framework for Roles Activities & Competencies. For each unique position in Government, FRAC defines the Roles, Activities, and Competencies needed by an individual for effective performance.

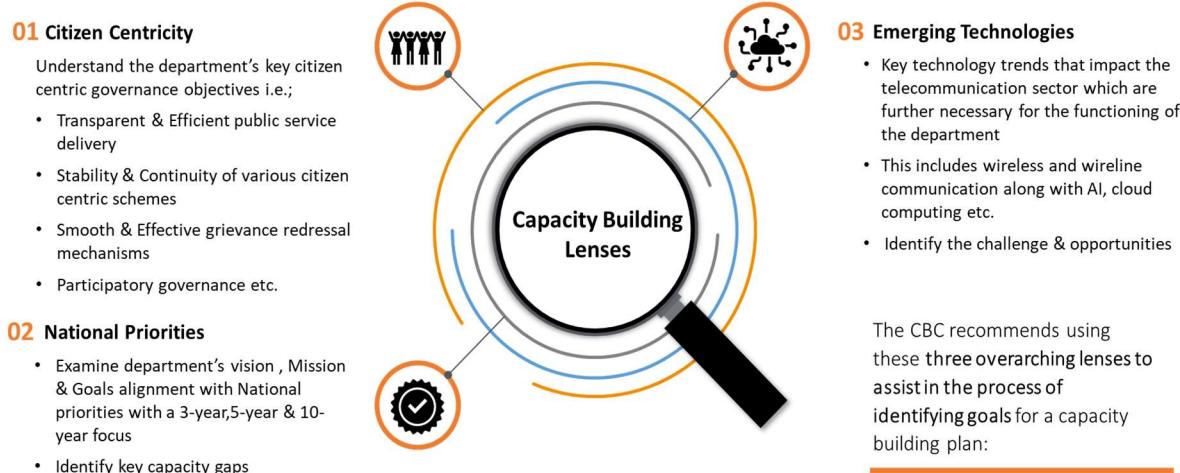
## 1.2 Capacity Building Commission (CBC)

A key component of National Programme for Civil Services Capacity Building (NPCSCB) is the Capacity Building Commission (CBC). CBC was notified on 1st April 2021 wide Gazette notification F. No. T-16017/09/2020-iGOT issued by Department of Personnel and Training (DoPT). The Commission will have the responsibility of, inter-alia, coordinating the preparation of annual capacity building plans, undertake monitoring and evaluation of plan implementation and facilitate creation of shared resources amongst Training Institutions imparting training to civil servants. The core purpose of the Commission is to build a learning culture and shape a uniform approach to capacity building on a collaborative and participatory basis. CBC is mandated to perform different key functions. To facilitate preparation of Annual Capacity Building Plans (ACBPs) of Ministries, Departments, and participating Organizations (MDOs) and submit the collated Plans for approval to the Prime Minister's Public Human Resource Council (PMHRC) is one of the key functions. The Commission will thereafter monitor and report the periodical progress of implementation of ACBPs while harmonizing efforts related to Capacity Building for the Government.

## 1.3 Annual Capacity Building Plan (ACBP)

As part of the mandate, Capacity Building Commission (CBC) will facilitate the preparation of ACBPs for participating MDOs. CBC defines capacity building as a process to build, develop, and enhance capability, skill, competence, efficiency, and efficacy of individuals, organizations, and institutions to increase the execution capacity of the state and achieve common national goals.

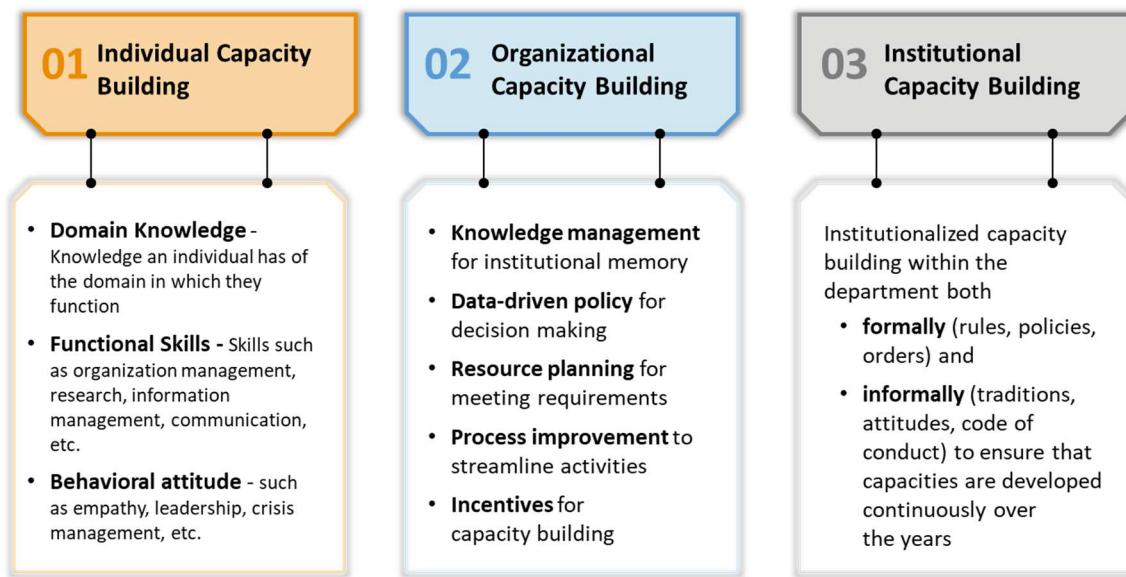
*Figure 2: Lenses to be focused for building capacity building plan*



Annual Capacity Building Plan (ACBP) is a document which entails Specific, Measurable, Attainable, Realistic, and Time-bound capacity building interventions of the department. The capacity building

exercise would be goal-driven and performance oriented. It shall indicate capacity building interventions at the Individual, Organizational, and Institutional level.

Figure 3: Capacity building interventions



As per Figure 3, the capacity is developed at three pillars: individual, organizational, and institutional. These are referred to as the three pillars of capacity building.

- **Pillar 1 – At the Individual Level:** Competencies form the basis of individual capacity building. A competency is defined as the combination of attitudes, knowledge, and skills that enable an individual to perform a job or task effectively. Capacity building at the individual level refers to the process of equipping individual government officials with the competencies required to effectively perform their assigned roles
- **Pillar 2 – At the Organizational Level:** This refers to the process of building the capacity of collective and shared aspects of the organization such as existing processes, digital and physical infrastructure and technological capabilities that enable the organization to achieve its goals.
- **Pillar 3 – At the Institutional Level:** Institutional capacity building refers to change made in the norm, policies and regulations that guide the functioning of individuals and organizations. (Note – Since institutional capacity building interventions affect all ministries/department of the government, the scope of ACBP exercise for a specific MDO is not expected to cover institutional measures)

## 2. Overview of Department of Telecommunication

Ministry of Communication, within the Government of India is responsible for telecommunications and postal services across India. Communication Sector has been considered as an essential infrastructure for socio-economic development of a country and has been carved out of Ministry of Communications and Information Technology in 2016. It consists of two departments viz. Department of Telecommunications and the Department of Posts.

Department of Telecommunications (DoT) was formed to manage and regulate telecom infrastructure in India. It is responsible for regulating the telecommunications industry and ensuring compliance with laws and regulations, managing the allocation and use of radio frequency spectrum, promoting the growth and development of the telecommunications industry, providing and maintaining telecommunications infrastructure, ensuring the security of the country's telecommunications networks and systems, providing universal access to telecommunications services, particularly in rural and remote areas, and coordinating with other government agencies and international organizations on telecommunications-related matters.

The Telecom Commission (TC) was set up as apex body by the Government of India in 1989 with administrative and financial powers of the Government of India to deal with various aspects of Telecommunications. The Government has re-designated the 'Telecom Commission' as the 'Digital Communications Commission' in 2018. The Digital Communications Commission (DCC) is responsible for formulating the policy of Department of Telecommunications for approval of the Government, preparing the budget for the Department of Telecommunications for each financial year and getting it approved by the Government; and implementation of Government's policy in all matters concerning telecommunication.

### 2.1 Vision and Mission

The vision of the department is “to provide secure, reliable affordable and high-quality converged telecommunication services anytime, anywhere for an accelerated inclusive socio-economic development”.

Furthermore, the mission is primarily focused on the following –

- 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 and to contribute to mission 'Digital India' & 'Cashless Economy'

- Make India a global hub for telecom equipment manufacturing by way of 'Make in India' revolution
- Promote development of new standards to meet national requirements
- Attract investment, both domestic and foreign and promote creation of jobs

## 2.2 Functions

The Department of Telecommunications (DoT) in India is responsible for a wide range of functions related to the development and regulation of the telecommunications sector in the country. Some of the key functions of the DoT include:

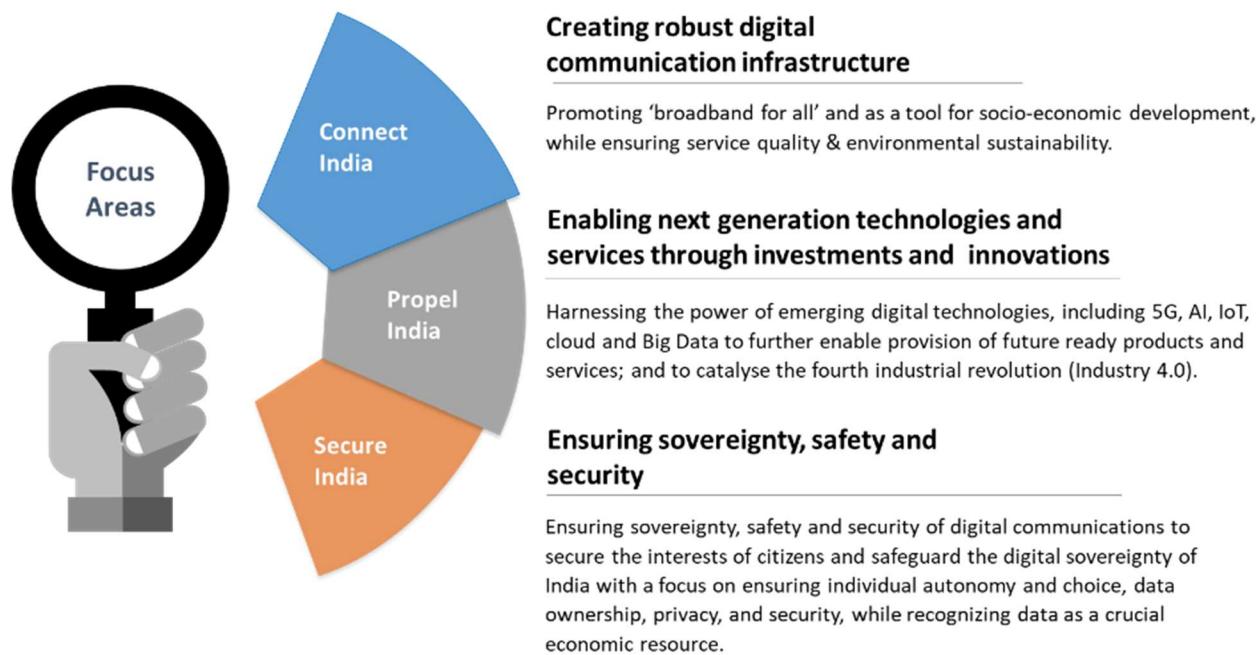
- **Policy formulation and regulation:** It is responsible for formulating and implementing policies and regulations for the telecommunications sector in India, including issues related to spectrum management, licensing, and interconnection
- **Licensing:** It issues licenses for the provision of various types of telecommunications services, including mobile, broadband, and long-distance services.
- **Spectrum management:** It is responsible for the management of radio frequency spectrum in India, including the allocation and auction of spectrum to telecommunications service providers.
- **Infrastructure development:** It works to improve the telecommunications infrastructure in India, including the implementation of projects such as BharatNet and the National Broadband Mission etc.
- **Universal Service Obligation Fund (USOF):** It administers the USOF, which is a government fund established to provide financial support for the provision of telecommunications services in remote and rural areas.
- **Promotion of digital economy:** It works towards promoting the growth of the digital economy in India, including through initiatives such as the Digital India program.
- **Telecommunications R&D:** It also promotes and funds research and development in the field of telecommunications.
- **Consumer protection:** It ensures that the rights of consumers are protected and provides a mechanism for redressal of grievances
- **Cybersecurity:** It is responsible for the cybersecurity of the Indian telecommunications sector, including protecting against cyber threats and ensuring the security of critical information infrastructure
- **International cooperation:** It represents India in international forums and negotiates international agreements related to telecommunications
- **Information Communication Technology (ICT):** Harnessing the potential of emerging ICT technologies.

- **Revenue Management:** Department collects and assesses the statutory dues i.e., License Fees and Spectrum Usage Charges payable by the telecom licensees. This revenue management function further includes responsibilities related to securitisation of dues and recoveries.

## 2.3 Goals/ Focus Areas

To strengthen the Digital India program, the Government notified National Digital Communications Policy (NDCP) in 2018 envisaging India's transition to a digitally empowered economy and society, through the establishment of ubiquitous, resilient, and affordable digital communication infrastructure and services. The policy aims to achieve the following mission.

Figure 4: Key focus areas to strengthen Digital India program (as per NDCP 2018)



## 2.4 Vertical and attached offices

DoT has three verticals at its headquarters: telecom, finance, and wireless. There are also 22 License Service Areas (LSAs) and 26 offices of Controller of Communications Accounts (CCAs) across the country. DoT HQ also has three (3) training institutes where their officials and staff can receive trainings.

Figure 5: Details of division, PSU, sub-ordinate units, attached offices of DoT

### Training institutes:

- **NTIPRIT**: National Telecom Institute for Policy and Research, the telecom training institute of Department of Telecommunications
- **NICF**: National Institute of Communication Finance (NICF) is an apex level training institute
- **WMTDC**: Wireless Monitoring Training & Development Centre

### Public Sector Undertaking:

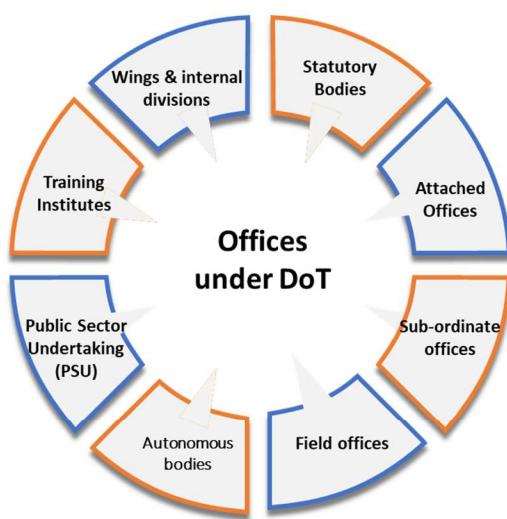
- **BSNL/MTNL**: technology oriented integrated telecom service providing company which provides multiple telecom services
- **ITI Limited**: offer diverse suite of products, telecom turnkey solutions and customized support, has dedicated Network System Unit
- **Telecommunications Consultants India Limited (TCIL)**: to provide solutions in information and communication technology, power and infrastructure sectors globally by anticipating opportunities in technology
- **Bharat Broadband Network Limited (BBNL)**: create OFC network in rural areas of India (BharatNet project)
- **Hemisphere Properties India Limited (HPIL)**: for disinvestment purposes

### Autonomous bodies:

- **CDOT**: working as telecommunication technology development and R&D center for DoT

### Wings & internal divisions:

- **Telecom**: handles all telecom related matters
- **Finance**: handles all finance related matters
- **Wireless**: handles all wireless related matters



### Field offices:

- **LSA**: divided into 22 Licensed Service Areas (LSA) representing Telegraph Authority in the field.
- **CCA**: Perform revenue functions on behalf of the Telegraph Authority, monitor the USOF Subsidy Schemes and also deal with end to end management of terminal benefits.

### Statutory bodies:

- **Telecom Disputes Settlement and Appellate Tribunal (TDSAT)**: adjudicate disputes and dispose of appeals to protect the interests of service providers and consumers
- **TRAI**: Telecom Regulatory Authority of India (TRAI) was enacted for regulatory functions

### Attached offices:

- **Director General Telecom**: acting as head of the DoT field units of all the 22 Licensed Service Areas
- **Telecommunication Engineering Center**: develop standards
- **Universal Service Obligation Fund**: to provide universal access to telegraph services (including mobile services, broadband connectivity and ICT infrastructure creation) in rural and remote areas
- **Controller General of Communication Accounts**: Pension for DoT and BSNL retirees is sanctioned and authorized by CCA

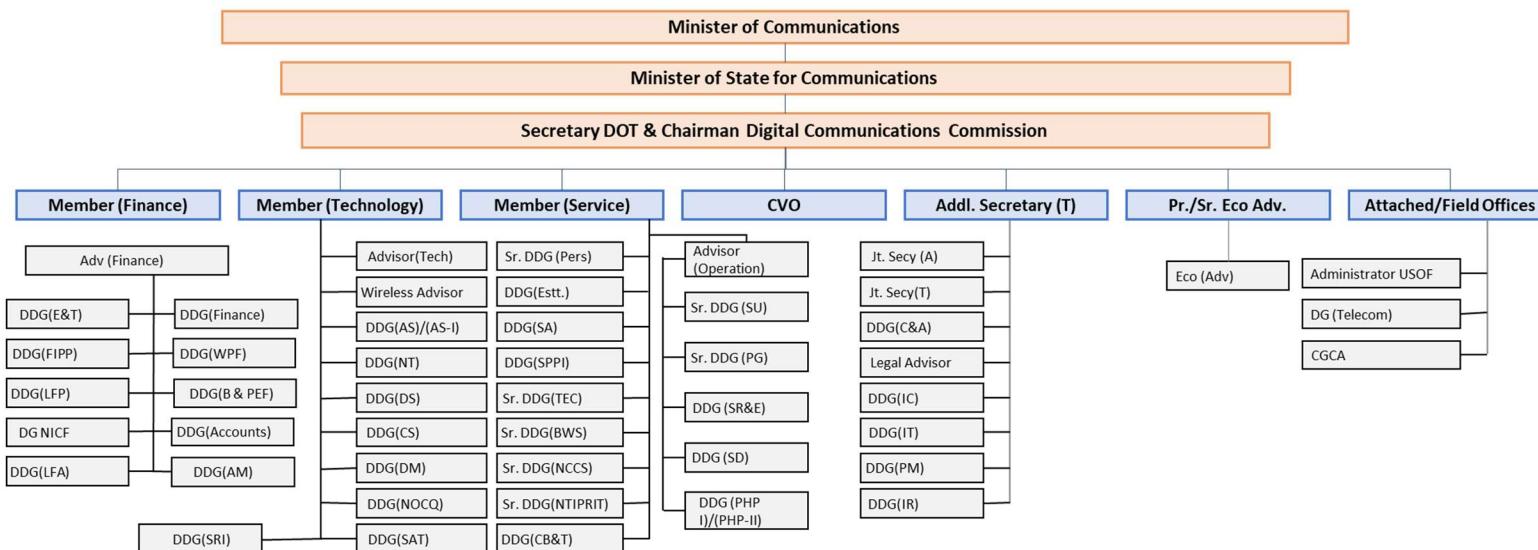
### Sub-ordinate offices:

- **Wireless monitoring organization**: field unit of the WPC Wing, carries out wireless monitoring through a network of 1 ISMES, 5 IMSSs, and 22 WMSs strategically located all over India
- **NCCS**: responsible for implementation of 'Communication Security Certification Scheme' (ComSec) to implement the mandatory testing and certification in respect of Security Requirements and certification of telecom equipment against Essential Requirements (ERs)

## 2.5 Organizational structure

The following is a breakdown of the existing organizational structure of the Department of Telecommunications throughout its several levels of hierarchy:

Figure 6: Organization structure across DoT



- DCC: Digital Communication Commission
- SD: Skill Development
- Jt Secy: Joint Secretary
- PG: Public Grievances
- DDG: Deputy Director General
- SU: Service Unit
- DS: Data Services A: Administration
- ERU: Economic Research Unit
- WPF: Wireless Planning & Finance
- NT: Network & Technology
- CS: Carrier Services
- PHP: Phone Priority
- T: Telecom
- LPF: Licensing Finance Policy
- IR: International Relations
- SPPI: Security(Policy Planning & Intelligence)
- C&A: Coordination & Administration
- LFA: Licensing Finance Assessment
- DM: Disaster Management
- SR&E: Service Relation & Estate
- IC: International Coordination
- TEC: Telecom Engineering Centre
- AM: Asset Management
- NOCC: National Operation Control Center
- CB&T: Capacity building & Training
- PM: Project Management
- E&T: Establishment & Training
- SAT: Satellite
- NCCS: National Centre for communication
- IT: Information Technology
- B&PEF: Budget & Public Enterprise Finance
- SRI: Standardization, R&D, and Innovation
- Eco: Economic
- USOF: Universal Services Obligation Fund
- FIPP: Foreign Investment Policy & Promotion
- Estt: Establishment
- NTIPRIT: National Telecom institute for Policy
- CGCA: Controller General of Communication Accounts
- NICF: National Institute of communication Finance
- Pers: Personnel research, innovation and training
- Tech: Technology
- AS: Access Services
- SA: Security(Assurance)

## 2.6 Roles of the department

Across the DoT organization structure is organized into three main verticals: wireless, finance, and telecom. These three verticals are further divided into several sub- verticals, departments, and functions. An overview of the DoT's organizational structure is shown in figure below. Furthermore, detailed view of division-wise functions across all the sub-vertical in DoT is also provided in [Annexure I](#).

Figure 7: DoT Verticals/Sub-Vertical & Divisions

Vertical	Telecom		
Sub-Verticals	Finance		Wireless
Division/ Function			
	1. DOT HQ Telecom 2. Licensing Service Area 3. Telecommunication Engineering Centre 4. Director General of Telecommunication	5. National Center of Communication Security 6. National Telecom Institute for Policy Research, Innovation and Training	1. DOT HQ Finance 2. Controller of Controller General (CGCA) 3. National Institute of Communication Finance (NICF) 4. Controllers of Communication Accounts (CCA)
	1.Licensing Compliance 2.Licensed Service Areas_Admin 3.New Technologies 4.Security & Rural 5.Admin 6.Compliance 7.Rural 8.Security 9.Technology 10.Admin 11.Training 12.Information & Communications Technologies 13.Transmission (TEC) 14.Wireless Access 15.Telemunication Standards 16.Admin_P&T 17.Conformity Assessment 18.Regional TEC 19.Convergence & Broadcasting 20.Regional Coordination 21.Mandatory Testing & Certification	Of Telecommunication Equipment 22.Indigenous Manufacturing Promotion & TBT Enquiry Point 23.Standardization 24.Future Networks 25.Transmission (DOT_HQ) 26.Information technology 27.Mobile Technologies 28.Radio 29.Telcom Security 30.Next Generation Networks 31.Internet of Things 32.6G Technologies 33.Access Service 34.Admin 35.Budget and Public Enterprise Finance 36.Capacity Building and Training 37.Carrier Services 38.Data Service 39.Disaster Management 40.Electrical	41.Economic Relationship Unit 42.Establishment 43.Finance 44.International Cooperation 45.International Relations 46.Information Technology 47.Joint Secretary Admin 48.Network Operation & Control Center 49.Network Technologies 50.Personnel Division 51.Phones Priority 52.Project Management 53.Public Grievances 54.Security Assurance 55.Security Assurance -II 56.Service Unit 57.Skill Development 58.Staff Relations & Estates 59.Standards-R&D-Innovation 60.USOF 61.Vigilance
		1. Licensing Finance Policy 2. Licensing Finance Assessment 3. Wireless Planning & Finance 4. USOF Finance 5. PSU Finance 6. Budget & Accounts 7. Establishment & Administration 8. Training Finance 9. Telecom Finance Research Unit 10.Pension Sanction & Disbursal 11.General Provident Fund 12.Asset Management 13.Internal Audit 14.National Institute of communication finance (NICF) 15.Handling Legal Cases 16.Vigilance	1. WMO HQ (Mon) 2. WMO HQ (SAT) 3. WMO HQ (Admin) 4. WMO HQ (PI) 5. Regional HQs 6. Wireless Monitoring Stations 7. International Monitoring Station 8. International Satellite Monitoring Earth Station 9. Wireless Monitoring Training and Development Centre 10.Wireless Adviser 11.Admin Coordination 12.National Regulation 13.Satellite 14.Spectrum Coordination and Frequency Allocation 15.International Mobile Telecommunications 16.Terrestrially I group 17.Certificate of Proficiency 18.Regional Licensing Office 19.International Spectrum Regulation 20.Private Group

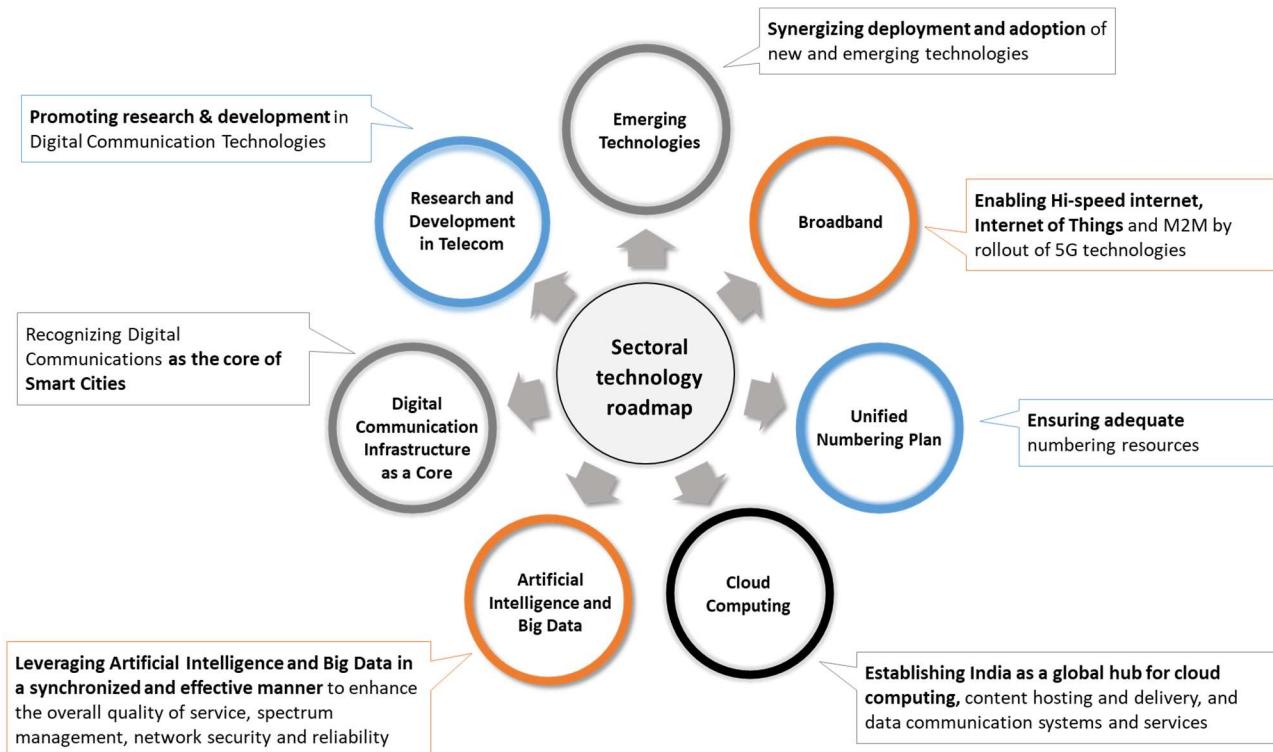
## 2.7 Sectoral technology roadmap

The black swan event of 2020 in COVID-19 has further accelerated the pace of digital transformation in India and has increased the demand for seamless and high-speed connectivity. India had already reached the highest data consumption per user in the world in 2019, and this figure has only risen since 2020's, thereby increasing the need for broadband connectivity. With an average monthly wireless data consumption per user of 16.4GB, the country's wireless data consumption has reached approximately 12.34 exabytes (EB) per month, with a CAGR of 150.45% between 2016 and 2022 since the launch of 4G services. (Source – TRAI)

Wireless traffic is expected to grow multi-fold with the advent of 5G and other emerging wireless technologies. While internet penetration in rural region has nearly doubled over the last five years, from 2018 to 2022, the digital divide between rural and urban areas remains approximately one-third. Thus, expanding the wireline and wireless network infrastructure both with terrestrial networks and satellite networks is crucial for the digital ecosystem to truly encircle India.

In this regard DoT is working for extending technology roadmap in the country and handling policy, licensing and coordination matters relating to various forms of communications and working towards the advancement of Digital communication infrastructure and services for the citizen of the country.

*Figure 8: Details of areas covered under sectoral technology roadmap*



- a. Synergizing deployment and adoption of **new and emerging technologies** by:
  - Creating a roadmap for emerging technologies and its use in the communications sector, such as 5G, Artificial Intelligence, Robotics, Internet of Things, Cloud Computing and M2M
  - Simplifying licensing and regulatory frameworks whilst ensuring appropriate security frameworks for IoT/ M2M / future services and network elements incorporating international best practices
  - Earmarking adequate licensed and unlicensed spectrum for IoT/ M2M services
  - Encourage use of Open APIs for emerging technologies
- b. **Enabling Hi-speed internet**, Internet of Things and M2M by rollout of 5G technologies:
  - Implementing an action plan for rollout of 5G applications and services
  - Enhancing the backhaul capacity to support the development of next-generation networks like 5G
  - Ensuring availability of spectrum for 5G in <1 GHz, 1-6 GHz and >6 GHz bands
  - Reviewing industry practices with respect to traffic prioritization to provide 5G enabled applications and services
  - Developing framework for accelerated deployment of M2M services while safeguarding security and interception for M2M devices
  - Defining policy for EMF radiation for M2M devices, with accompanying institutional framework to coordinate government-funded and India-specific research in this regard
- c. Ensuring **adequate numbering resources**, by:
  - Allocating 13-digit numbers for all M2M mobile connections
  - Developing a unified numbering plan for fixed line and mobile services
- d. Establishing India as a global hub for **cloud computing, content hosting and delivery**, and data communication systems and services
  - Evolving enabling regulatory frameworks and incentives for promoting the establishment of International Data Centres, Content Delivery Networks (CDN) and independent interconnect exchanges in India
  - Enabling a light touch regulation for the proliferation of cloud-based systems
  - Facilitating Cloud Service Providers to establish captive fibre network
- e. Leveraging **Artificial Intelligence and Big Data** in a synchronized and effective manner to enhance the overall quality of service, spectrum management, network security and reliability
- f. Recognizing **Digital Communications** as the core of Smart Cities by:
  - Developing, in collaboration with Ministry of Urban Development, a Common Service Framework and Standards for Smart Cities

- Facilitating and supporting deployment of innovative solutions in identified Smart Cities
- g. Promoting **research & development** in digital communication technologies:
  - Simplifying approvals/ processes for R&D procurements/ imports
  - Creating a Fund for R&D in new technologies for start-ups and entrepreneurs to enable innovation in cutting edge communications, 5G, software, content, security and related technologies and applications
  - Commercialization of products and services through grants, scholarships, venture capital, etc.
  - Establishing Centres of Excellence including in spectrum management, telecom security and next generation access technologies.

## 2.8 Citizen centric goals

The Department of Telecommunications (DoT) in India has several citizen-centric initiatives aimed to improve the availability and quality of telecommunications services for citizens across the country.

### Key goals as per National Digital Communications Policy 2018:

- **Establishing effective institutional mechanisms** to protect consumers' interests through telecom ombudsman and centralised web-based complaint redressal system
- **Enforce accountability through appropriate institutional mechanisms** to assure citizens of safe and secure digital communications infrastructure and services
- **Focusing on public health and safety standards to promote the well-being of citizens:**
  - **Framing a comprehensive policy** to encourage the adoption of environmental and safety standards and building trust by enabling self-certification
  - **Generating awareness around Electro Magnetic Fields (EMF) Emissions** based on international experience and global best practices
  - Generating awareness on **hazards of e-waste** and encouraging **proper disposal management** of equipment used

Moreover, DoT has been undertaking initiatives to enhance infrastructure and improve availability of services across the country including the remotest part of India. Some examples of these initiatives include:

- **Digital India:** Supporting government-wide initiative that aims to create a digital-first economy and society by providing citizens with access to government services and information online.
- **USOF (Universal Service Obligation Fund):** A fund established to provide financial support to telecom service providers for the provision of telecom services in rural and remote areas of the country.

- **BharatNet:** A national broadband network that aims to provide high-speed internet access to rural and remote areas of the country.
- **Public Wi-Fi Hotspots:** A program to set up public Wi-Fi hotspots in various locations such as railway stations, bus stands, and public places to provide citizens with access to high-speed internet.
- **Wi-Fi Choupals:** An initiative to set up Wi-Fi enabled community service centers in rural areas, to provide citizens with access to government services, e-commerce platforms and the internet.
- **Comprehensive Telecom Development Plan (CTDP) for the North-Eastern Region:** This scheme aims at providing mobile coverage to the States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.
- **Comprehensive Telecom Development Plan (CTDP) for Islands:** This scheme aims to provide connectivity to Andaman and Nicobar Islands and Lakshadweep via Submarine Optical Fiber Cable and Bandwidth Augmentation to the Island groups.
- **Uncovered villages coverage scheme:** This aims to provide connectivity to approx. 8,000 uncovered villages and aspirational villages, saturation of 4G mobile services across various states of India.
- **Left Wing Extremism (LWE) scheme:** This aims to connect all rural and far-flung villages in the LWE zones ensuring proper delivery of citizen services and empowered security forces.
- **Mobile Seva/Governance:** An initiative that aims to provide citizens with access to government services and information via their mobile phone.

## 2.9 Existing legacy capacity building programs

Training & capacity building division covers deputation of officers for long term & short-term trainings, coordination of training activities with DoPT and coordination of training activities of the following

- National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT)
- National Institute of Communication Finance (NICF)
- Wireless Monitoring Training & Development Centre (WMTDC)

Several training and knowledge sharing initiatives are implemented, including the identification and development of a pool of certified trainers on topics of interest from the pool of DoT officers and knowledge management and sharing through workshops.

### 1. National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT):

The National Telecommunications Academy (NTA) was set up in the year 2010 by DoT as the technical training institute of the department. Subsequently, in year 2011, the mandate of institute was expanded

by bringing into the activities related to Policy Research and Innovations under its ambit and the institute was rechristened as the National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT). Since then, NTIPRIT has grown from strength to strength and the institute is now a Central Training Institute (CTI) enlisted with Department of Personnel & Training. NTIPRIT is presently operating from the campus of Advanced Level Telecom Training Centre (ALTTC) at Ghaziabad, UP. NTIPRIT regularly organizes international training programmes for participants from other nations.

The institute is the focal point of training activities for all technical cadres in Ministry of Communications. It caters to the training needs of Indian Telecommunication Service (ITS) & BWS Group 'A' and Group 'B' officers, recruited through UPSC. Probationary officers of these services are imparted two years rigorous training in Telecom technologies, Telecom Enforcement & Resource Monitoring, Licensing, Standards development, Universal Service Obligation (USO) etc. to equip them with necessary knowledge and understanding of technology, management and administrative aspects of Telecom sector.

## **2. National Institute of Communication Finance (NICF):**

The National Institute of Communication Finance (NICF), established in 2000, is a Department of Personnel & Training (DoPT) recognized Central Training Institute (CTI) under the Department of Telecommunications. The NICF has been entrusted with the responsibility of imparting training to Indian Posts & Telecom Accounts and Finance Service (IP&TAFS) Group 'A', 'B' cadres, which includes probationary Training of IP&TAFS Group A officers recruited by the UPSC through Civil Services Examination as well as Induction Training of Group 'B' Officers. It also imparts induction training for Group 'C' recruits. Besides the induction training, it also provides in-service training to officers and staff of Group 'A', 'B' & 'C' level working in both DoT & DoP. It also organizes thematic national and international seminars and workshops. The officers are trained in the areas of their core competencies such as licensing and regulatory policy in Telecom Sector including the revenue assessment and revenue collection, spectrum management, management of universal service obligation fund (USOF) including the responsibility assigned as DMA for various USOF projects, Technology Familiarization including regulatory/ policy/ financial impact of the prevalent technology, etc., Foreign Investment Promotion in Telecom Sector and FDI Policy, FEMA guidelines, Telecom Policy and other related regulations, Finance Advice Accounting, Auditing and Budgeting. They are also imparted training in soft skills such as Stress Management, Communication Skills, Leadership, Team Building, Interpersonal Skills, etc. in order to further enhance their managerial skills and leadership qualities. Of late, NICF has also ventured into the newer areas in the Telecom Sector and a plethora of training activities have been organized on subjects ranging from Digital Payments to Digital Financial Services and Digital Inclusion. Moreover, the NICF has also emerged as a key training centre for Telecom Policies, Spectrum Management, Planning & Licensing, USO Regulation, and so on. Furthermore, to provide greater fillip to the goal of human capacity development in the field of Information & Communications Technology (ICT), the NICF regularly undertakes training of trainers, which creates a ripple effect in terms of human capacity building in the field units of the Department of Telecom and Department of Post located across different regions/places of the country. NICF partners with other National Academies and Centre of excellence including, Reserve Bank of India Staff College, National Academy of Direct Taxes, Lal Bahadur Shastri National Academy of Administration, Dr. MCRHRD Institute

Hyderabad, National Academy of Audit and Accounts, RAKNPA Ghaziabad, Indian Institute of Public Administration, IIT Bombay, ASCI Administrative Staff College of India, Indian Institute of Corporate Affairs, National Institute of Financial Management, Management Development Institute Gurgaon etc. along with other state organizations including Telecom Regulatory Authority of India. NICF also collaborates with International Telecommunication Union (ITU), the UN Specialized Agency for the ICT sector and has recently conducted several capacity building workshops in collaboration with Global Institutes like WHO, ITU etc.

### **3. Wireless Monitoring Training & Development Centre (WMTDC):**

WMO performs various functions related to spectrum management such as resolution of harmful interference, monitoring/identification of frequency sub-bands for introduction of new services and/ or for additional allocation to existing services; monitoring for spectrum recovery – unused/ under-used frequency authorizations; inspection of licensed installations, monitoring of space emissions to protect authorized satellite transmissions, etc. WMO has its own Training Facility at Wireless Monitoring Training & Development Centre (WMTDC), New Delhi, a nodal agency for conducting training courses for officials and staff of Indian Radio Regulatory Service.

Various trainings/workshops are announced and have been conducted by DoT for the year 2022-2023. These trainings/workshops modules cover domain, functional and behavioral aspects of skill development for officers across all levels. These training/workshops are conducted in association with various educational institutions, and Government organizations in both online and offline mode.

In last two years (2021-2023), training institutes NTIRIPT, NICF and WMTDC have conducted various trainings programs for DoT. The details are given in [Annexure -2](#)

### 3. Capacity Needs of the Department

As part of the process for preparing the Annual Capacity Building Plan, the Department established a Capacity Building Unit (CBU) to effectively manage its capacity building initiatives. On the same, the Department undertook an initial level assessment using an exercise termed "Framework of Roles, Activities and Competencies" (FRAC). The requirements and data received as a part of this exercise was further analyzed and the following activities were performed to identify multiple competency requirements across vertical divisions, highlighting behavioral, functional, and domain-level competencies.

- Data gathering and compilation:** The data across FRACing exercise was collated through various division. The data included competencies requirements across 114 divisions within 12 sub-verticals under three (3) verticals namely Telecom, Finance & Revenue and Wireless. The table 1 showcases the count of divisions across corresponding sub-verticals and vertical for which the FRAC exercises was conducted.

Table 1: Count of divisions across sub-verticals and verticals

Vertical	Sub - Vertical	No. of Divisions
Telecom	Director General of Telecommunication (DGT)	4
	Department of Telecommunication Headquarter (DoT- HQ) (T)	35
	Licensing Service Area (LSA)	5
	National Center of Communication Security (NCCS)	1
	National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT)	6
	Telecom Engineering Center (TEC)	17
Finance & Revenue	Controller General of Communication Accounts (CGCA)	5
	Controllers of Communication Accounts (CCA)	11
	Department of Telecommunication Headquarter (DoT- HQ) (F)	7
	National Institute of Communication Finance (NICF)	3
Wireless	Wireless Planning and Coordination (WPC)	11
	Wireless Monitoring Organization (WMO)	9
<b>Total</b>		<b>114</b>

- Identification and validation of competencies:** The consolidated FRAC data across sub-verticals/divisions was observed to have around 392 behavioural competencies, 862 functional competencies, and 1,696 domain competencies. These competencies were defined across various division along with respective roles and responsibilities. Based on the existing competencies identified, several workshops and group discussions were held throughout the DOT's 114 divisions to validate the FRAC data. This led to the consolidation of recognised and unnoticed competencies.

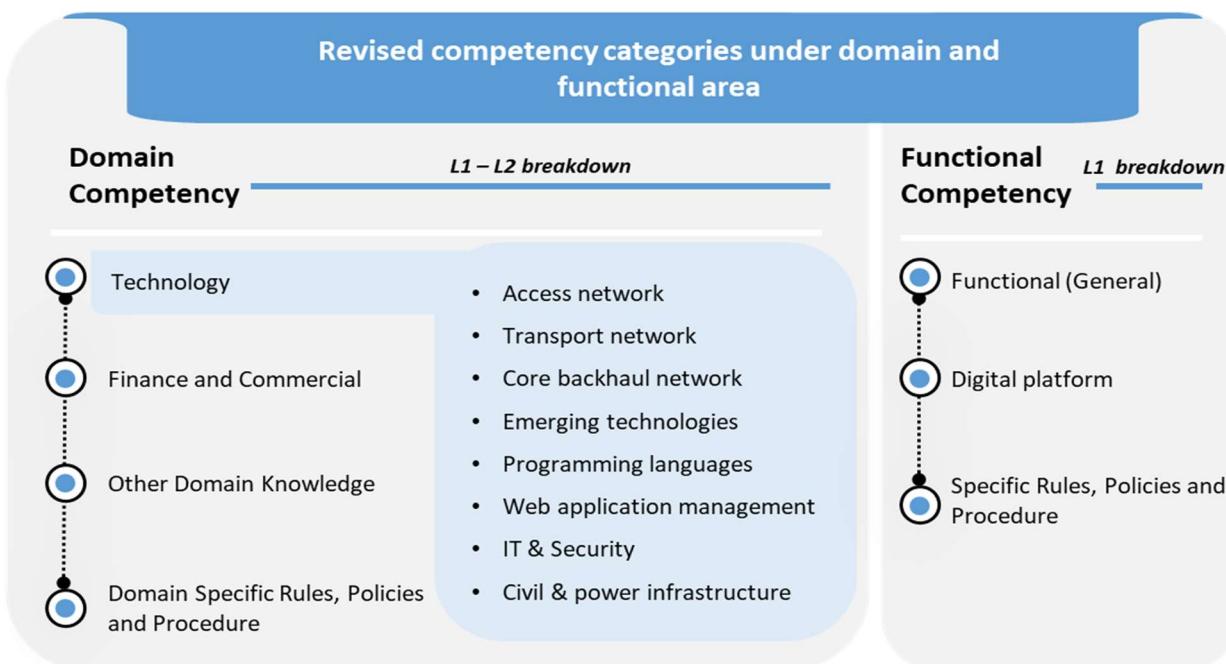
- **Data structuring and bucketing:** Upon the completion of validation and consolidation process, the data was reviewed, analysed, and were organised into logical buckets across the afore-mentioned competency categories. Since the FRAC data consisted of duplicates, redundant competencies, and multiple repetition, some competencies were eliminated. As a result, the data was cleansed and condensed to arrive at specific competencies. The table 2 shows the revised competencies against each category.

*Table 2: Revised count of competencies against each category*

Competency	FRAC Data	Revised FRAC Data
Behavioral	392	32
Functional	862	214
Domain	1,696	501

Moreover, based on the competencies observed across functional and domain category, the data was further bucketed into logical group as follows.

*Figure 9: Revised competency categories under domain and functional area*



The figure 9 showcases a structured and bucketed data into logical groups in alignment with the competencies received as a part of FRACing exercise conducted by the Department. The requirement of

such competencies in functional areas are further sub-categorized into functional (general), digital platform ad specific rules, policies, and procedure. Moreover, the domain capabilities are sub-categorized across four (4) sub-domains, wherein the technology domain is further organized into seven (7) focus areas – access network, transport network, core backhaul network, emerging technologies, programming languages, web application management, IT & security, and civil & power infrastructure. Such categorization is expected to effectively determine the competencies requirements across the Department. The details of the revised category-based competencies – behavioral, functional and domain, across the Department are attached as part of [Annexure 3](#) of this report.

- **Assessment of competencies:** As per the defined buckets across the three categories, the key competencies across various designation within sub-verticals were identified. This is expected to ascertain and gather information regarding the type of capacity need that an individual may want to acquire within their respective sub-vertical. Moreover, these inputs might help in determining the type of training that need to be implemented by the Department.

The key competencies across 12 verticals of Department of Telecommunications have been identified and addressed below across behavioral, functional and domain category.

## 3.1 Telecom

### 3.1.1 Department of Telecommunication (DoT) HQ Telecom

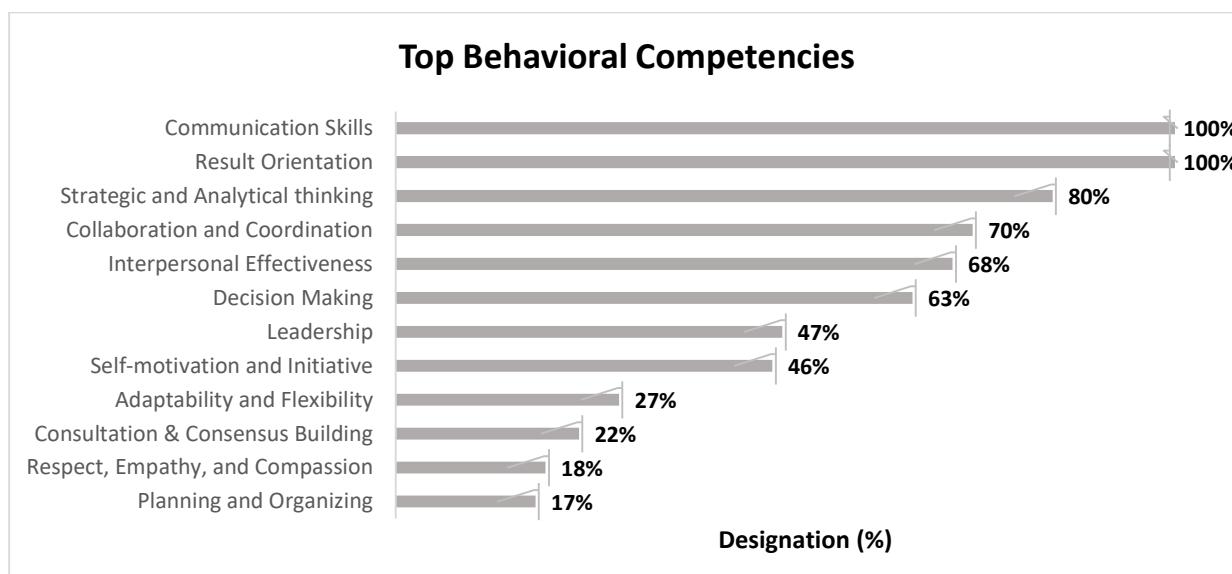
Department of Telecommunication (DoT) Head Quarter is responsible for creating policy, licensing and coordination matters relating to telegraphs, telephones, wireless, data, facsimile and telematic services and other like forms of communications. Also responsible for promotion of standardization, research, and development in telecommunications. DoT HQ Telecom has 33 divisions managed by 17 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
33	17	153

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of DoT HQ Telecom employees.

Figure 10: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of DoT HQ Telecom employees.

Figure 11: Top Functional Competencies

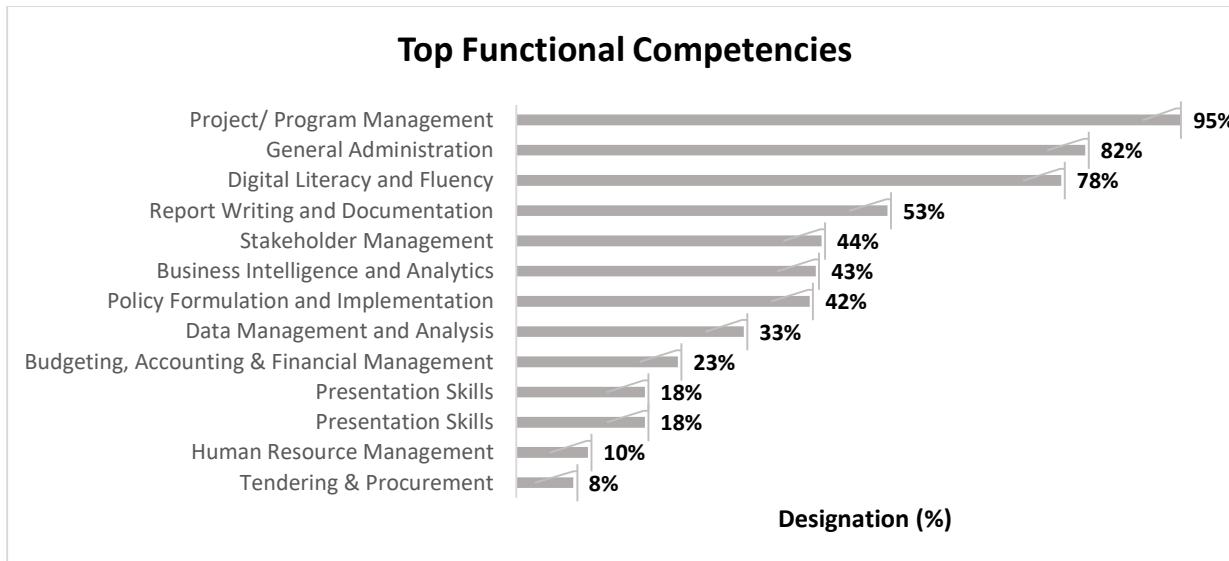


Figure 12: Top Functional Rules, Policies and Procedures Competencies

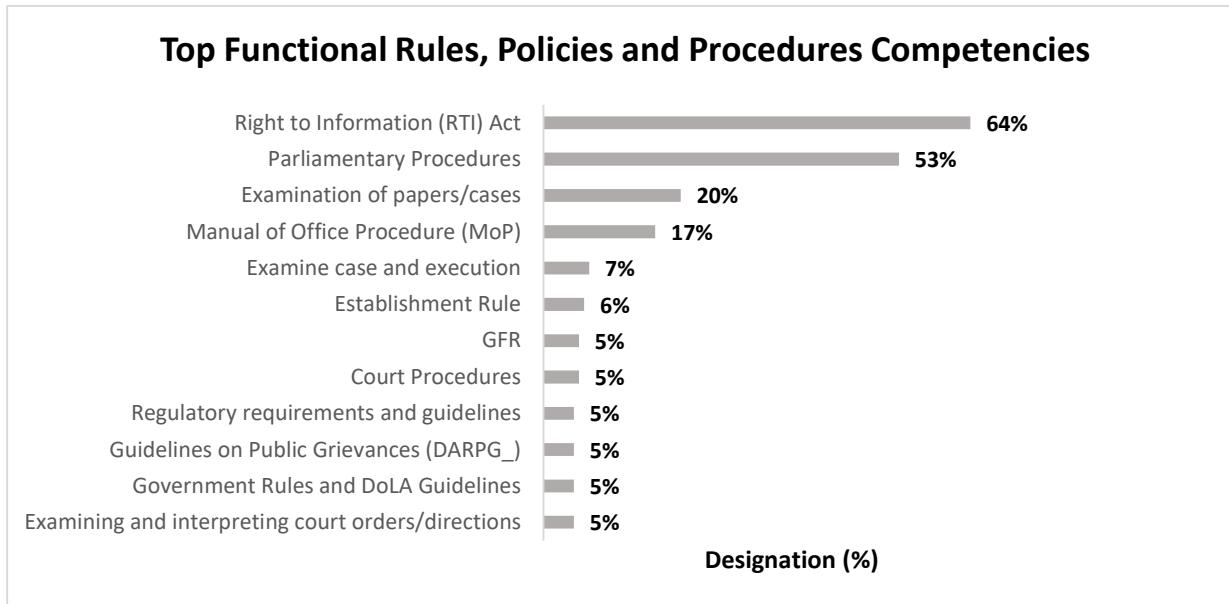
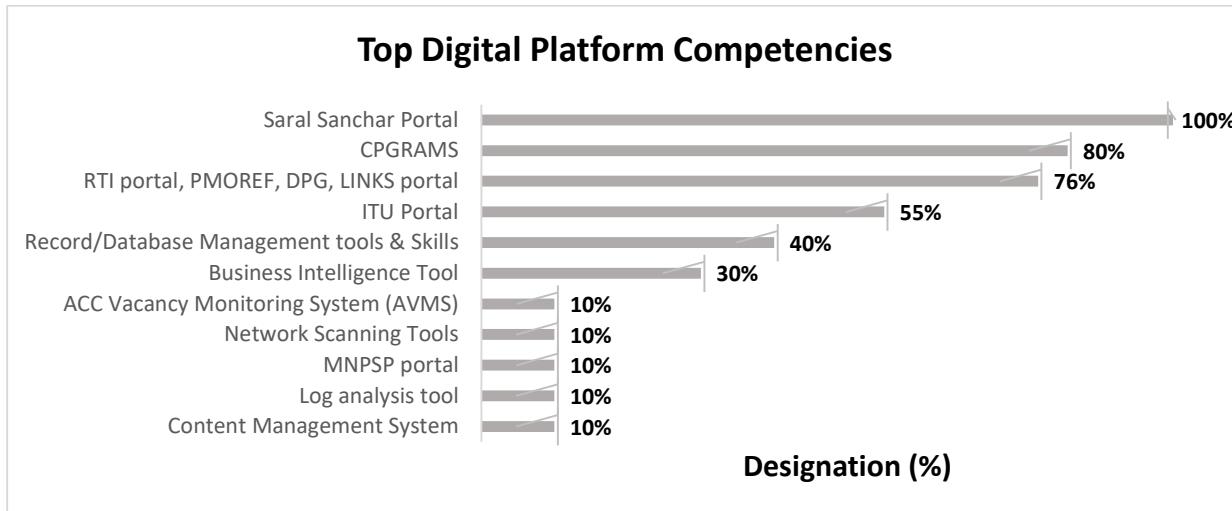


Figure 13: Top Digital Platform Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of DoT HQ Telecom employees.

Figure 14: Top Domain Technology Competencies

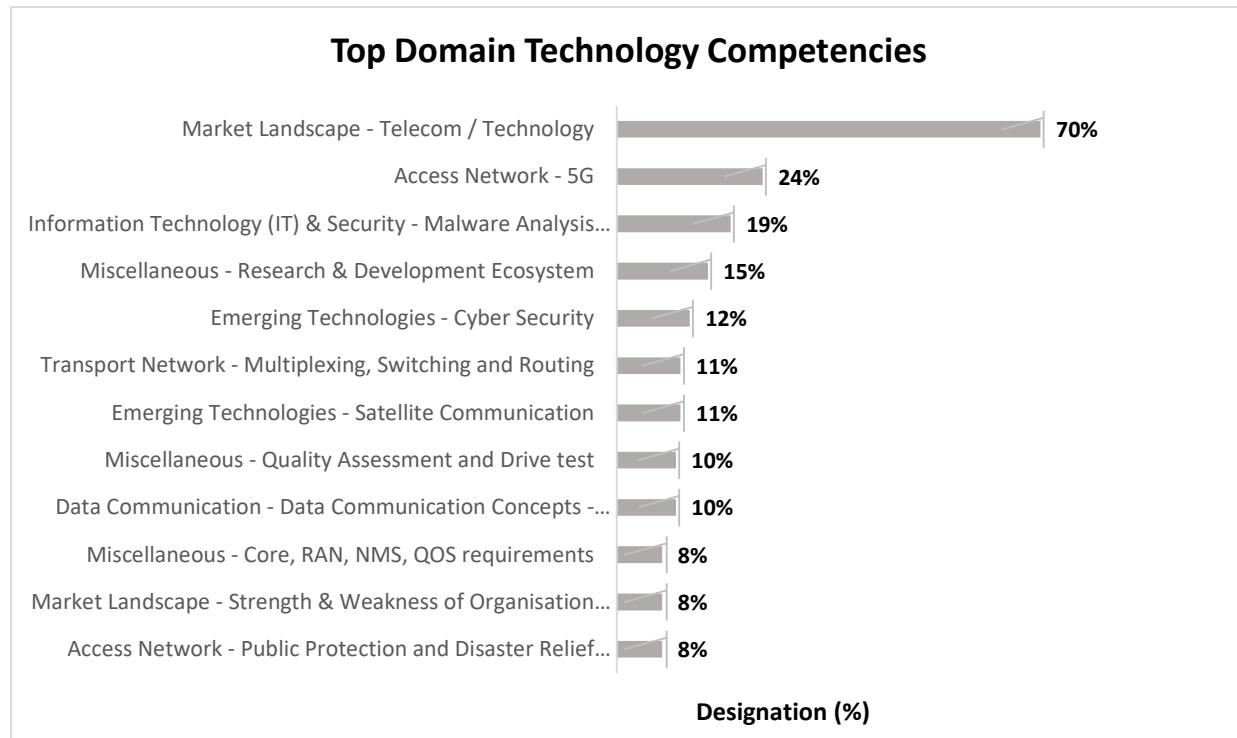


Figure 15: Top Domain Specific Rules, Policies and Procedures Competencies

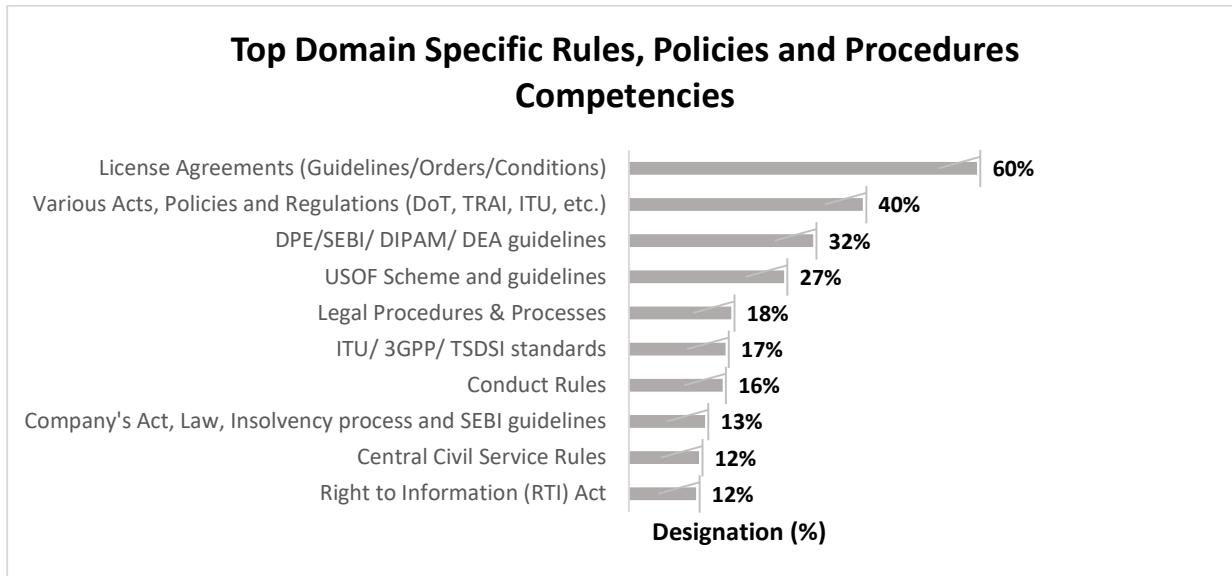


Figure 16: Top Other Domain Knowledge Areas Competencies

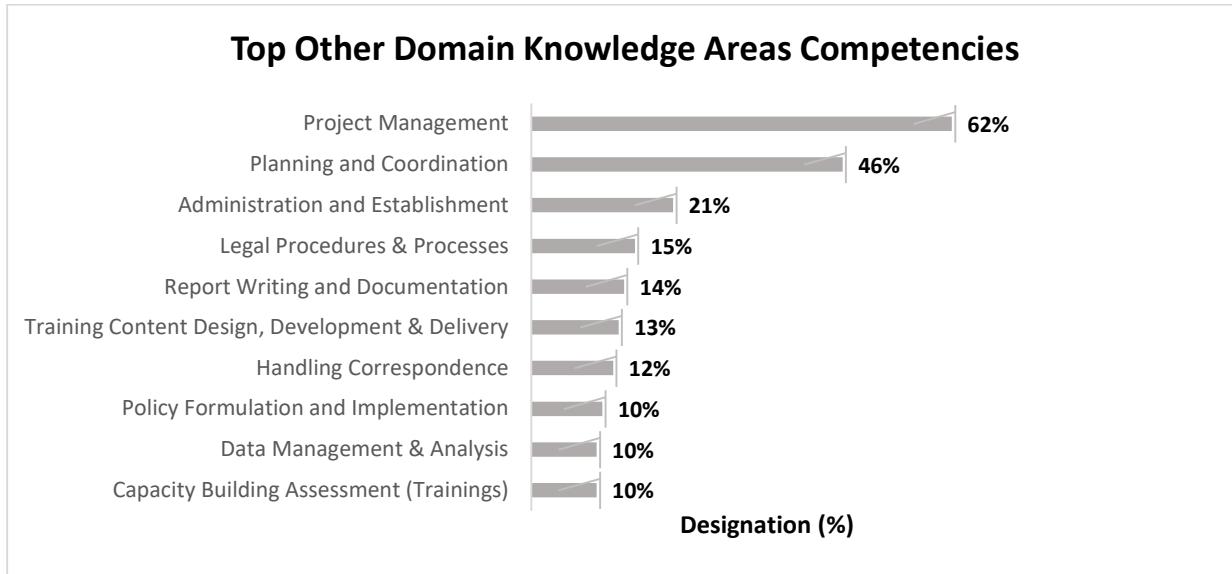
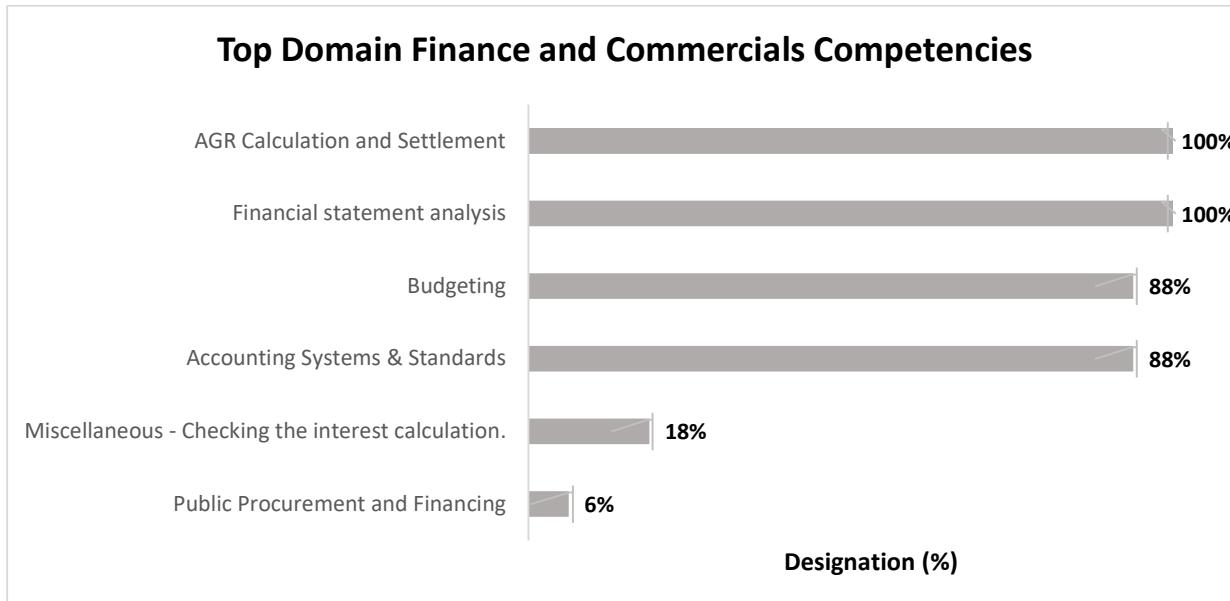


Figure 17: Top Domain Finance and Commercials Competencies



### 3.1.2 Licensed Service Area (LSA)

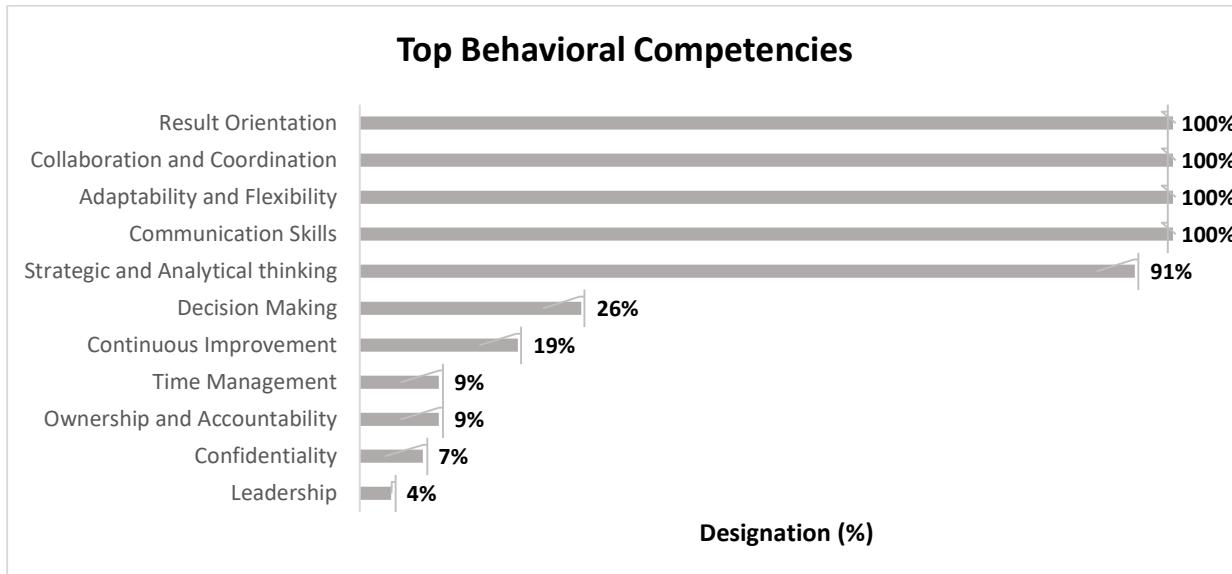
The Country is divided into 22 Licensed Service Areas (LSA) for providing telecommunication services in their area. LSAs are responsible for security and technology inspection of TSPs and other service providers having license of Access Service, NLD, ILD, ISP, OSP, IP, VSAT, etc. Moreover, they are also responsible for service compliance, administration, and rural services such as RoW, inspection of sites undertaken by DoT for development of communication network in rural areas. Licensed Service Area (LSA) has 5 divisions managed by 6 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
5	6	874

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of LSA employees.

Figure 18: Top Behavioral Competencies



### Functional Competency needs

The figure below depicts top functional competency requirements of LSA employees.

Figure 19: Top Functional Competencies

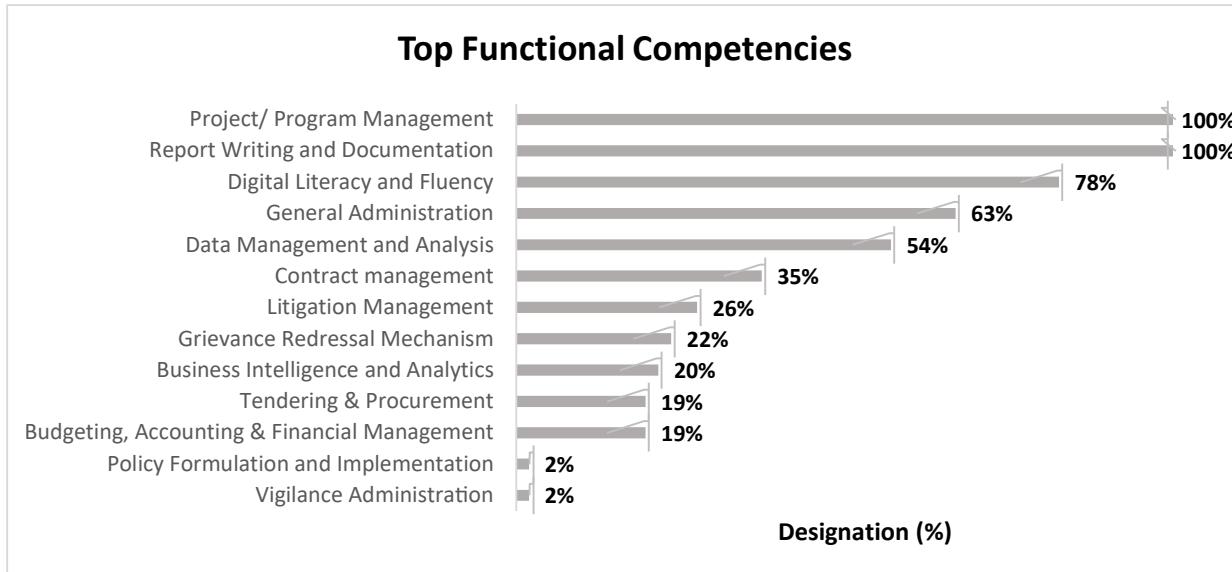


Figure 20: Top Functional Rules, Policies and Procedures Competencies

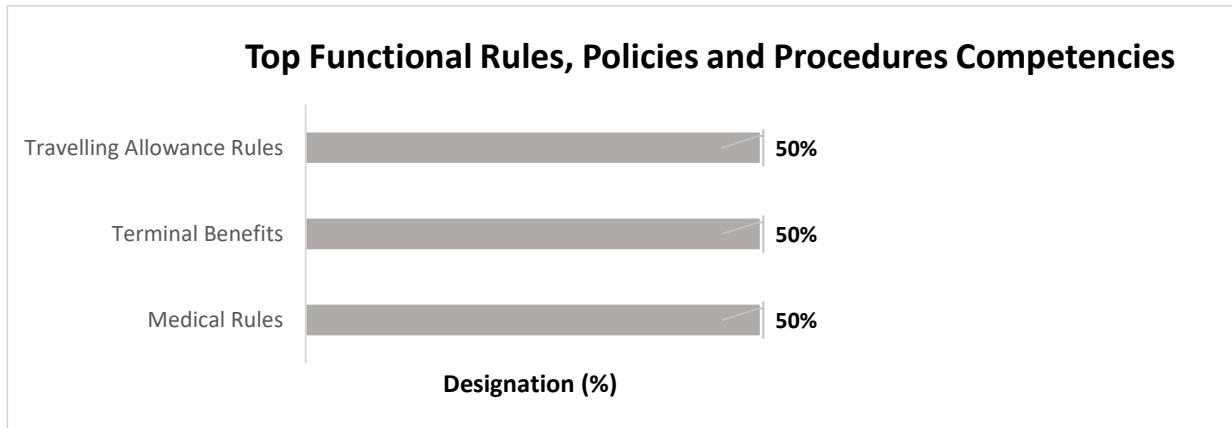
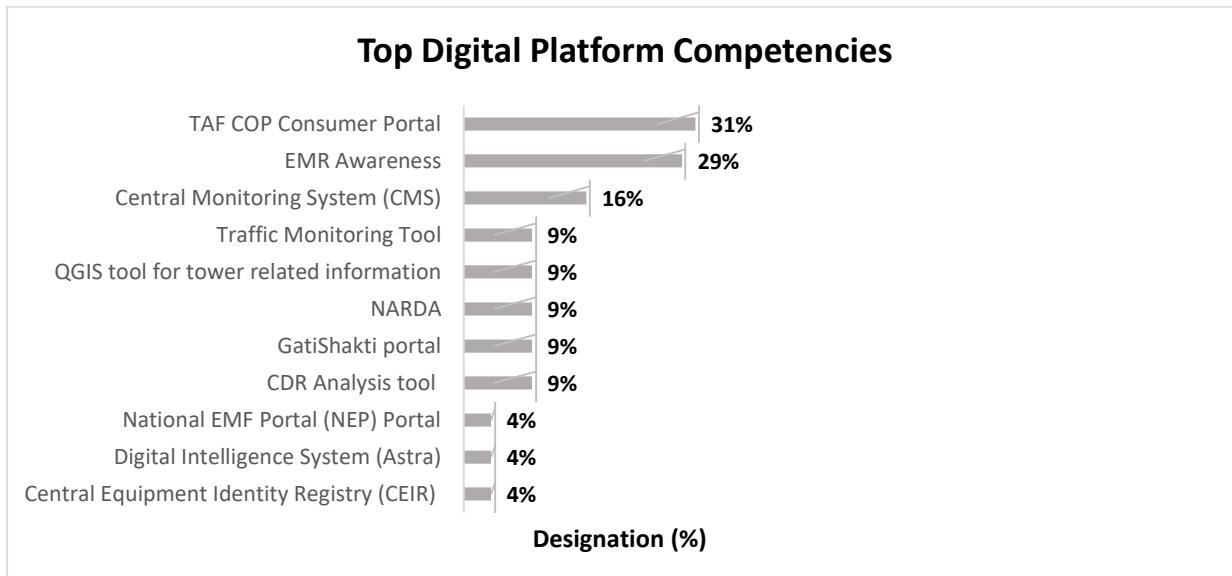


Figure 21: Top Digital Platform Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of LSA employees.

Figure 22: Top Domain Technology Competencies

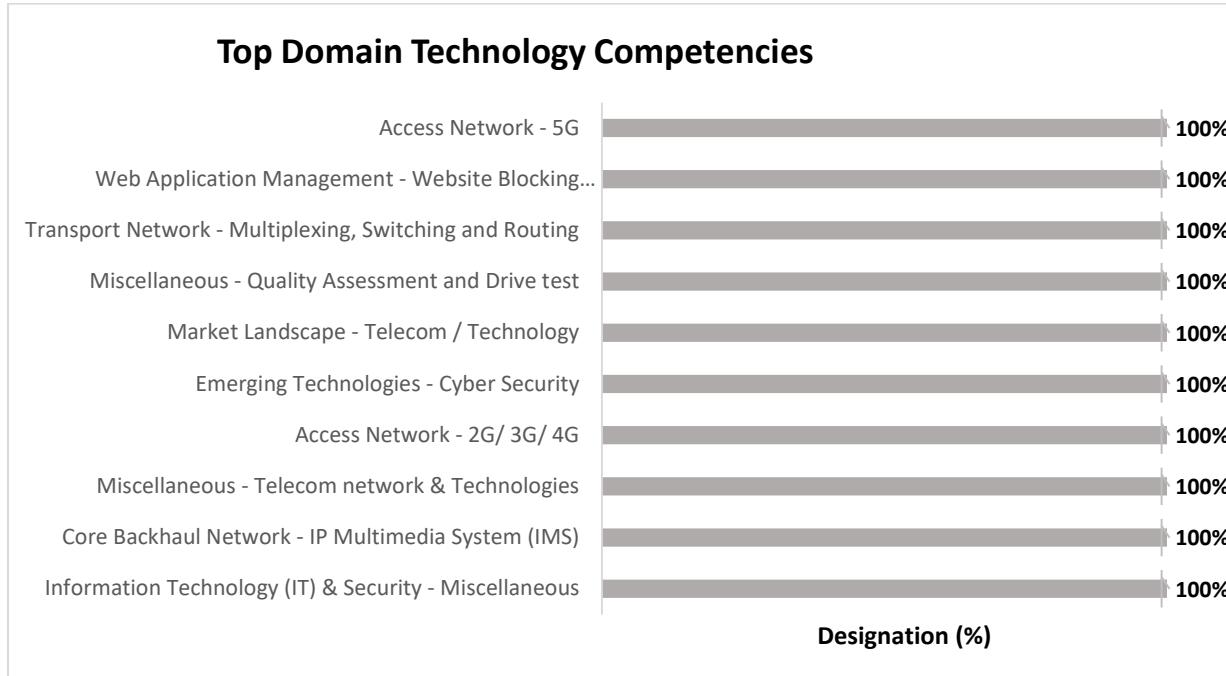


Figure 23: Top Domain Specific Rules, Policies and Procedures Competencies

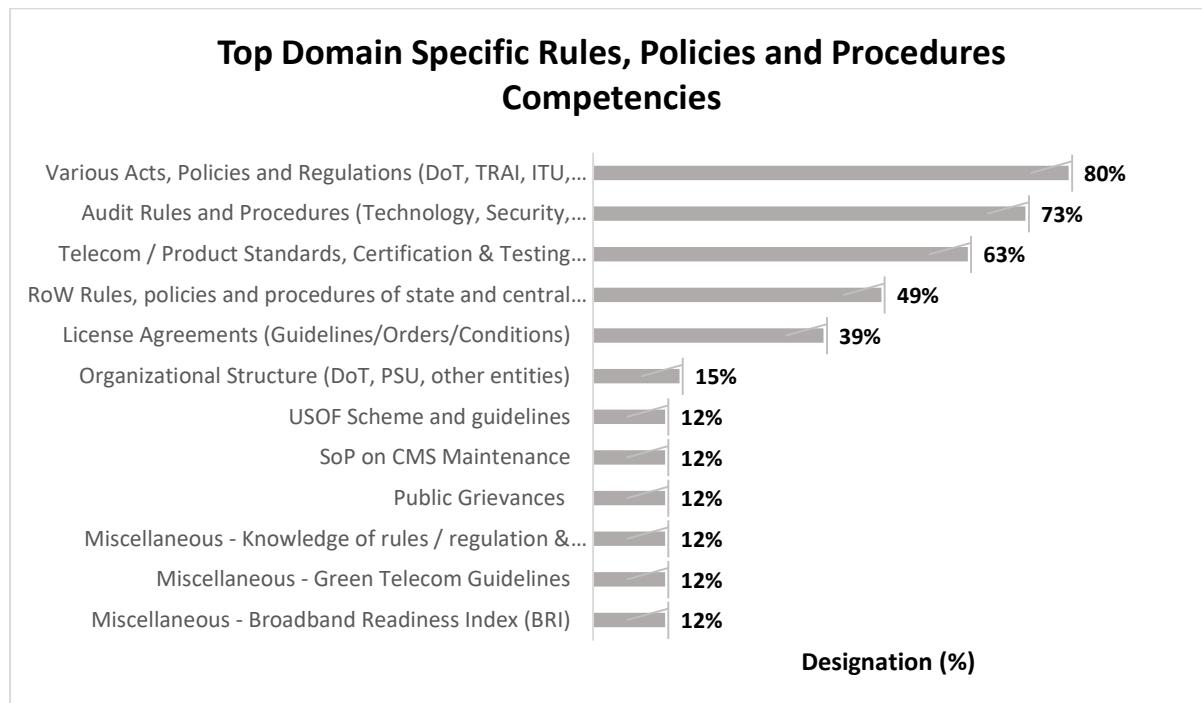
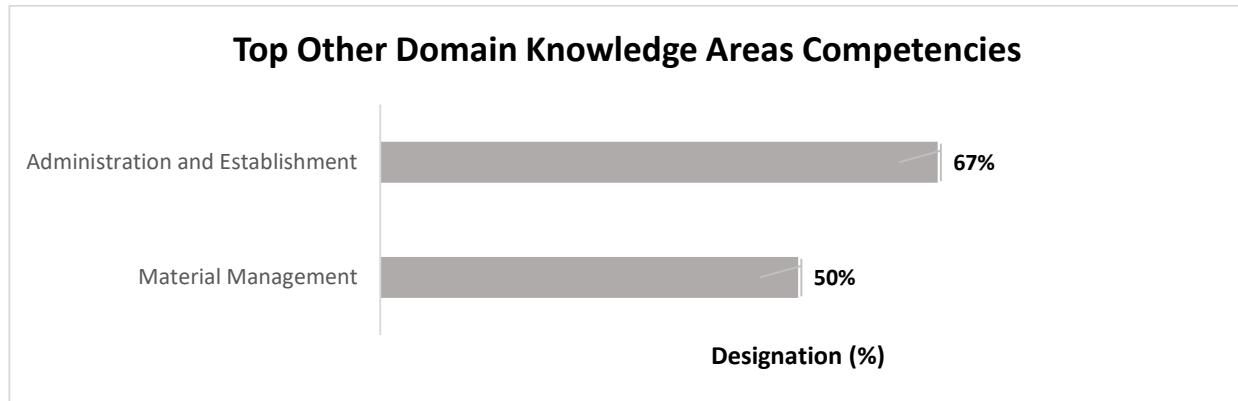


Figure 24: Top Other Domain Knowledge Areas Competencies



### 3.1.3 Telecom Engineering Center (TEC)

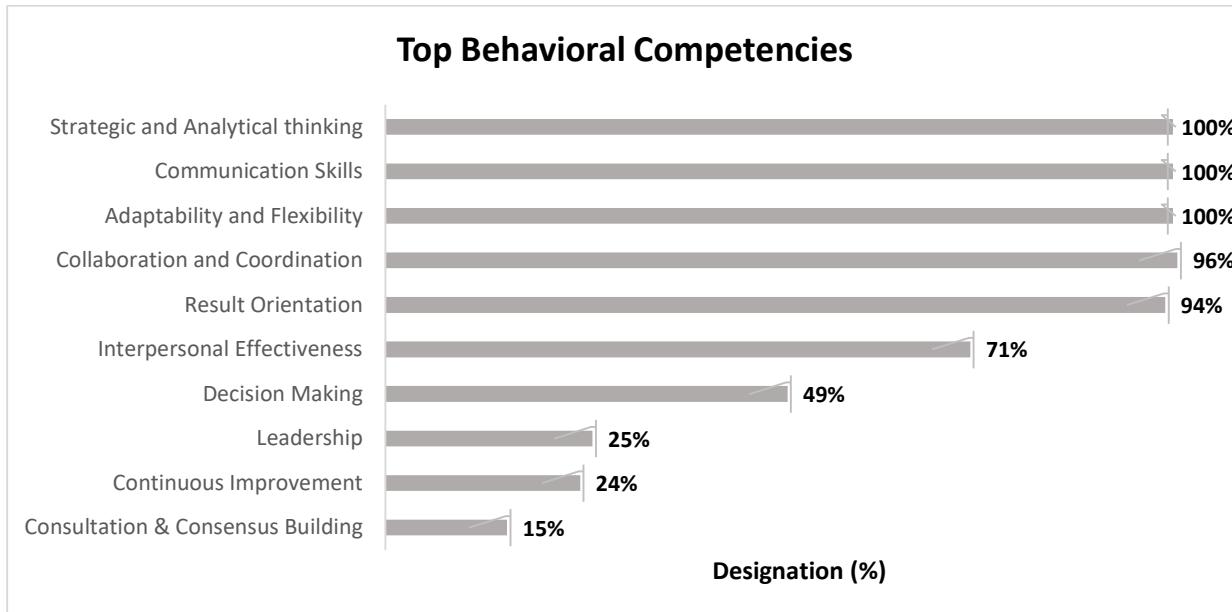
TEC is responsible for granting specific licenses, such as Interface Approvals, Approval Certificates, Service Approvals & Type Approvals. These specifications may be further categorized as GRs, Interface Requirements (IRs), and Service Requirements (SR). Moreover, they are also responsible for regulations of final comprehensive protocol for Mandatory Testing and Certification of Telecom Equipment (MTCTE) along with issuance of requirements with regards to telecom equipment quality controls. Telecom Engineering Center (TEC) has 17 divisions managed by 4 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
17	4	92

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of TEC employees.

Figure 25: Top Behavioral Competencies



#### Functional Competency needs

The figure below depicts top functional competency requirements of TEC employees.

Figure 26: Top Functional Competencies

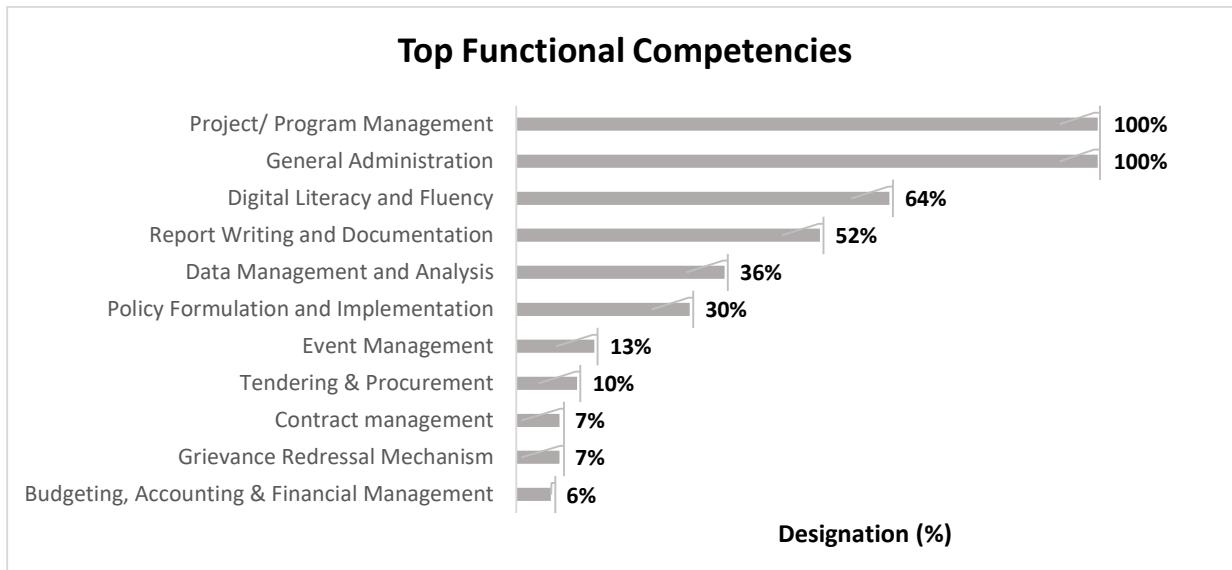


Figure 27: Top Functional Rules, Policies, and Procedure Competencies

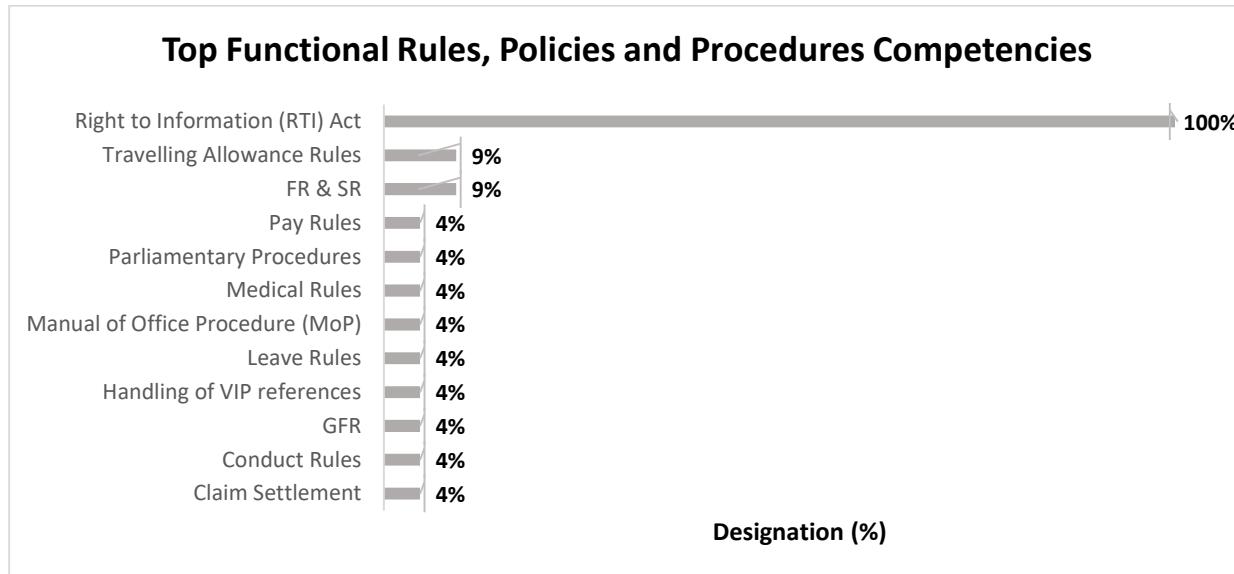
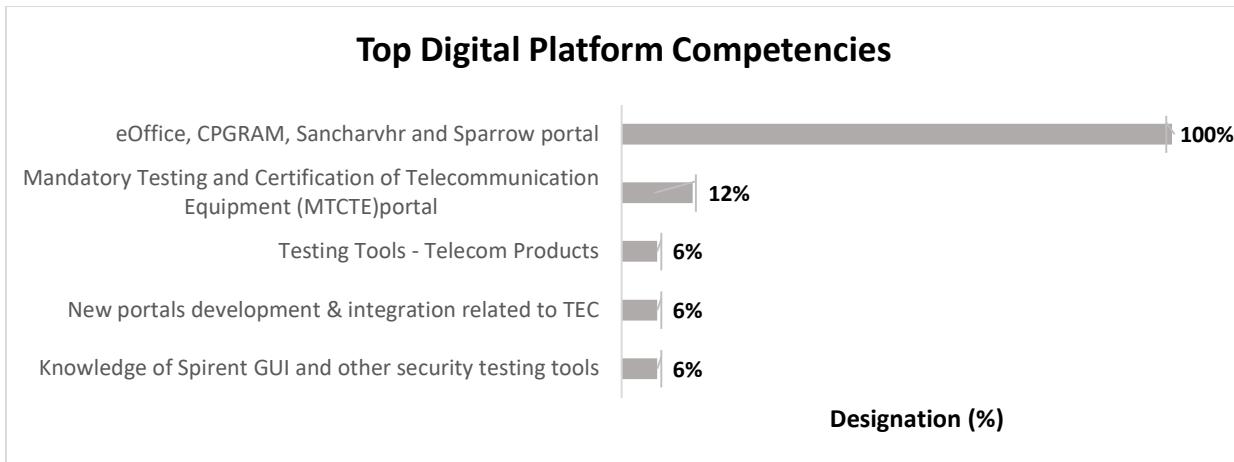


Figure 28: Top Digital Platform Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of TEC employees.

Figure 29: Top Digital Technology Competencies

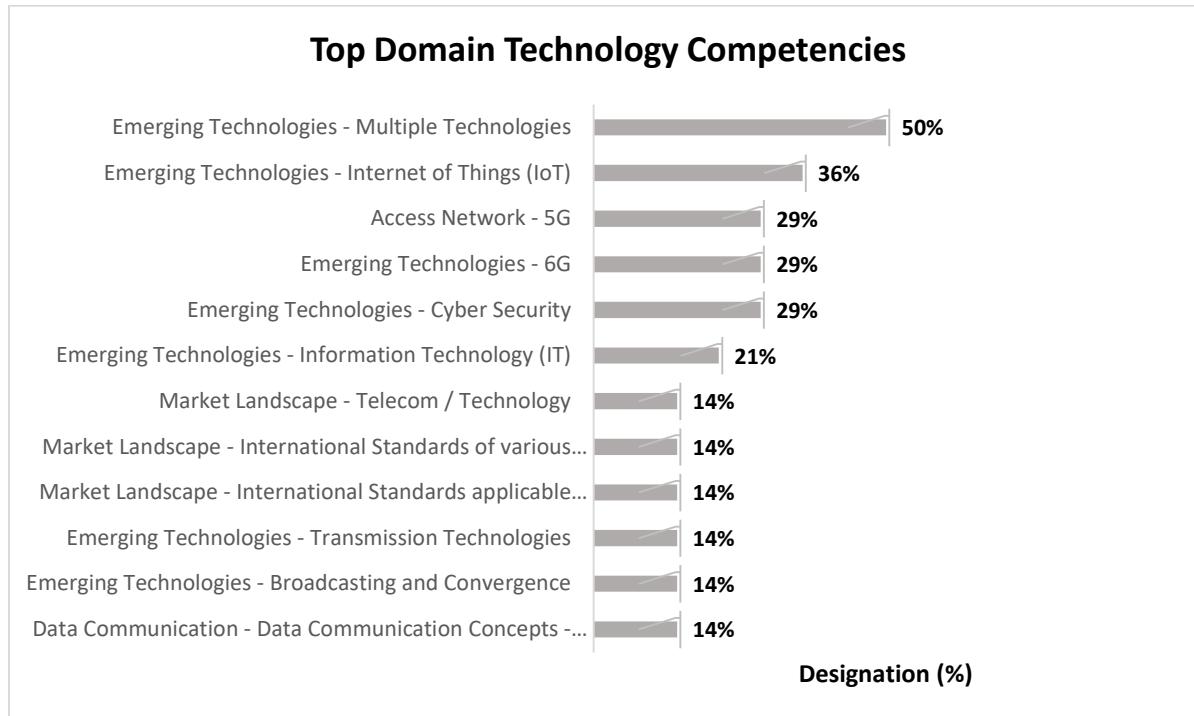


Figure 30: Top Domain Specific Rules, Policies and Procedures Competencies

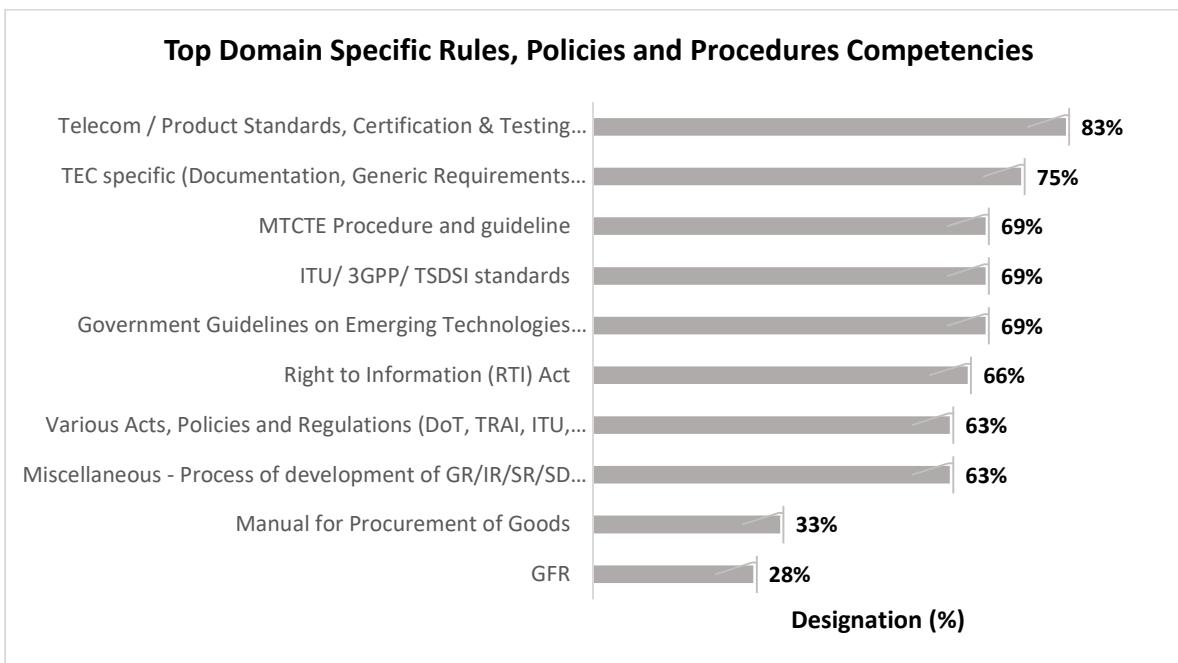


Figure 31: Top Other Domain Knowledge Areas Competencies

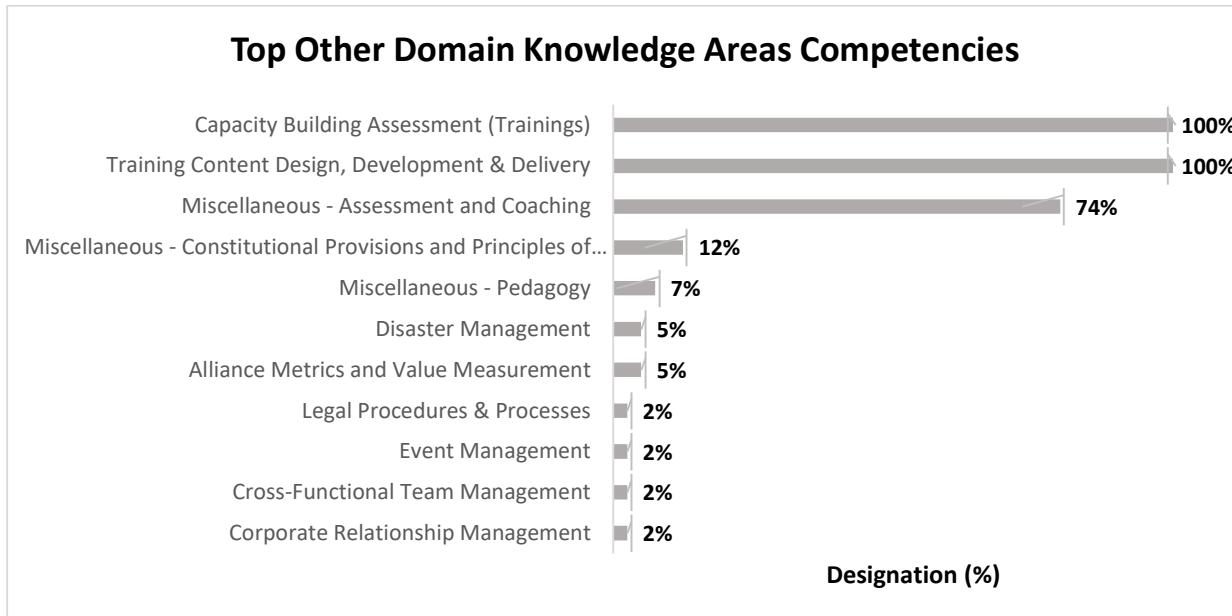
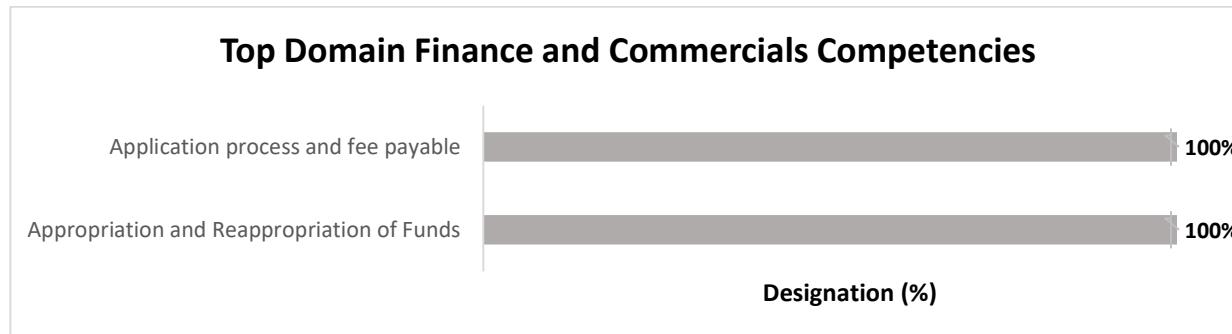


Figure 32: Top Other Domain Finance and Commercials Competencies



#### 3.1.4 Director General Telecom (DGT)

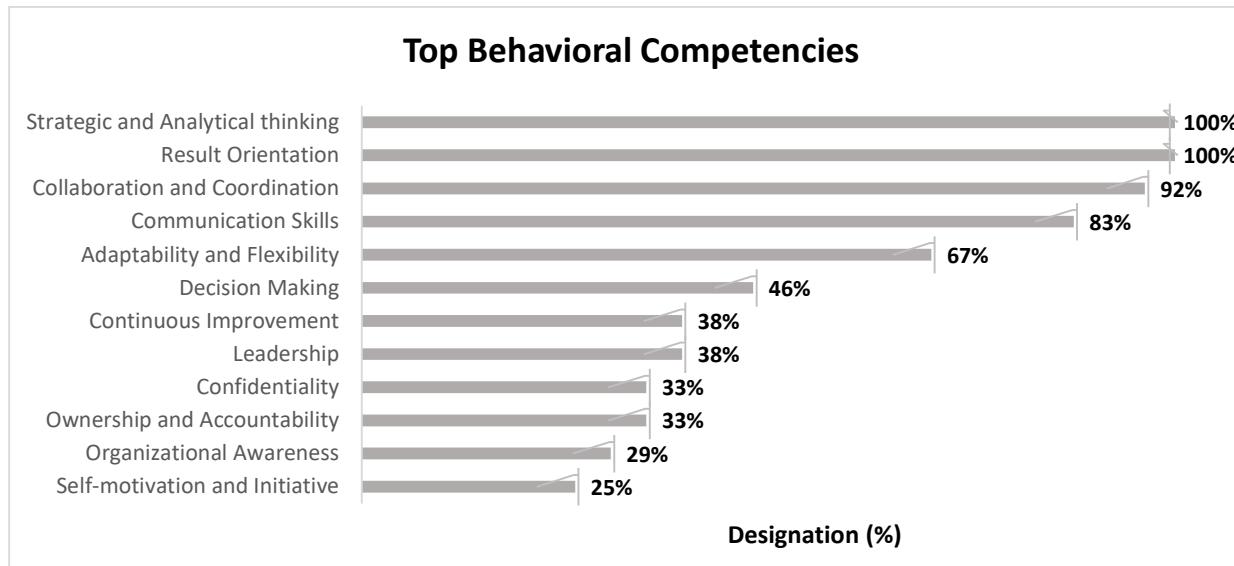
Director General Telecom (DGT) is an apex level officer and acting as head of the DoT field units in all the 22 Licensed Service Areas located across the country. The office of Director General Telecom (DGT-HQ) is located in Delhi. Director General Telecom (DGT) has 4 divisions managed by 6 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
4	6	36

## Behavioral Competency needs

The figure below depicts top behavioral competency requirements of DGT employees.

Figure 33: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of DGT employees.

Figure 34: Top Functional Competencies

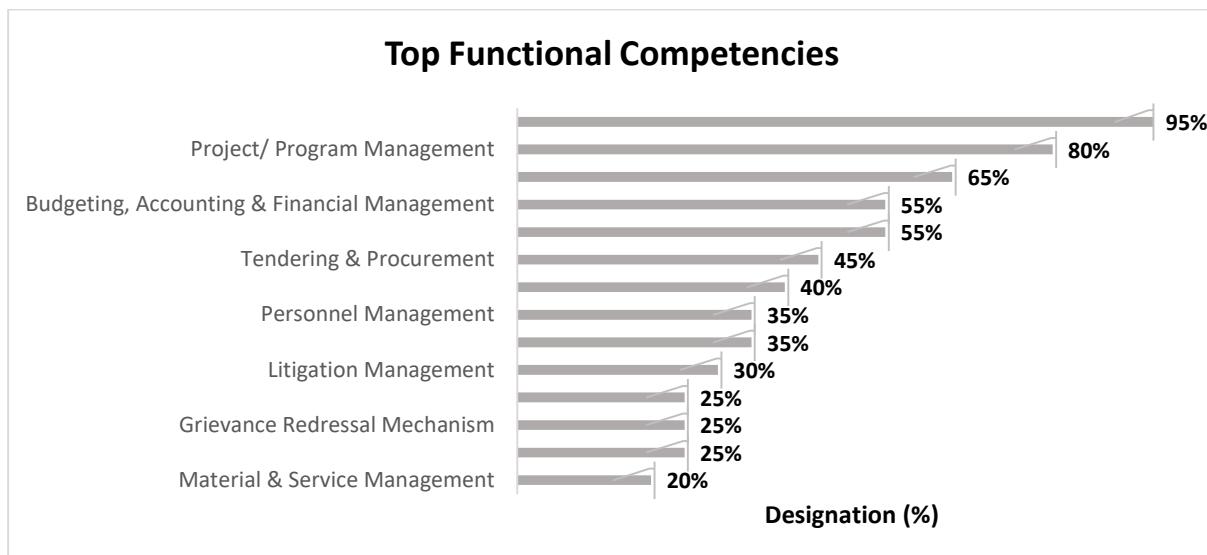


Figure 35: Top Functional Rules, Policies and Procedures Competencies

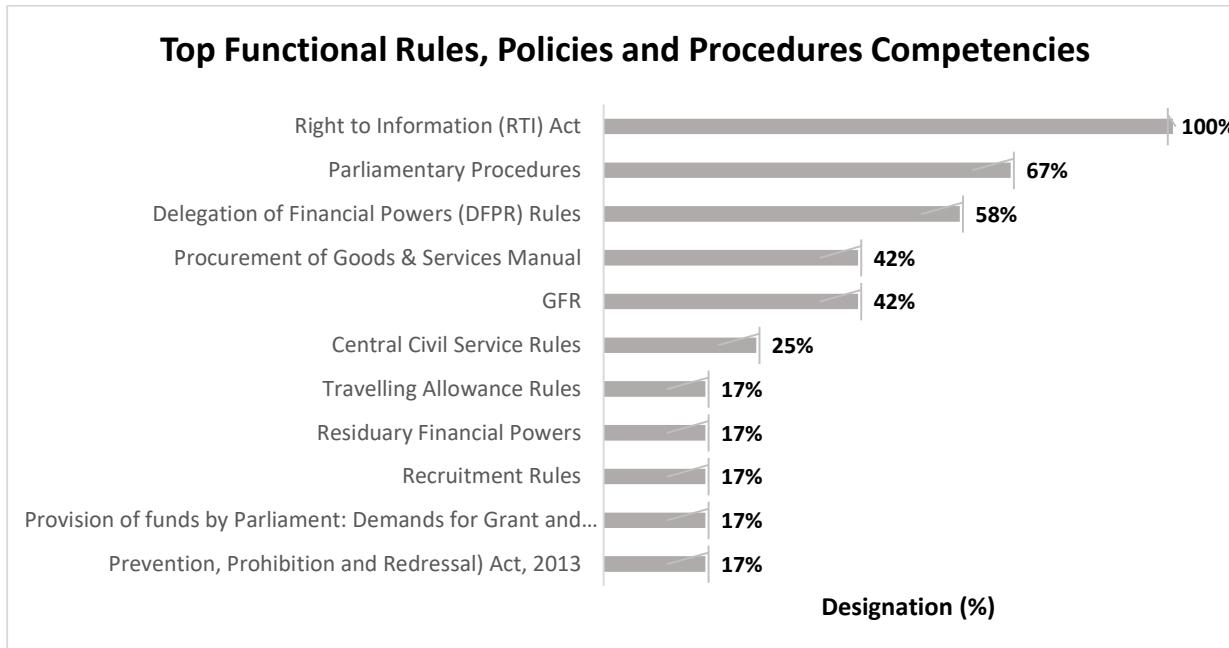
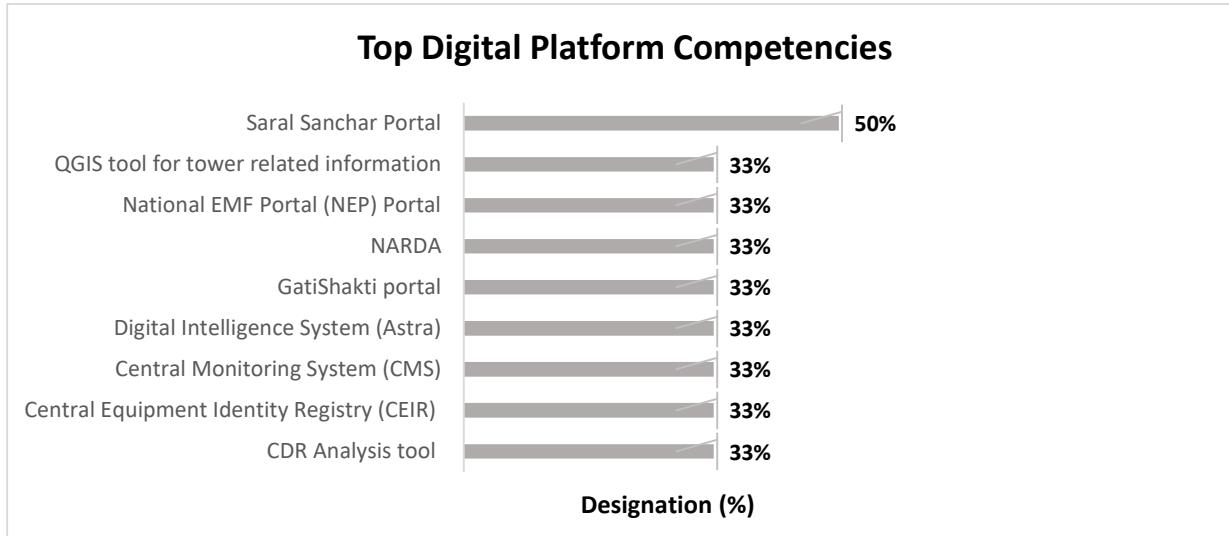


Figure 36: Top Digital Platform Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of DGT employees.

Figure 37: Top Domain Technology Competencies

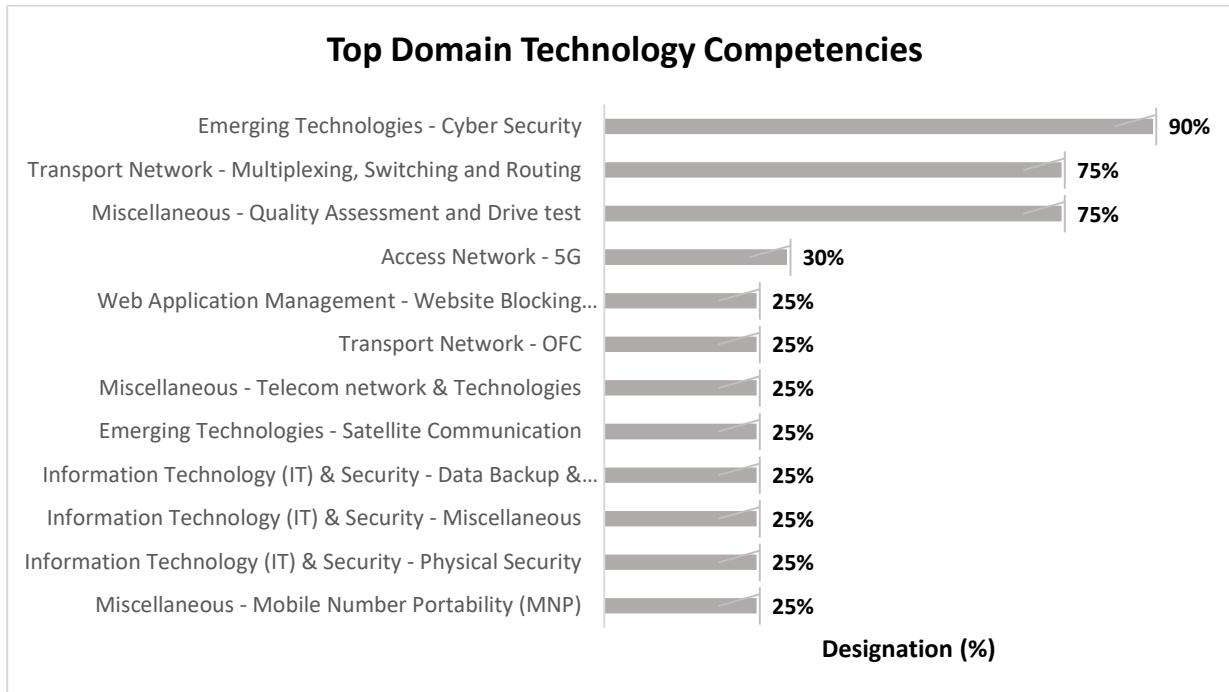
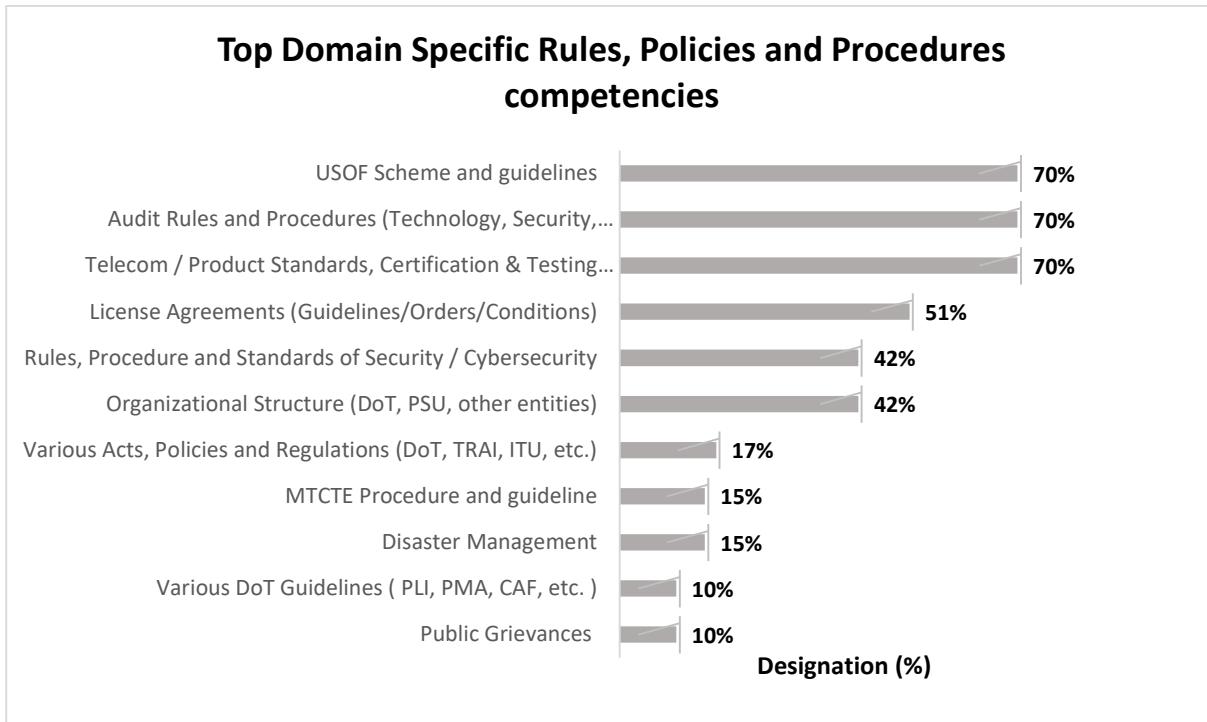


Figure 38: Top Domain Specific Rules, Policies and Procedures Competencies



### 3.1.5 National Centre for Communication Security (NCCS)

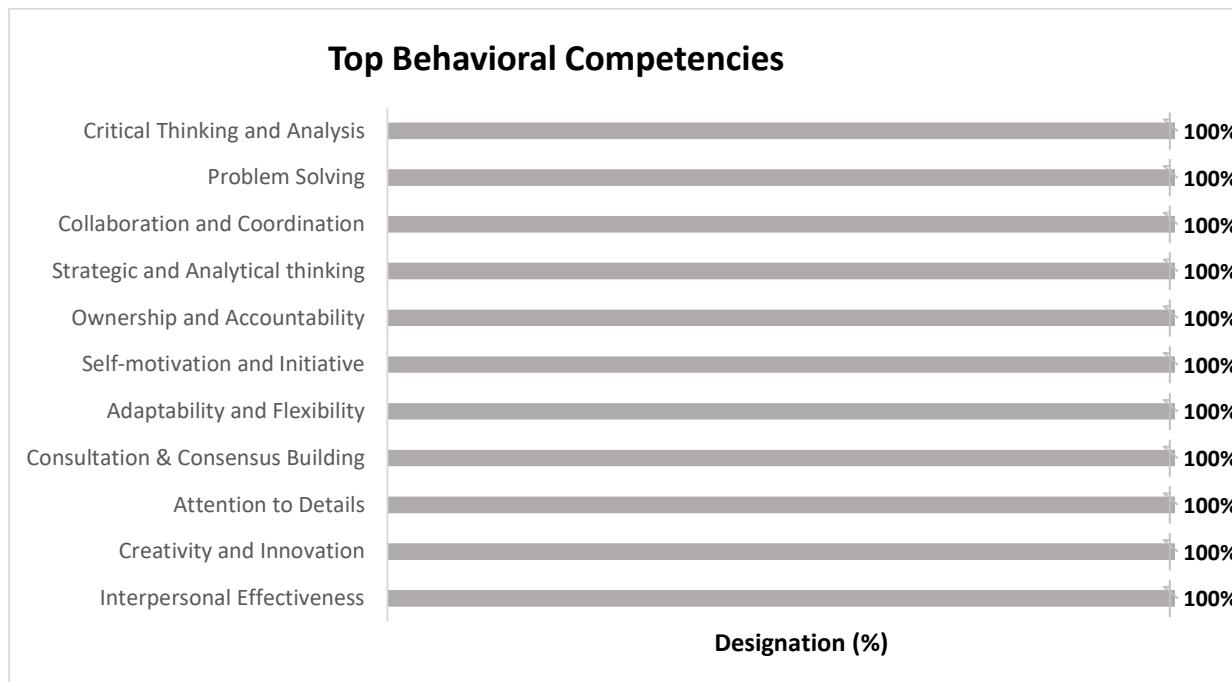
NCCS was set up in 2018 with the objective of establishing and operationalizing a framework of security testing and certification within the country. NCCS is mandated to prepare Telecom security requirements/standards called the Indian Telecommunication Security Assurance Requirements (TSAR). ITSAR seeks to address the country specific security needs in telecommunication landscape and notify the same. It seeks to present a comprehensive country specific security requirement for the Network Function Virtualization (NFV) as applicable to the mobile generation technologies. National Centre for Communication Security (NCCS) has 4 divisions managed by 6 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
4	6	15

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of NCCS employees.

Figure 39: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of NCCS employees.

Figure 40: Top Functional Competencies

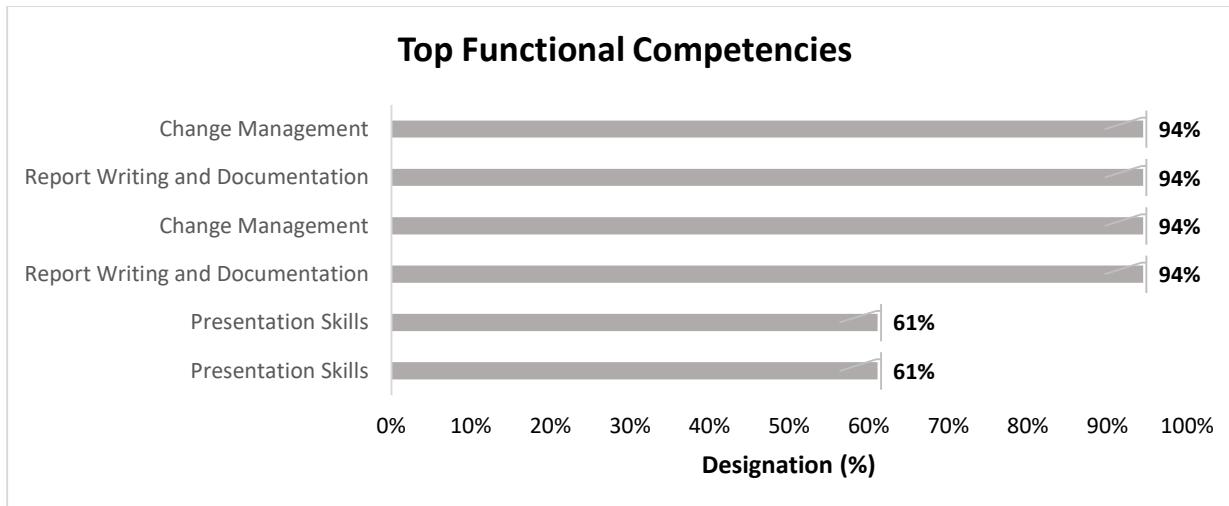


Figure 41: Top Functional Rules, Policies and Procedures Competencies

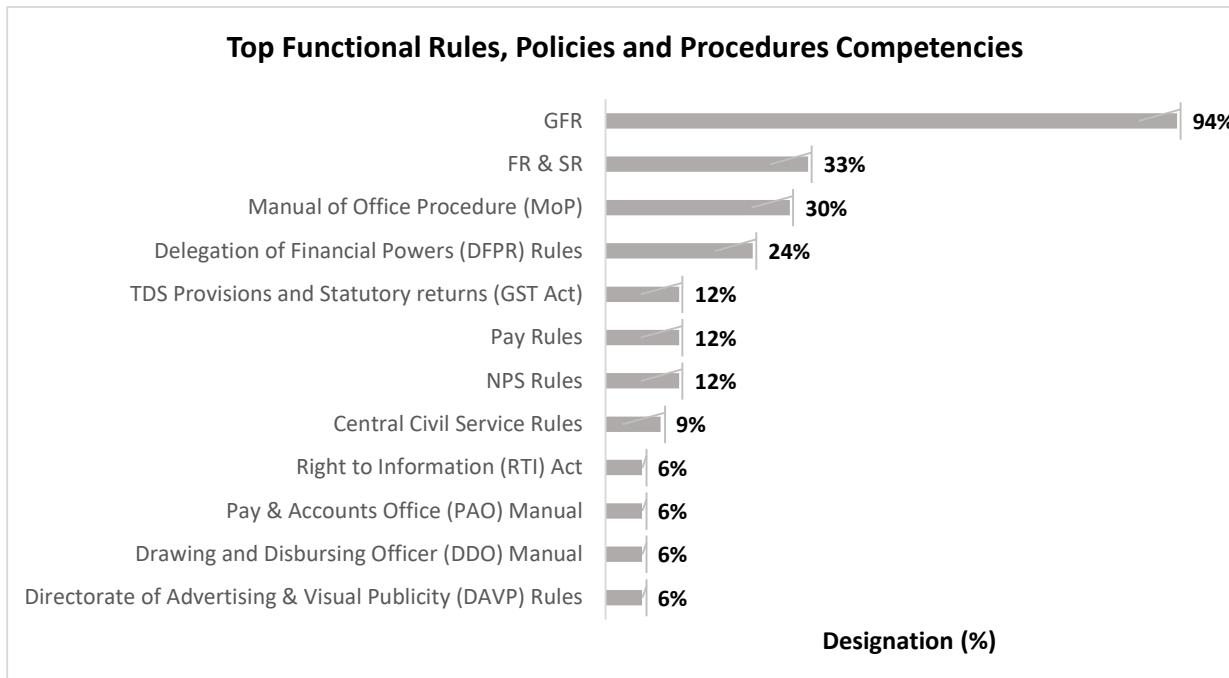
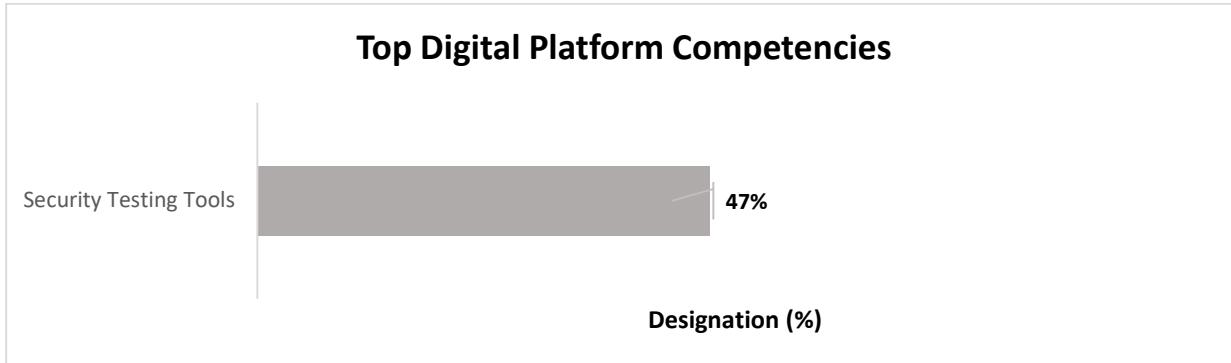


Figure 42: Top Digital Platform Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of NCCS employees.

Figure 43: Top Digital Technology Competencies

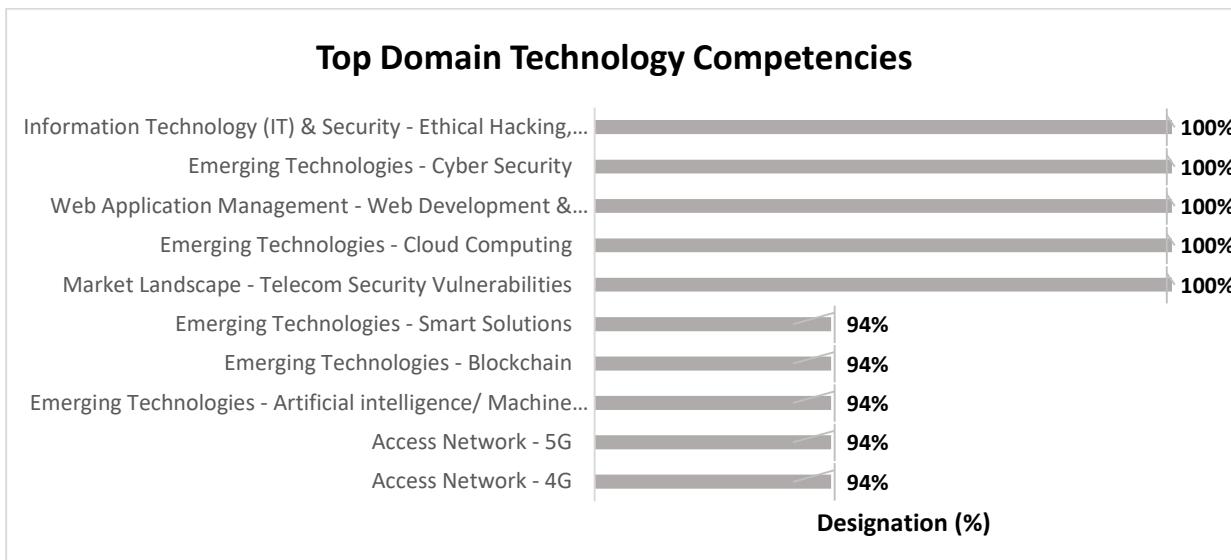


Figure 44: Top Domain Specific Rules, Policies, and Procedure Competencies

## Top Domain Specific Rules, Policies and Procedures Competencies

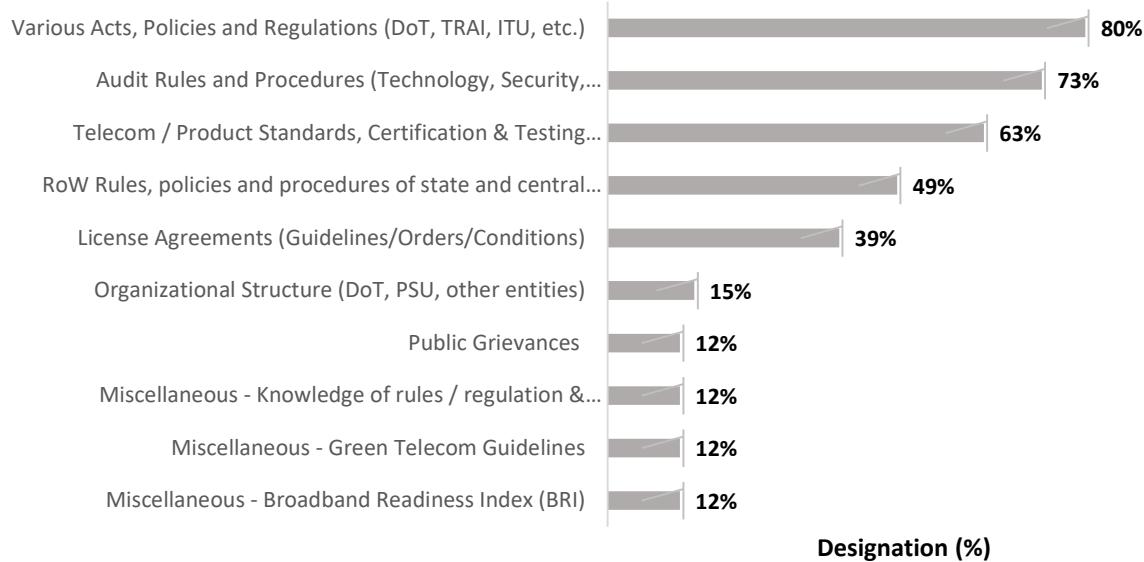


Figure 45: Top Other Domain Knowledge Areas Competencies

## Top Other Domain Knowledge Areas Competencies

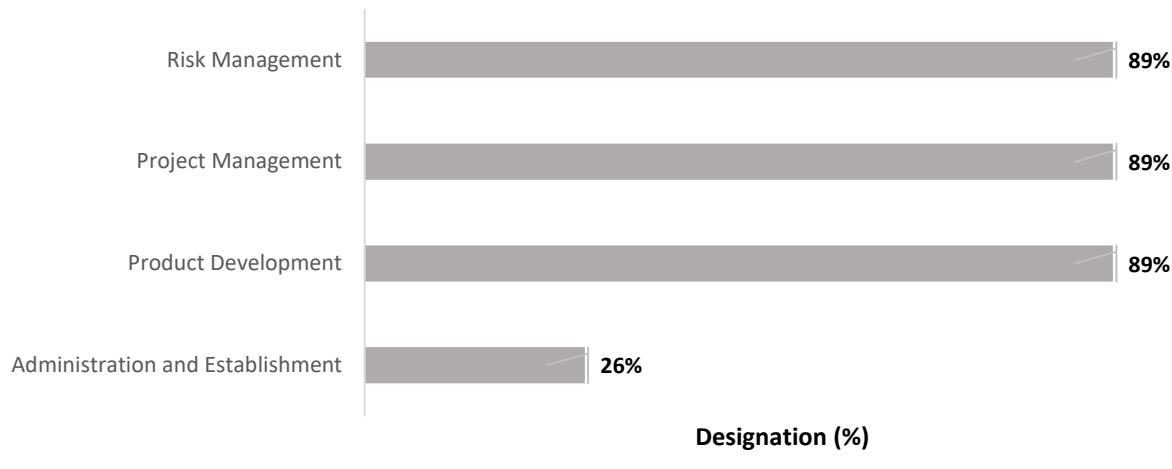
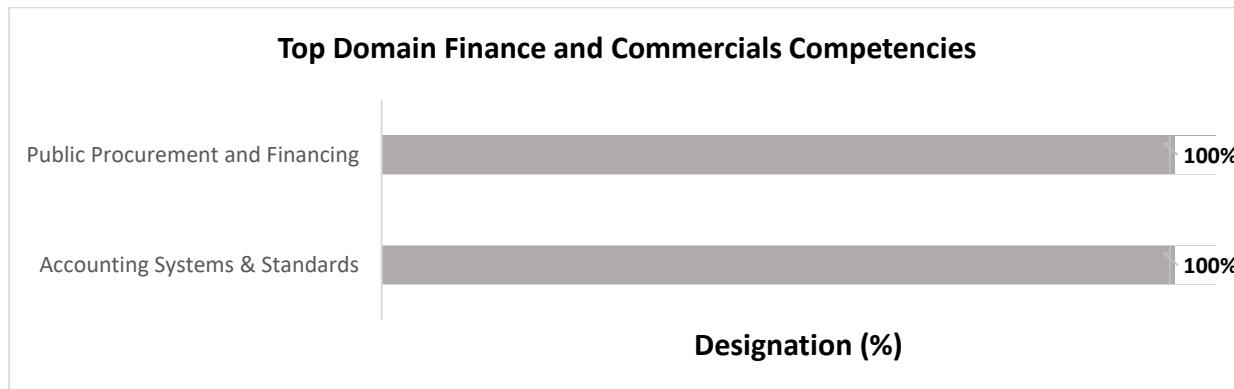


Figure 46: Top Domain Finance and Commercials Competencies



### 3.1.6 National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT)

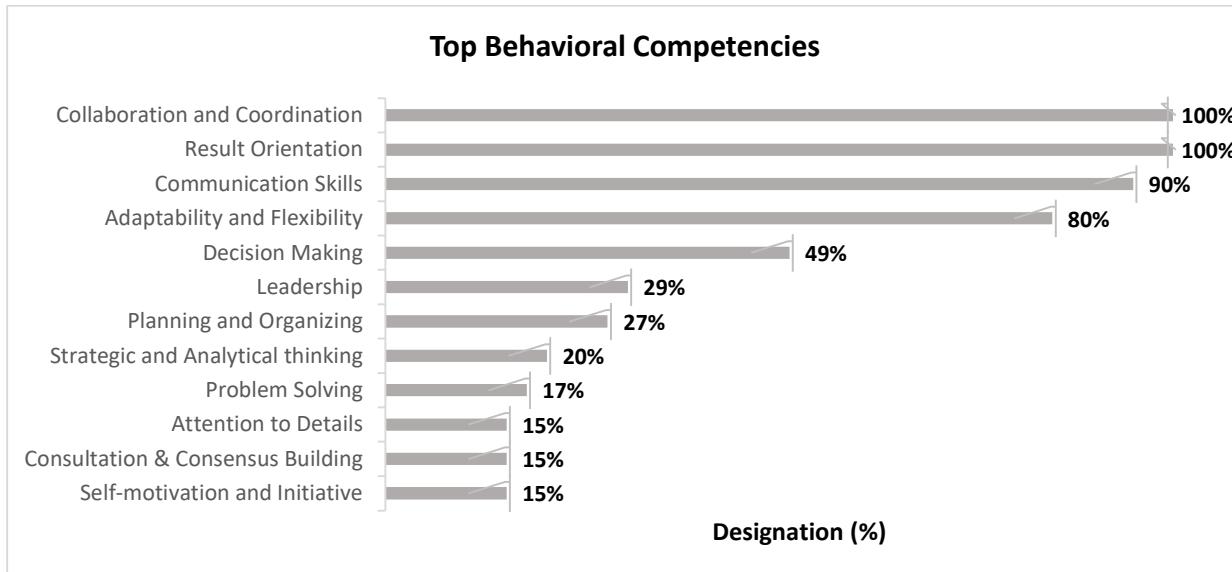
NTIPRIT is the apex level Capacity Building Institute of the Ministry of Communications, Government of India. NTIPRIT one of the Central Training Institutes (CTI) recognized by Department of Personnel & Training (DoPT). NTIPRIT plays a crucial role in the telecom ecosystem of India in capacity building of the technical officers of the Department of Telecommunications (DoT). National Telecommunications Institute for Policy Research, Innovation & Training (NTIPRIT) has 6 divisions managed by 6 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
6	6	30

#### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of NTIPRIT employees.

Figure 47: Top Behavioral Competencies



### Functional Competency needs

The figure below depicts top functional competency requirements of NTIPRIT employees.

Figure 48: Top Functional Competencies

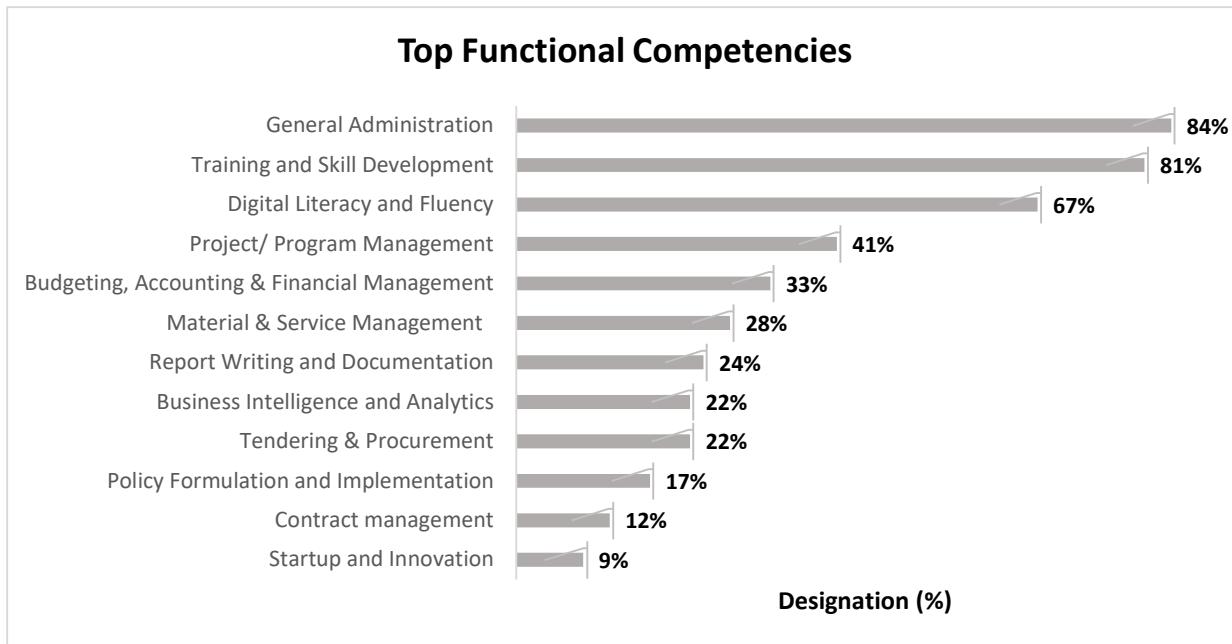


Figure 49: Top Functional Rules, Policies and Procedures Competencies

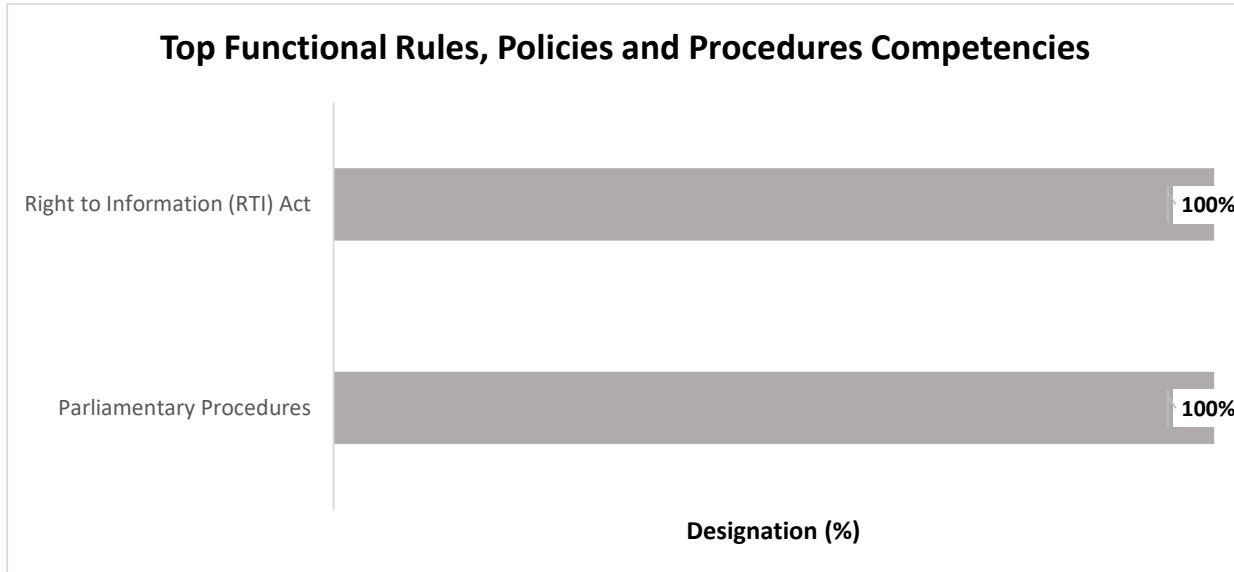
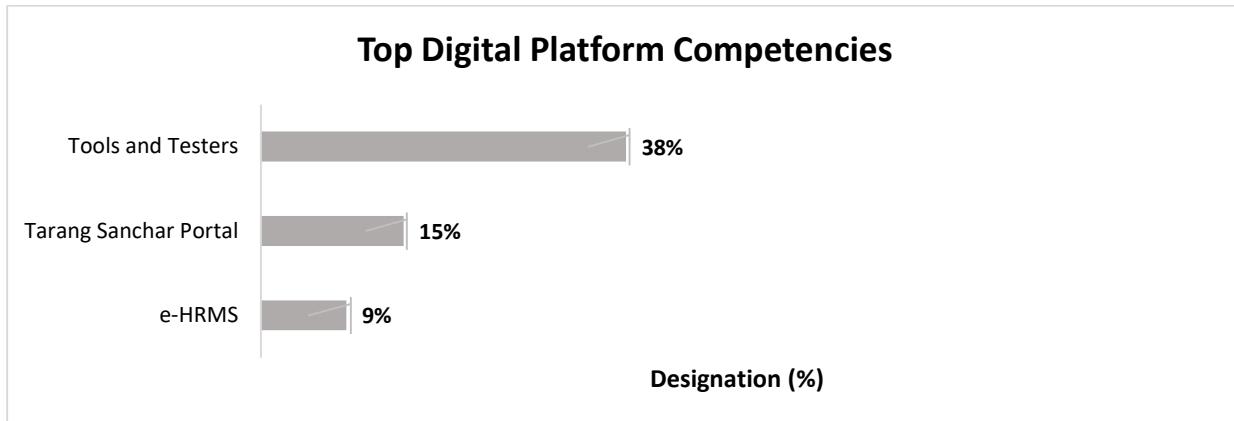


Figure 50: Top Digital Platform Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of NTIPRIT employees.

Figure 51: Top Domain Technology Competencies

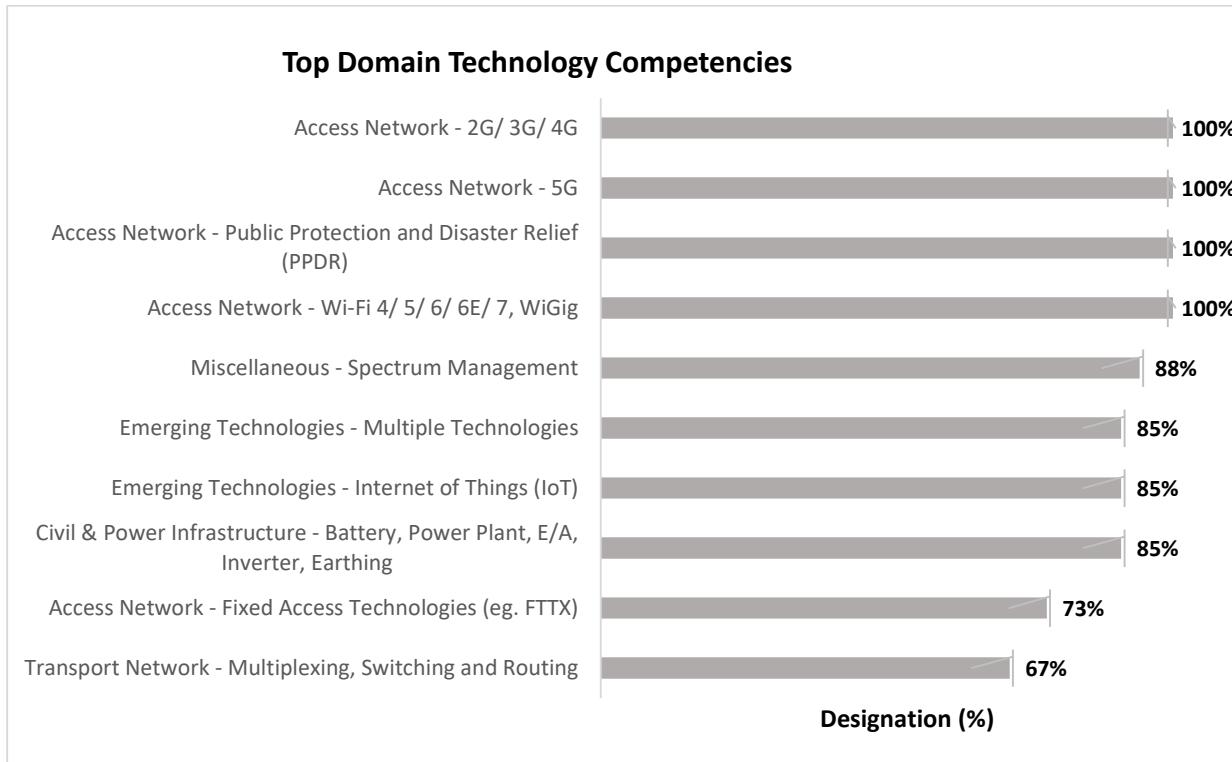


Figure 52: Top Domain Specific Rules, Policies and Procedures Competencies

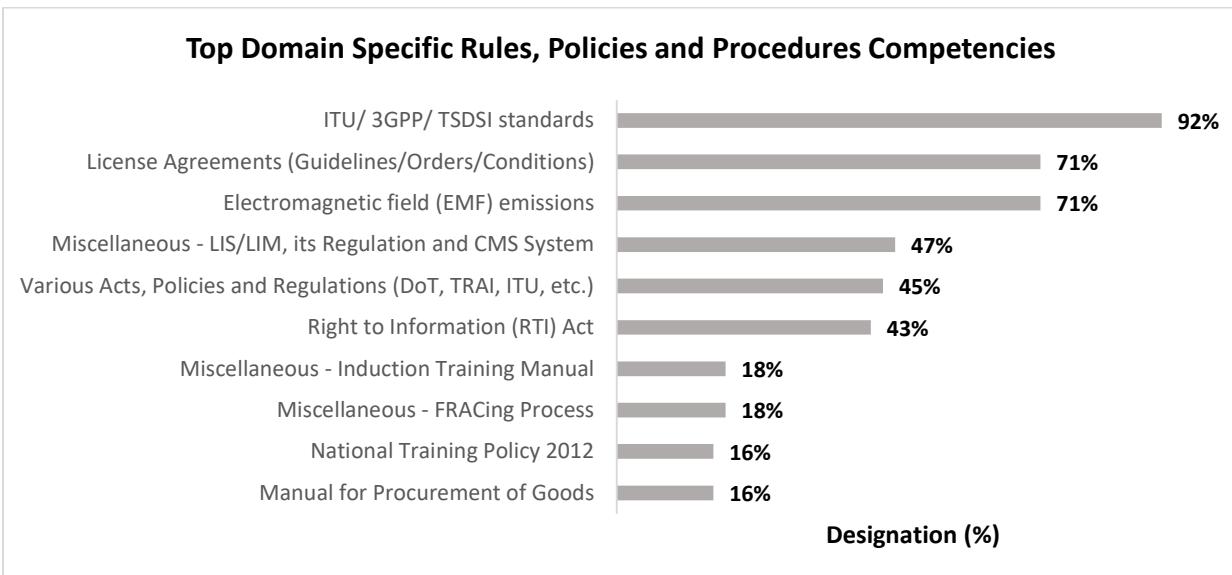


Figure 53: Top Other Domain Knowledge Areas Competencies

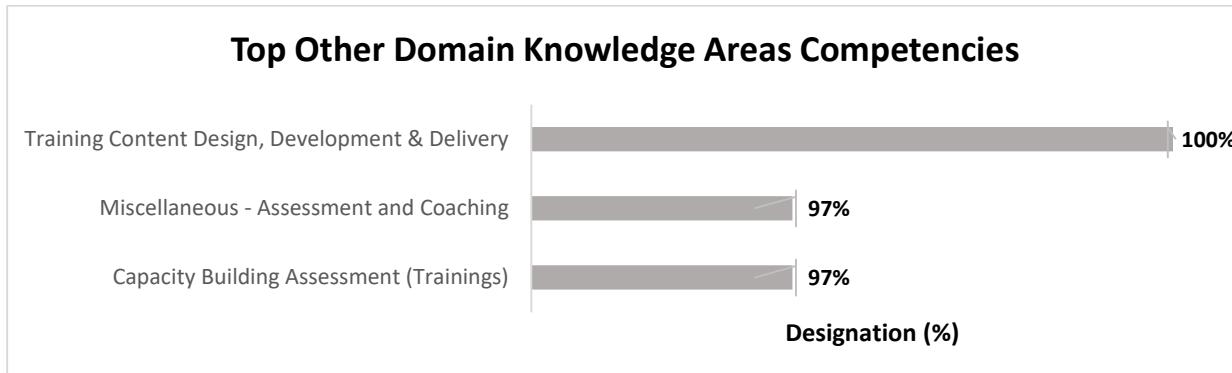
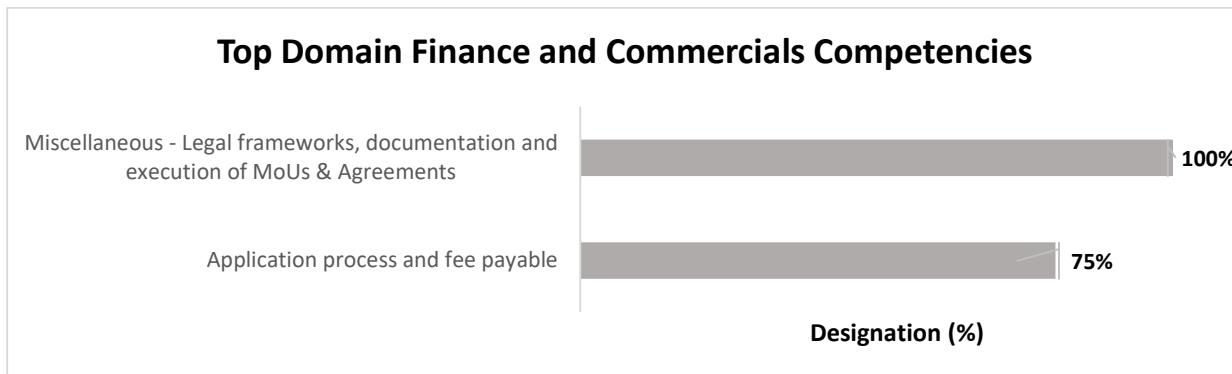


Figure 54: Top Domain Finance and Commercials Competencies



## 3.2 Finance

### 3.2.1 Department of Telecommunication (DoT) HQ Finance

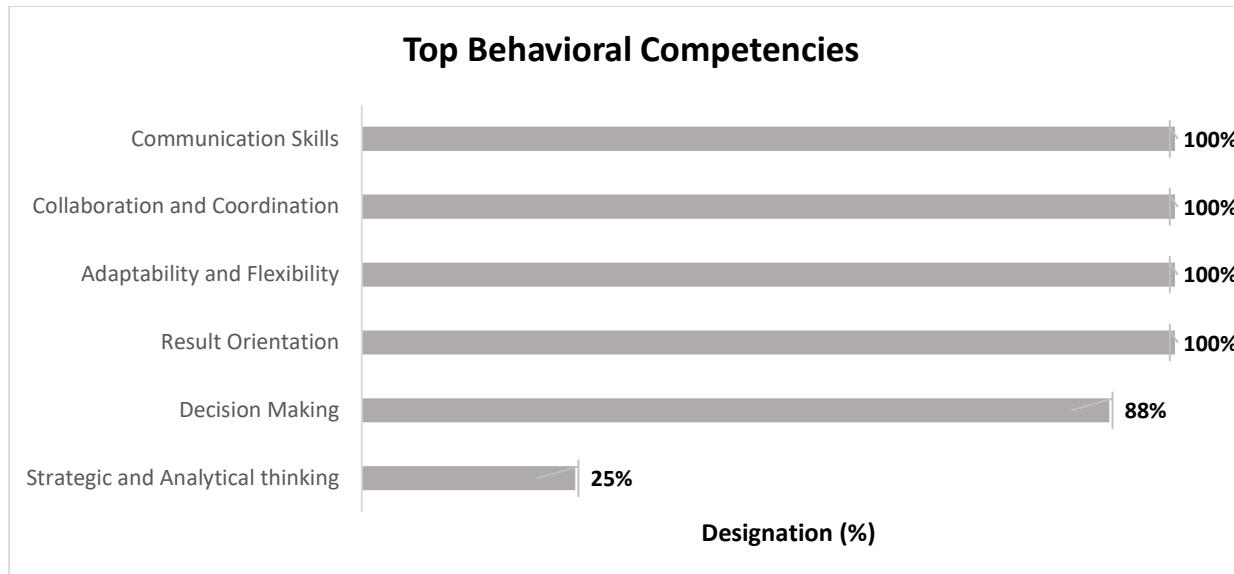
DoT HQ finance is responsible for collecting licensing fees from telecommunications service providers and operators, analyzing the financial aspects of telecommunications licensing, including identifying potential revenue sources and assessing the financial viability of new license applications. Also preparing the budget and financial forecasts for the department and ensuring that the department's financial goals are met. DOT HQ finance is also responsible for examination of Policy matters related to Merger & Acquisition, Insolvency, licenses etc. DoT HQ Finance has 2 divisions managed by 7 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
2	7	133

## Behavioral Competency needs

The figure below depicts top behavioral competency requirements of DoT HQ Finance employees.

Figure 55: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of DoT HQ Finance employees.

Figure 56: Top Functional Competencies

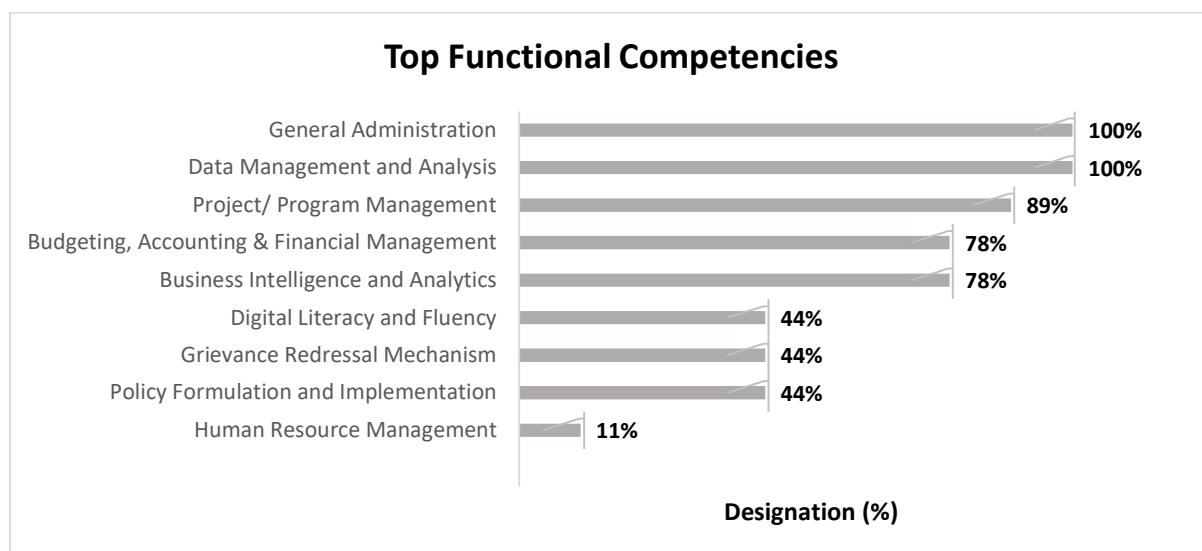


Figure 57: Top Functional Rules, Policies and Procedures Competencies

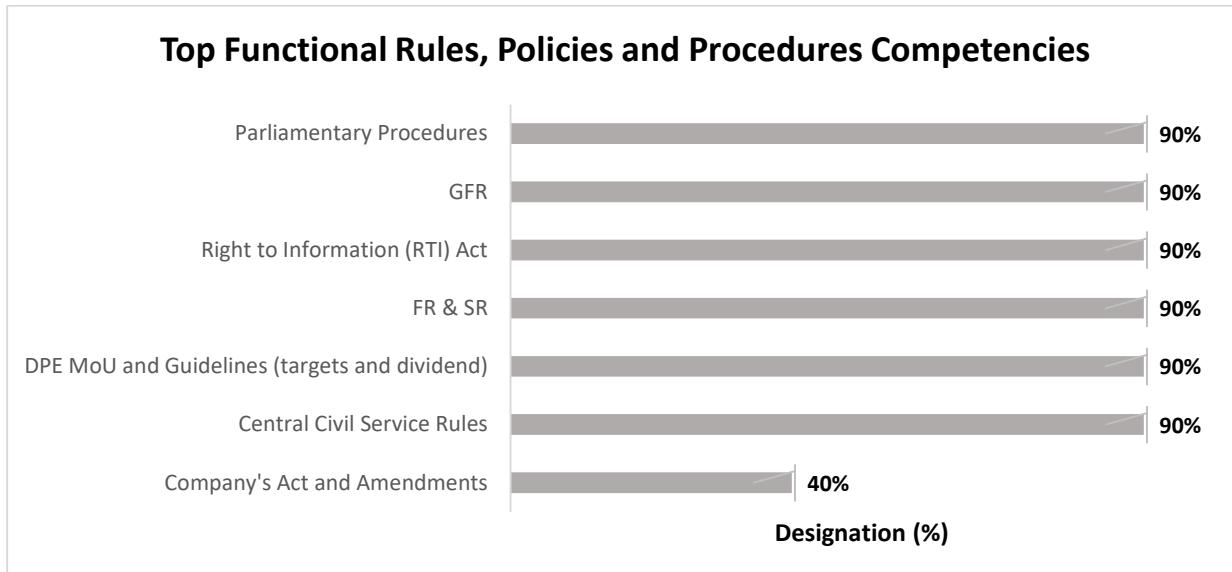
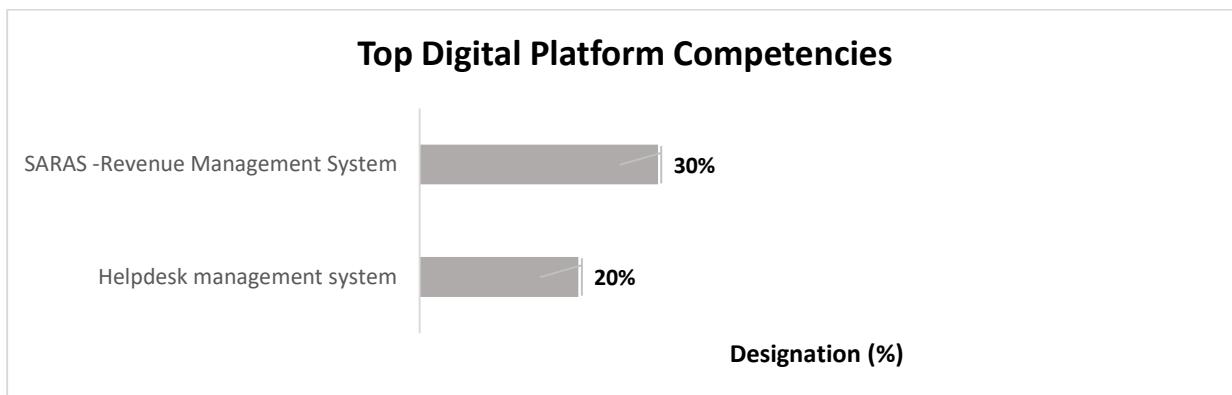


Figure 58: Top Digital Platform Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of DoT HQ Finance employees.

Figure 59: Top Domain Technology Competencies

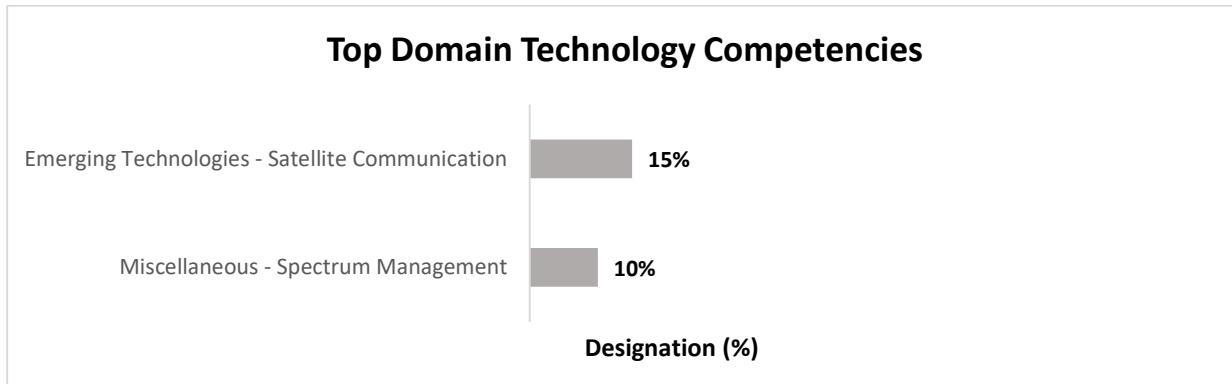


Figure 60: Top Domain Finance and Commercials Competencies

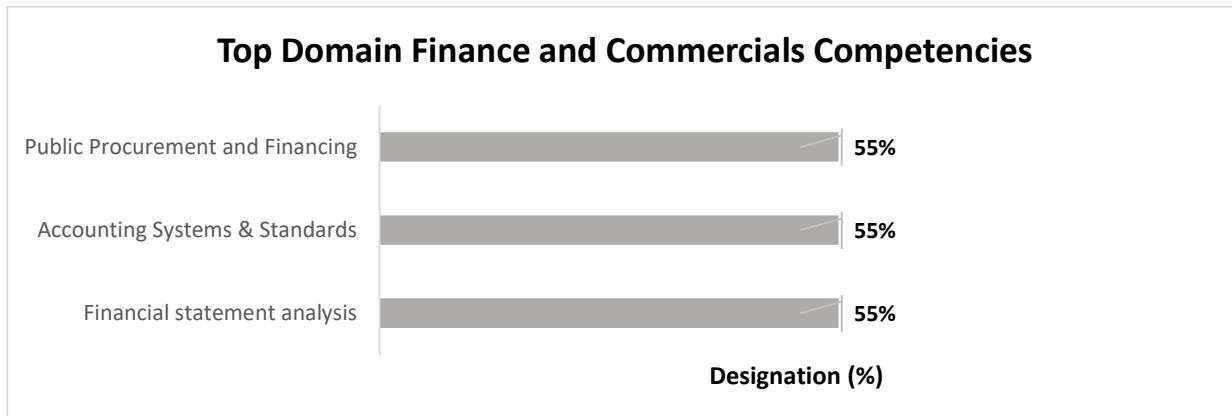


Figure 61: Top Other Domain Knowledge Areas Competencies

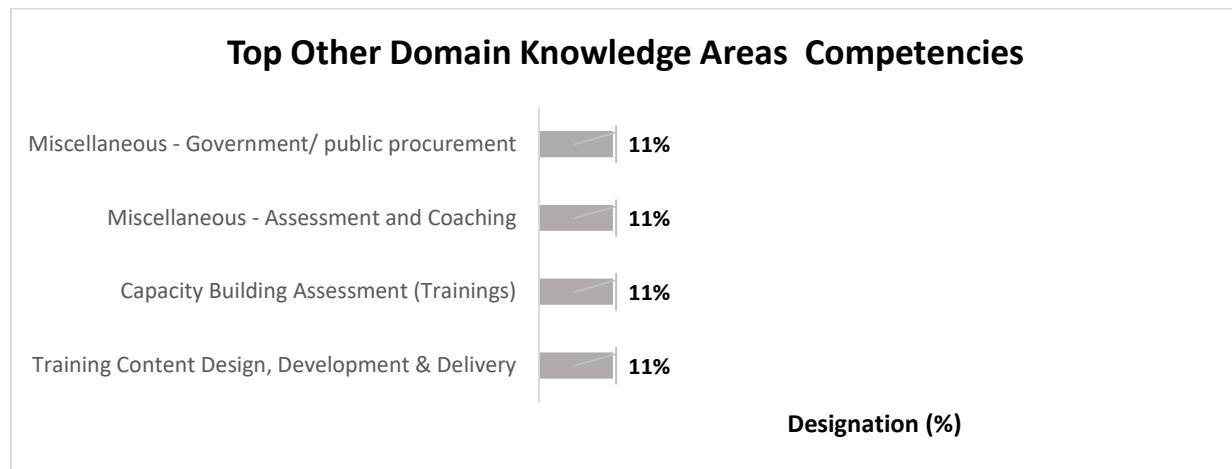
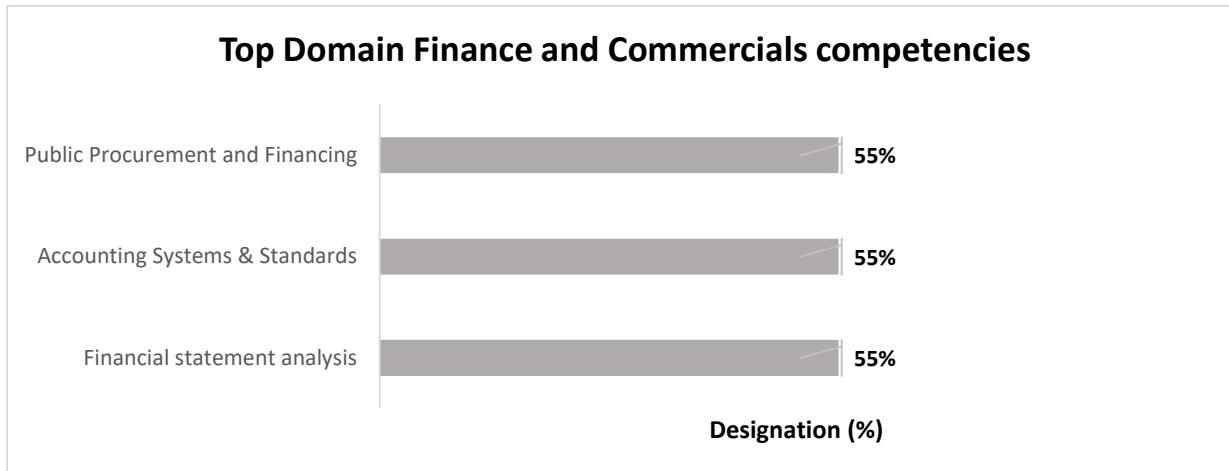


Figure 62: Top Domain Finance and Commercials Competencies



### 3.2.2 Controller General of Communication Accounts (CGCA)

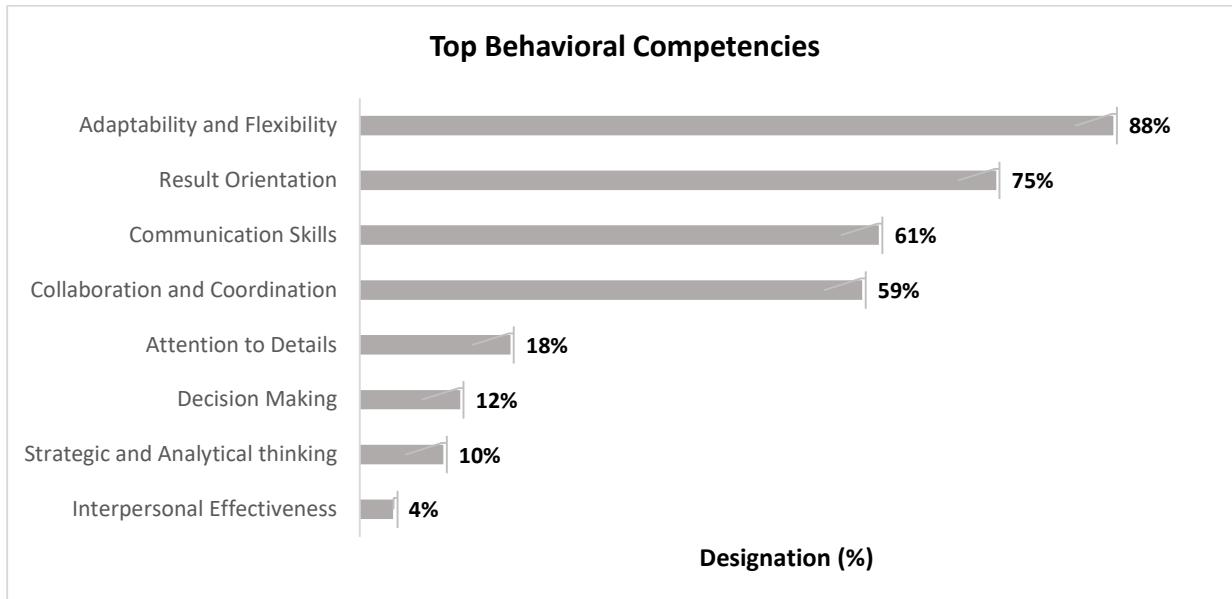
CGCA monitor the functions delegated by DoT HQ to the field offices. CGCA entrusted with the function of cadre management of Group 'C' officials posted in the aforesaid field units. CGCA also responsible for co-ordination, recruitment, recruitment rules etc. for the Group 'C' cadre. CGCA also carry out internal audit of Pr. CCA/CCA offices and other DoT units such as TERM Cells etc. Controller General of Communication Accounts (CGCA) has 4 divisions managed by 14 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
4	14	70

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of CGCA employees.

Figure 63: Top Behavioral Competencies



### Functional Competency needs

The figure below depicts top functional competency requirements of CGCA employees.

Figure 64: Top Functional Competencies

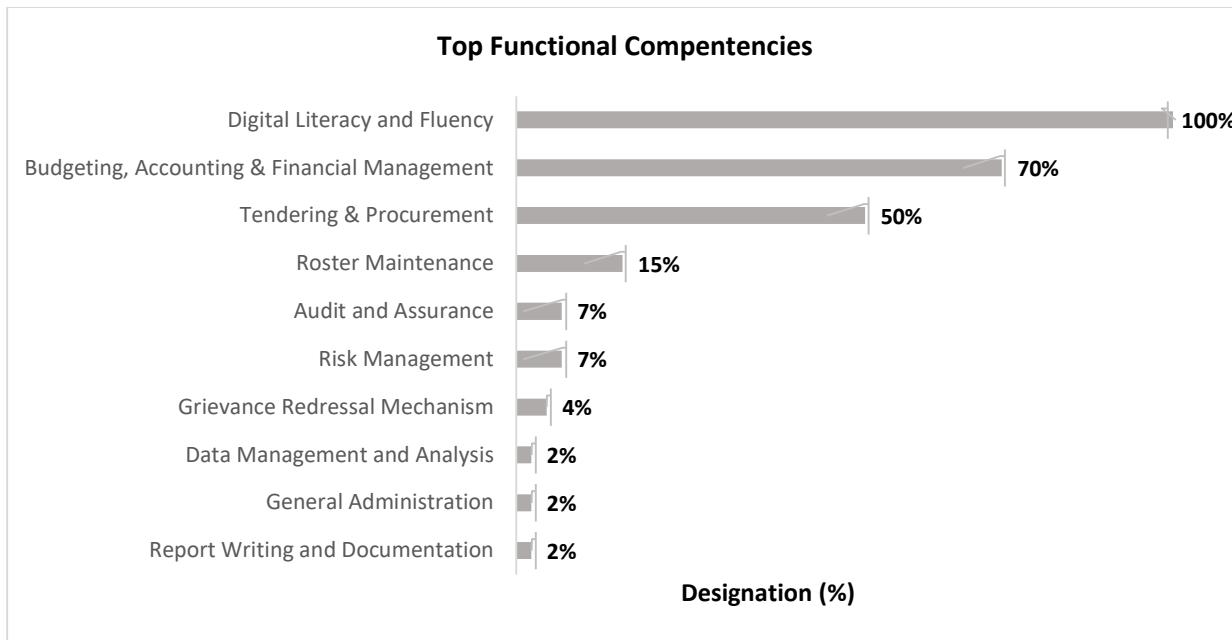


Figure 65: Top Functional Rules, Policies, and Procedures Competencies

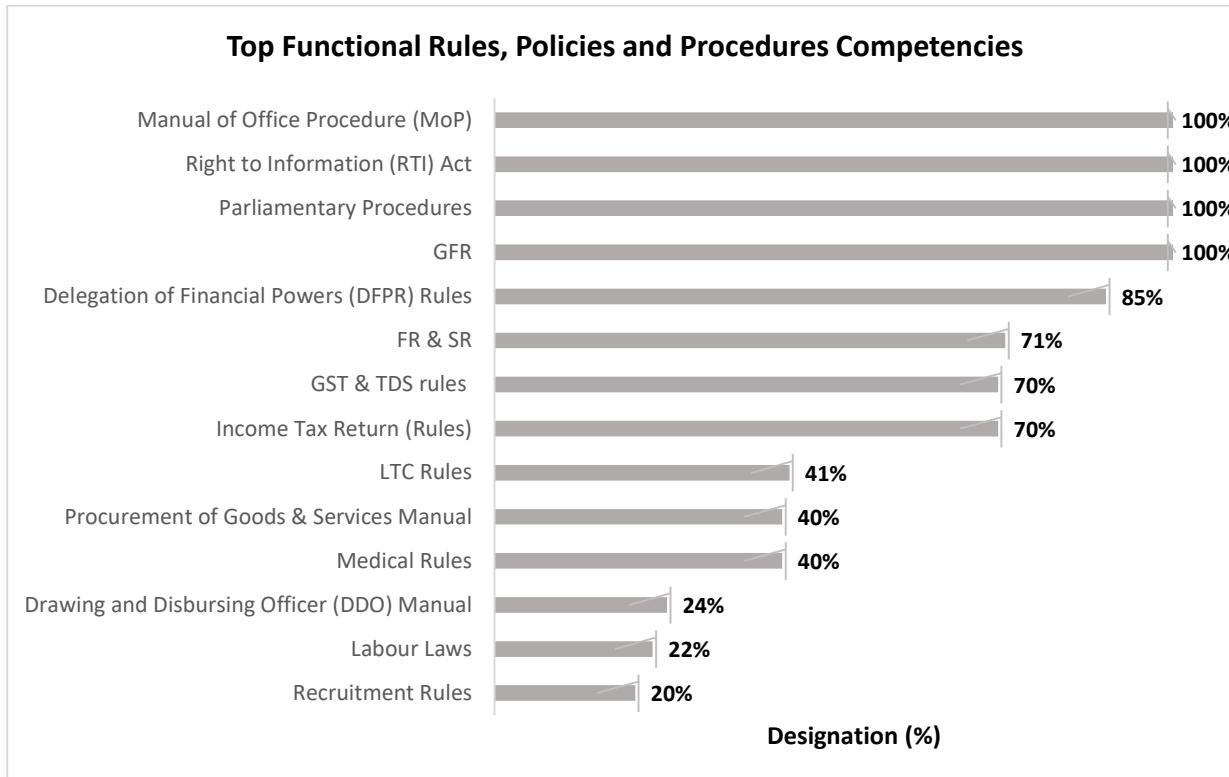
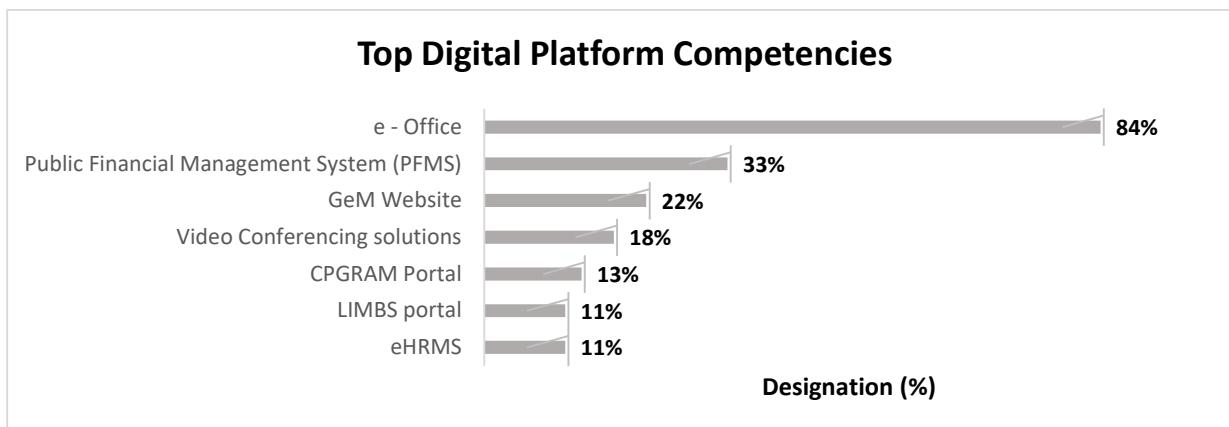


Figure 66: Top Digital Platform Competencies



### Domain Competency needs

The figure below depicts top domain competency requirements of DoT HQ Finance employees.

Figure 67: Top Domain Technology Competencies

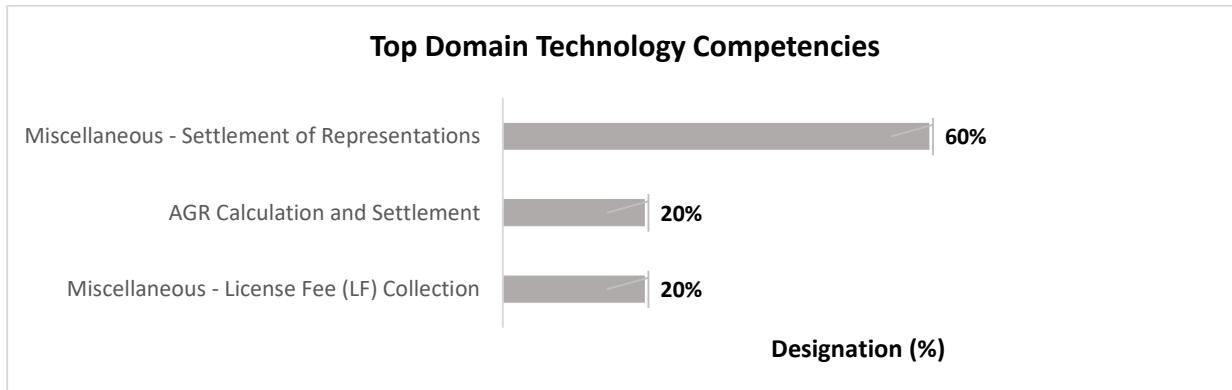
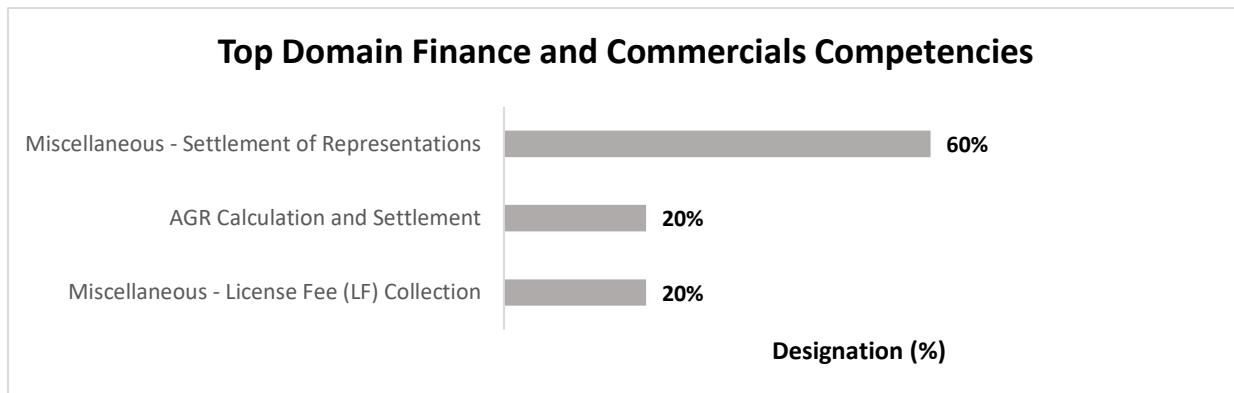


Figure 68: Top Domain Finance and Commercials Competencies



### 3.2.3 National Institute of Communication Finance (NICF)

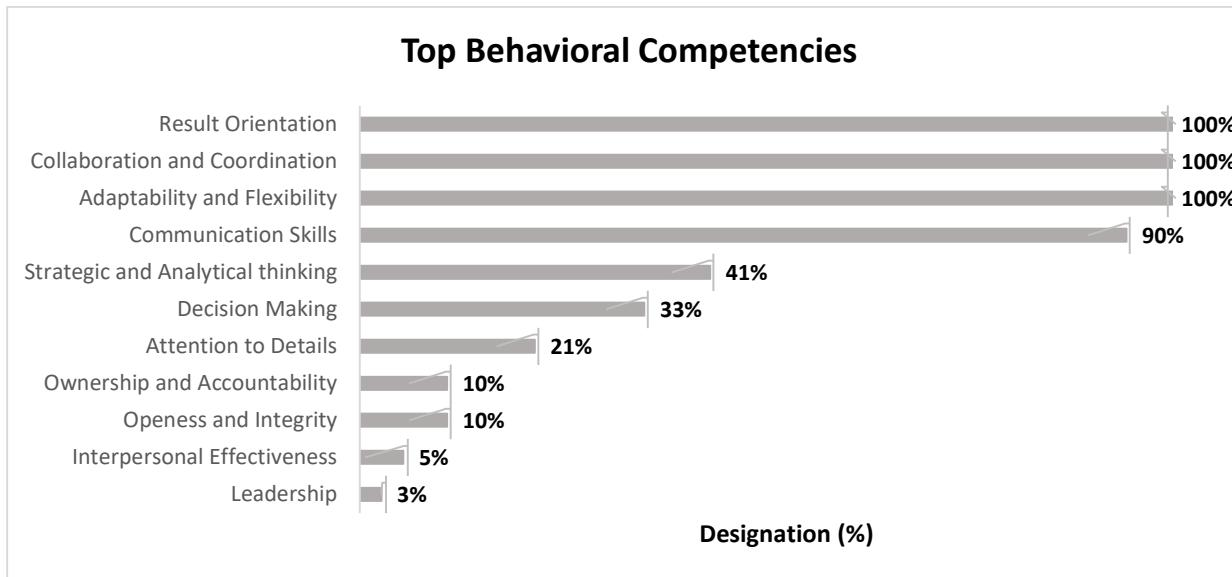
The National Institute of Communication Finance (NICF) is an apex level training institute, operating under the aegis of the Department of Telecommunications, Ministry of Communications, which caters to the training needs of Indian Posts and Telecom Accounts and Finance Service (IP&TAFS) officers. National Institute of Communication Finance (NICF) has 2 divisions managed by 12 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
2	12	69

## Behavioral Competency needs

The figure below depicts top behavioral competency requirements of NICF employees.

Figure 69: Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of NICF employees.

Figure 70: Top Functional Competencies

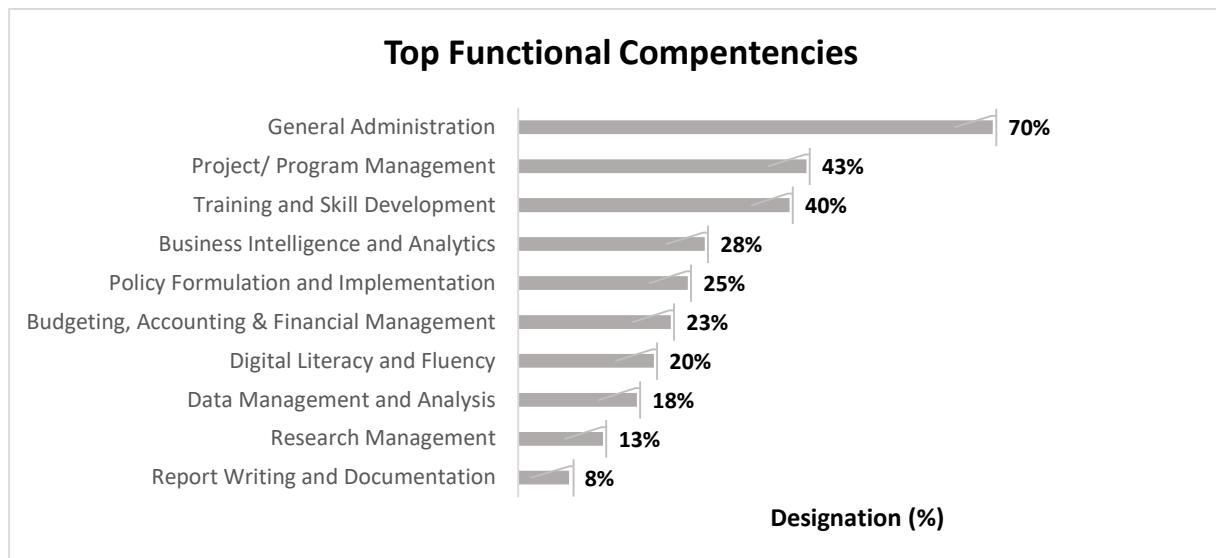
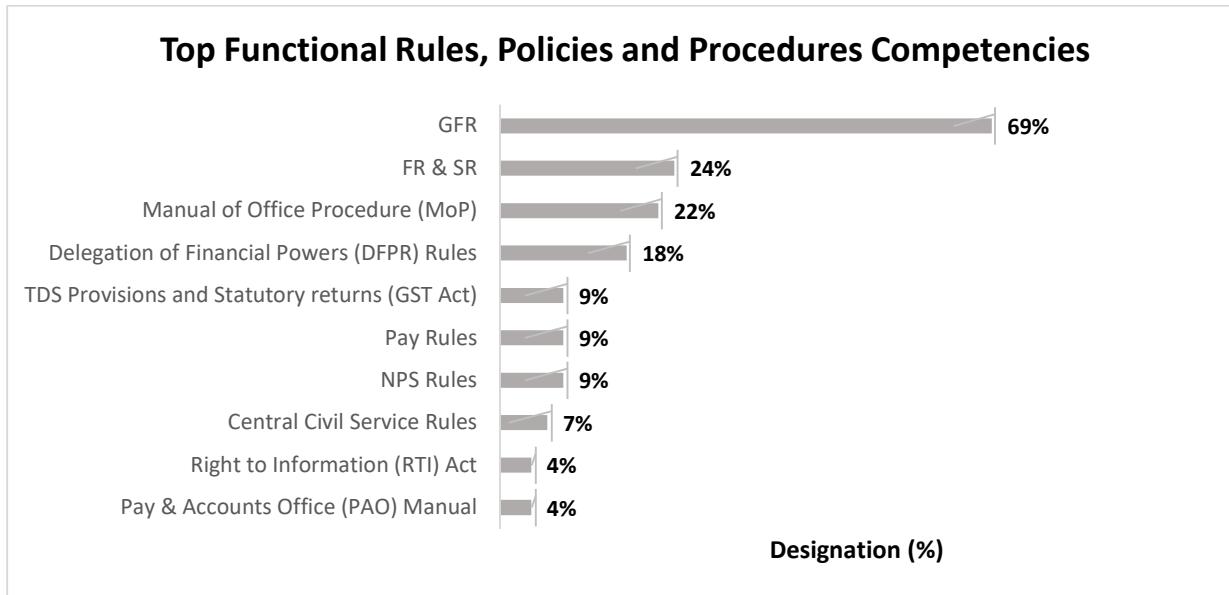


Figure 71: Top Functional Rules, Policies and Procedures Competencies



#### Domain Competency needs

The figure below depicts top domain competency requirements of NICF employees.

Figure 72: Top Domain Specific Rules, Policies and Procedures Competencies

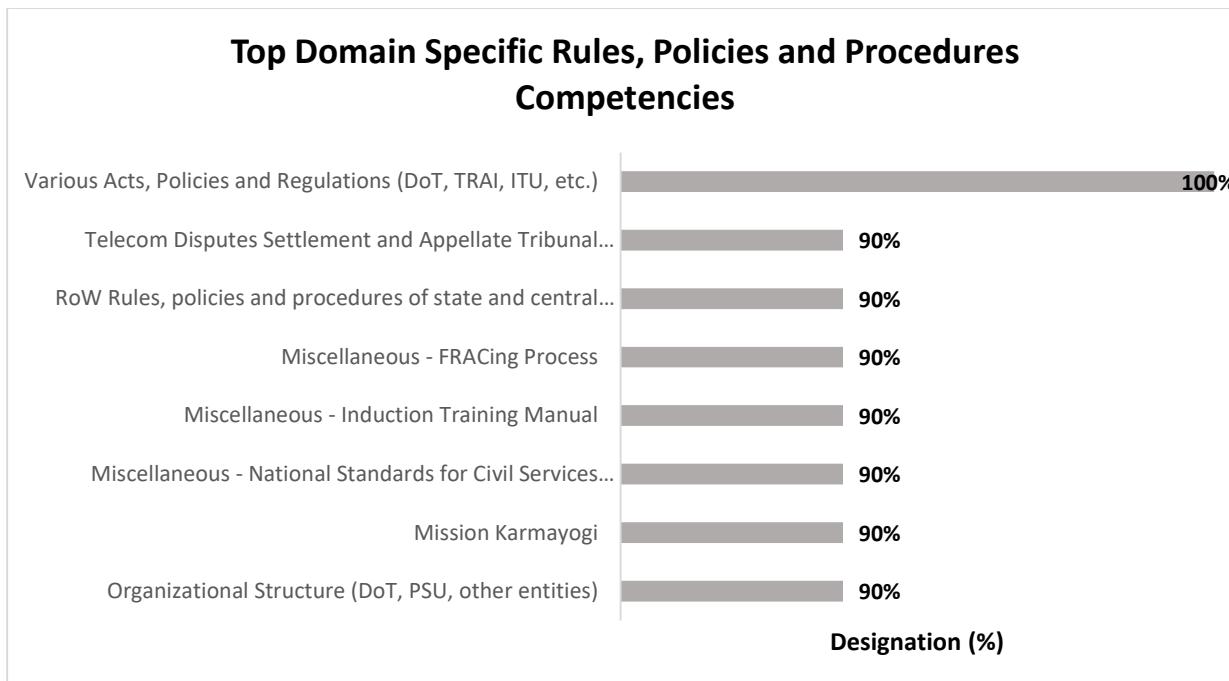
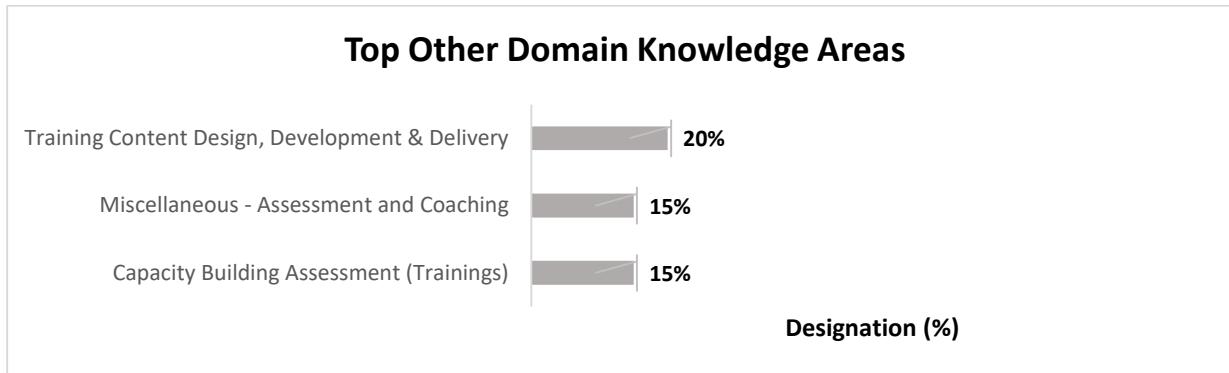


Figure 73: Top Other Domain Knowledge Areas Competencies



### 3.2.4 Controllers of Communication Accounts (CCA)

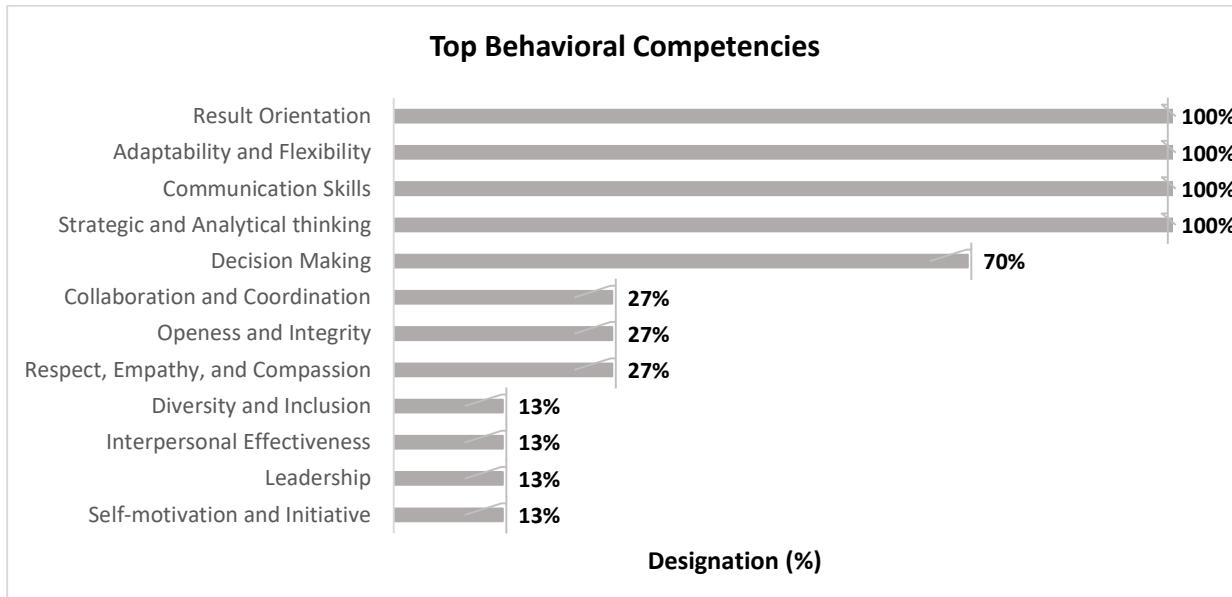
The Office of Controller of Communication Accounts (CCA) is responsible for collection of license fee from all commercial licensees of Cellular, Basic, Unified Access Service, NLD, ILD, Commercial VSAT, PMRTS services, Internet Service Providers (without Telephony), Internet Service Providers (with telephony), New Licensees of Internet service and licenses of Captive VSAT, CMRTS, Radio links, Microwave links and OFC links. Controllers of Communication Accounts (CCA) has 13 divisions managed by 18 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
13	18	2080

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of CGCA employees.

Figure 74: Top Behavioral Competencies



### Functional Competency needs

The figure below depicts top functional competency requirements of CCA employees.

Figure 75: Top Functional Competencies

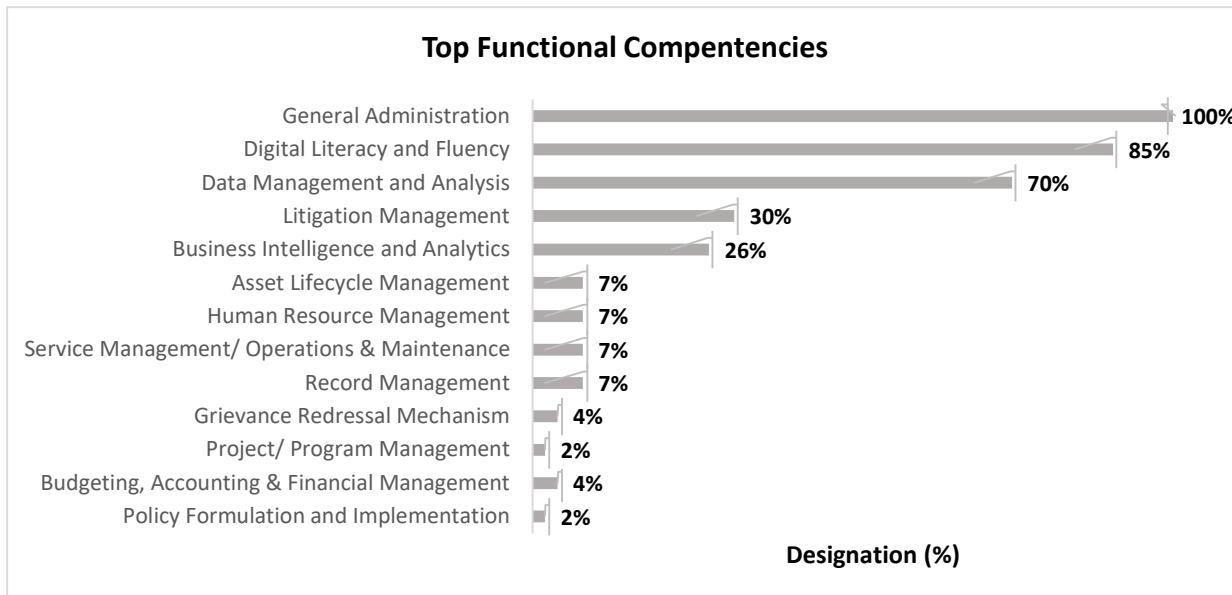


Figure 76: Top Functional Rules, Policies and Procedures Competencies

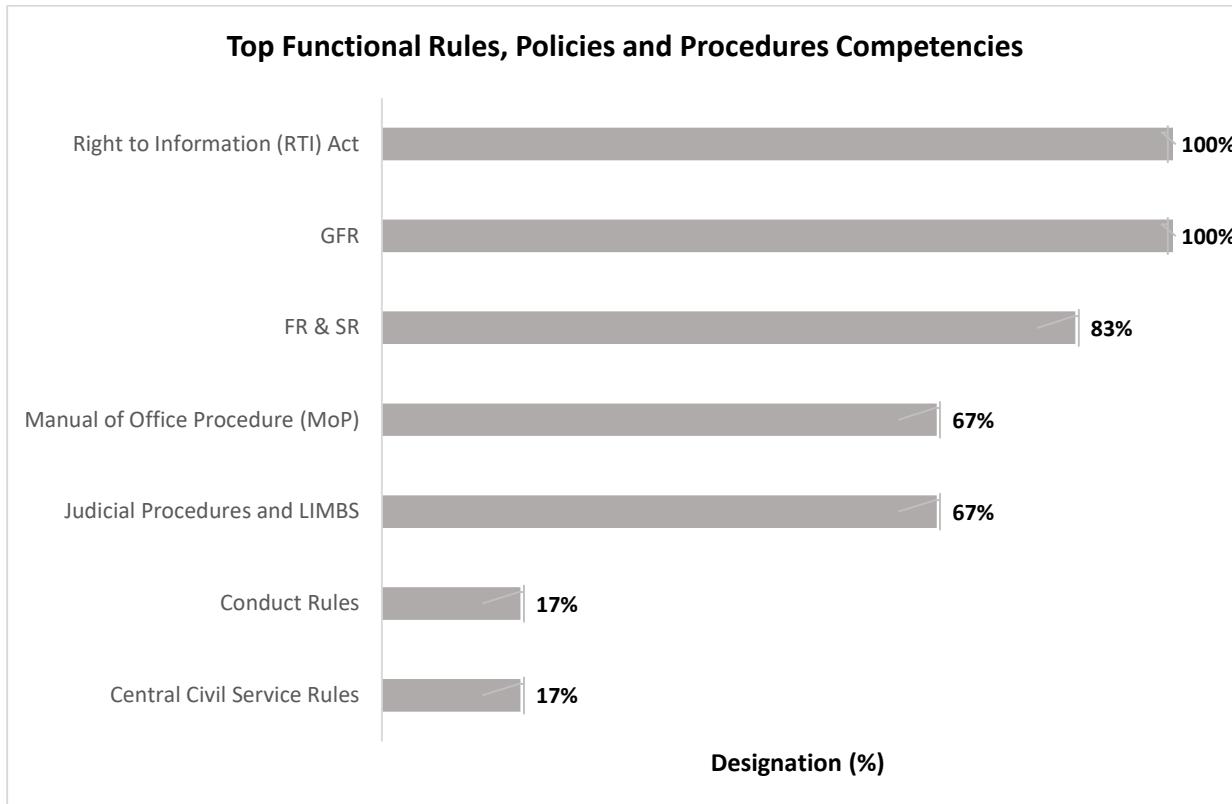
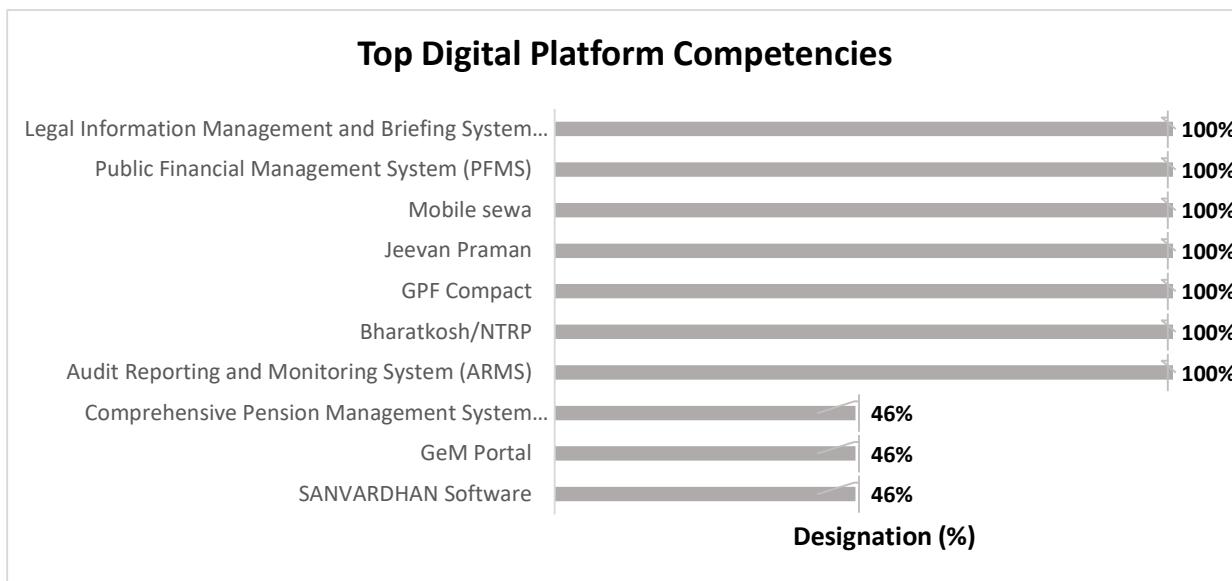


Figure 77: Top Digital Platform Competencies



## Domain Competency needs

The figure below depicts top domain competency requirements of CCA employees.

Figure 78: Top Domain Technology Competencies

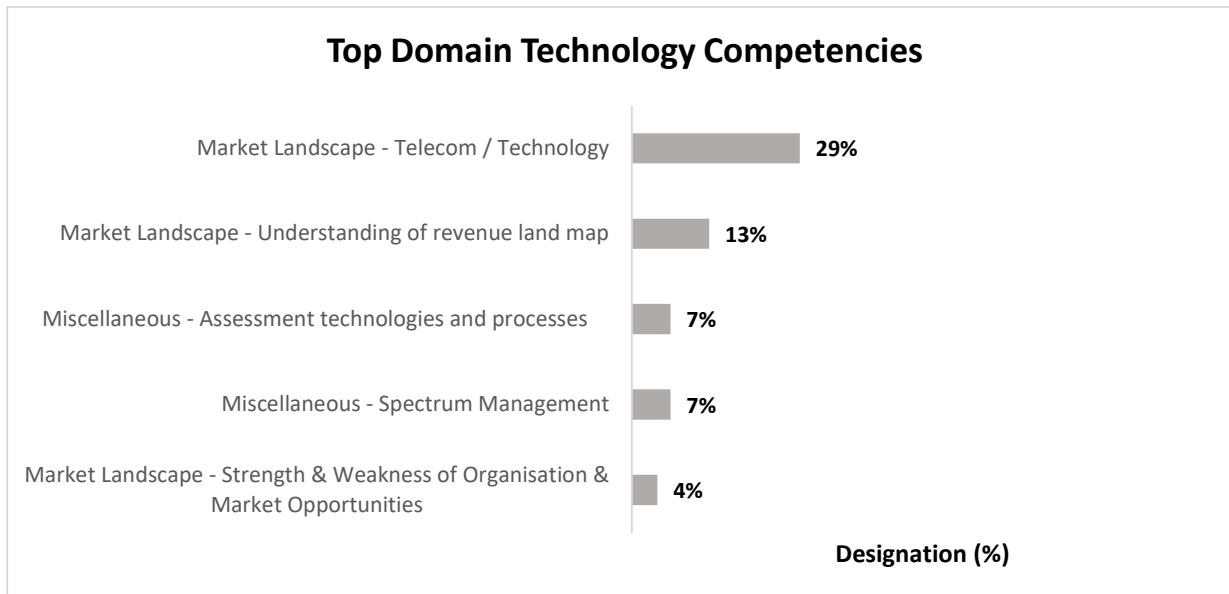


Figure 79: Top Domain Finance and Commercials Competencies

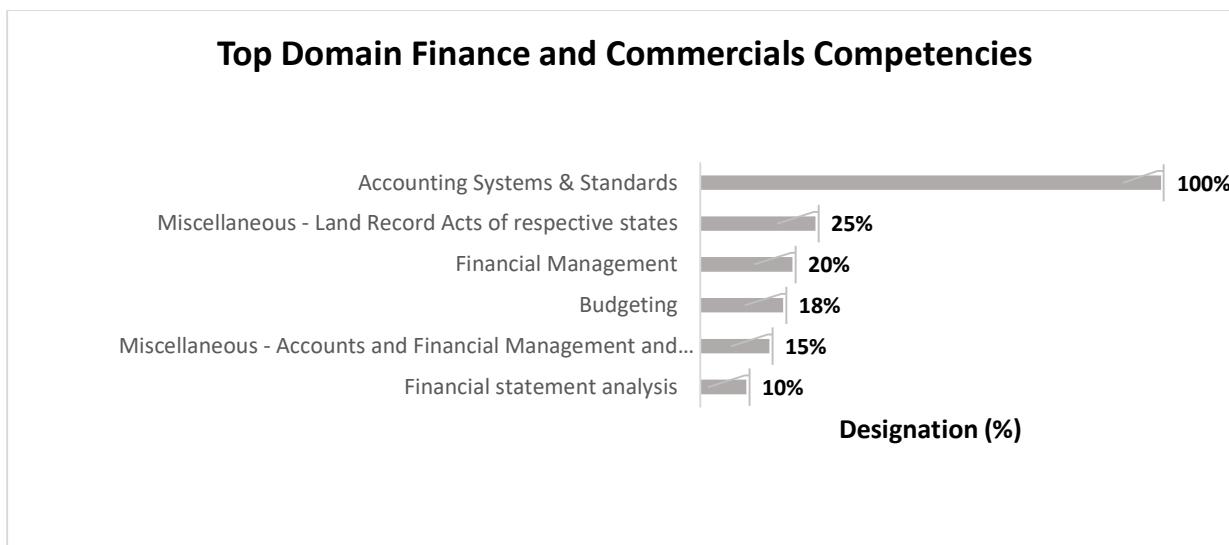


Figure 80: Top Domain Specific Rules, Policies and Procedures Competencies

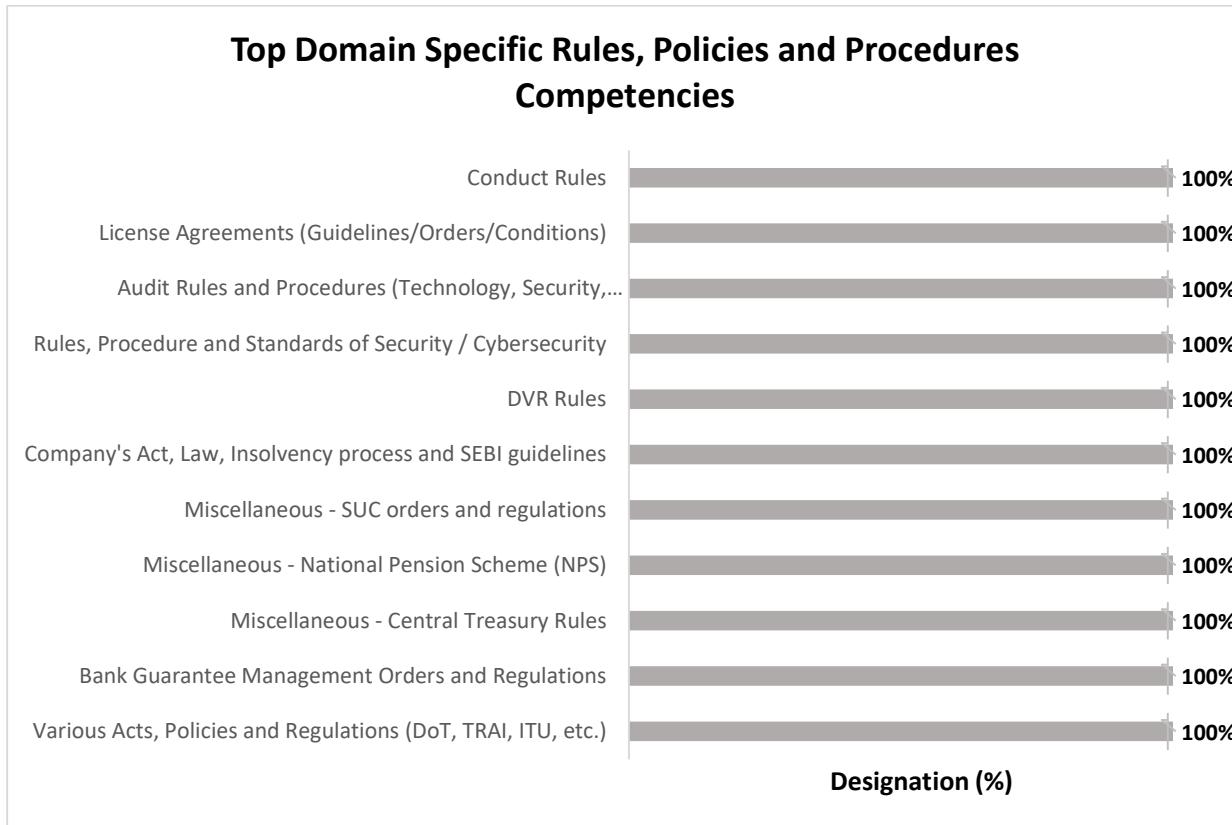
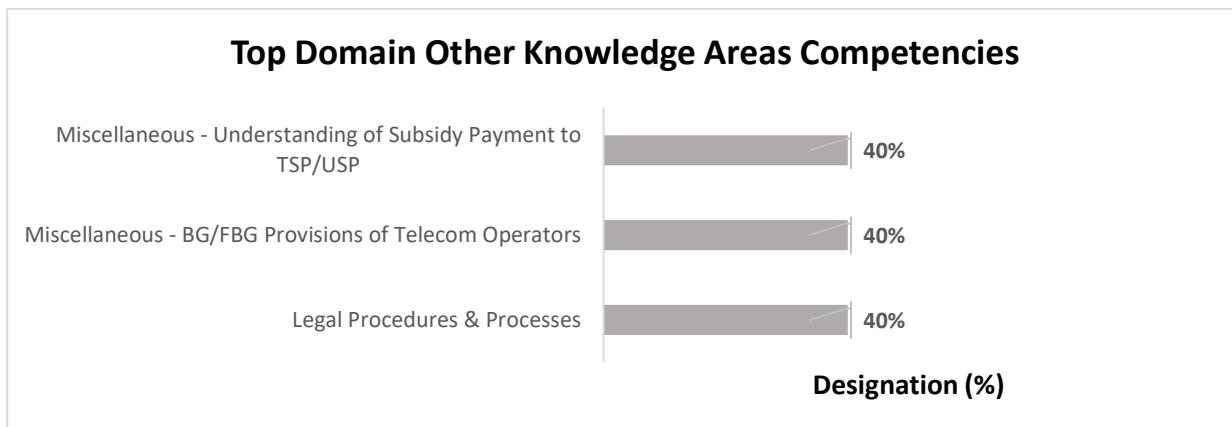


Figure 81: Top Domain Other Knowledge Areas Competencies



### 3.3 Wireless

#### 3.3.1 Wireless Monitoring Organization (WMO)

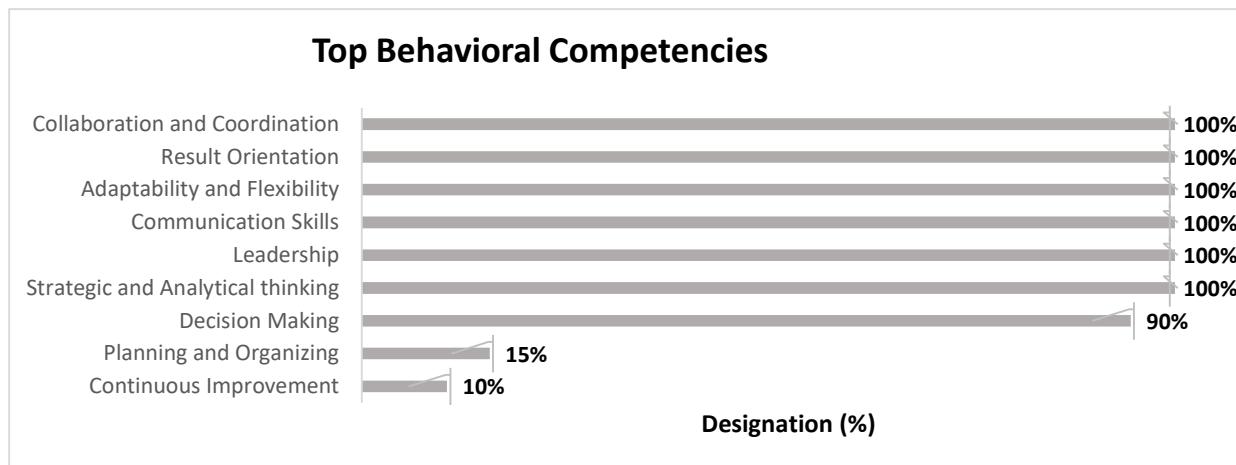
Wireless Monitoring Organization (WMO), a field unit of the WPC Wing, carries out wireless monitoring through a network of 1(one) International Satellite Monitoring Earth Station (ISMES), 5 International Monitoring Stations (IMSs), and 22 Wireless Monitoring Stations (WMSs), strategically located all over India. Wireless Monitoring Organization (WMO) has 9 divisions managed by 6 unique designations.

Number of Divisions	Number of unique Designations	Number of Employees
9	6	216

#### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of WMO employees.

Figure 82: Top Behavioral Competencies



#### Functional Competency needs

The figure below depicts top functional competency requirements of WMO employees.

Figure 83: Top Functional Competencies

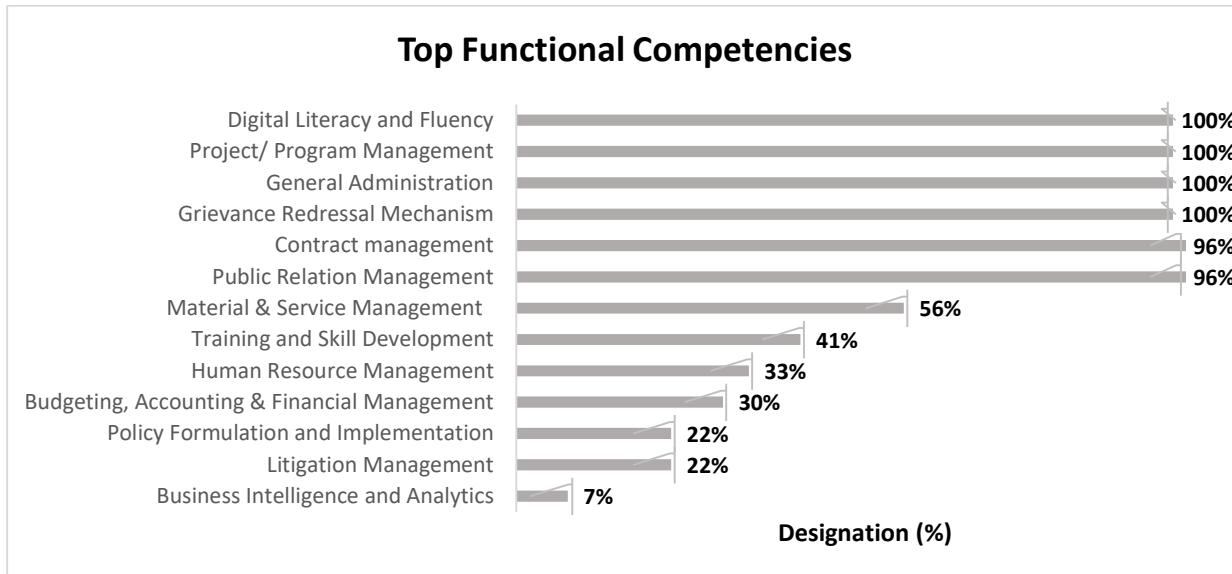


Figure 84: Top Functional Rules, Policies and Procedures Competencies

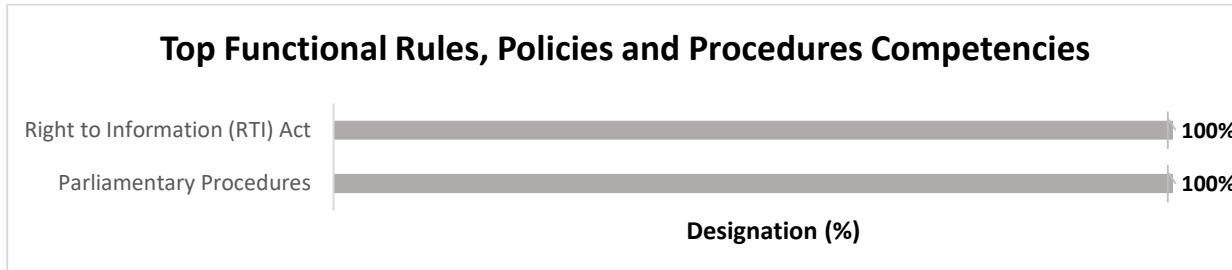
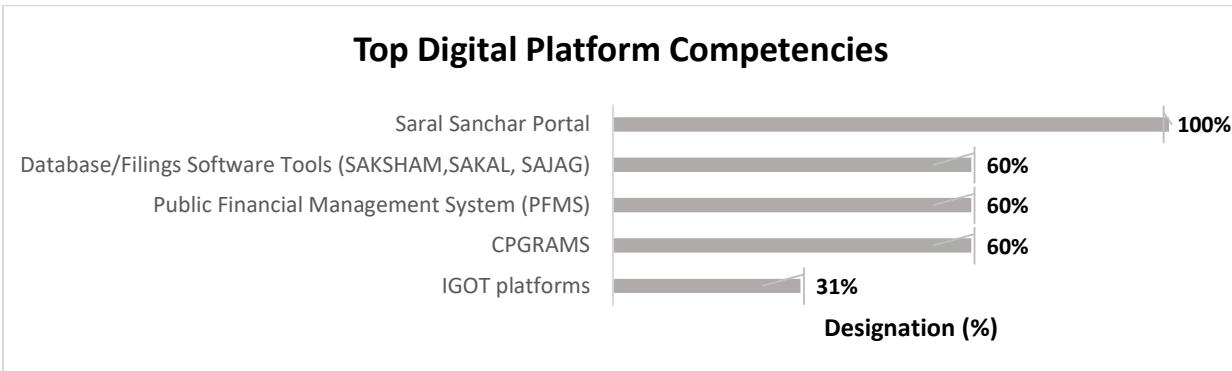


Figure 85: Top Digital Platform Competencies



## Domain Competency needs

The figure below depicts top domain competency requirements of WMO employees.

Figure 86: Top Domain Technology Competencies

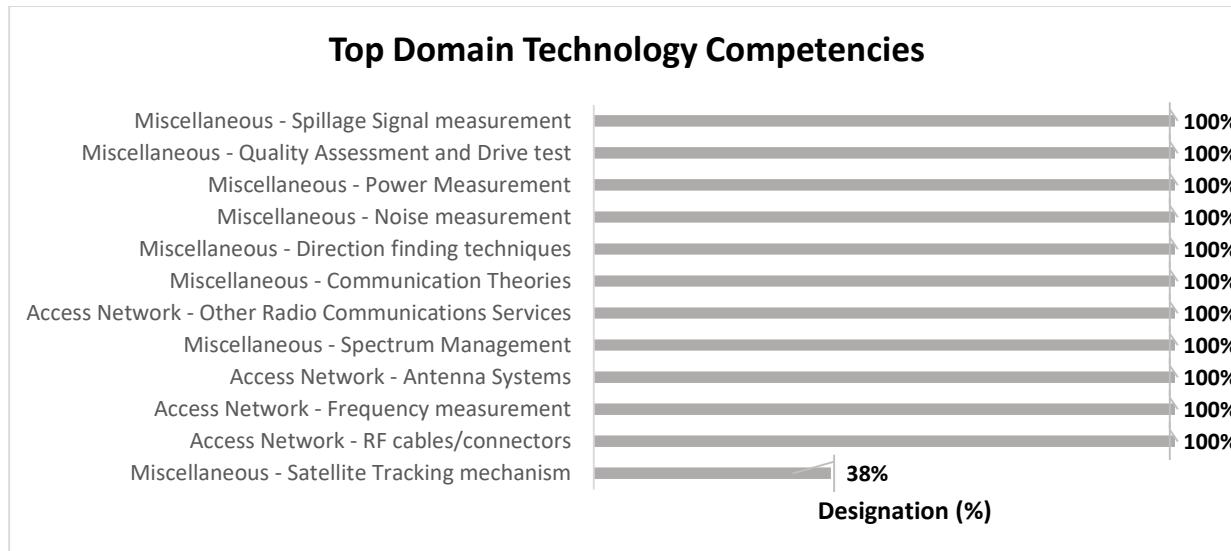


Figure 87: Top Domain Specific Rules, Policies and Procedure Competencies

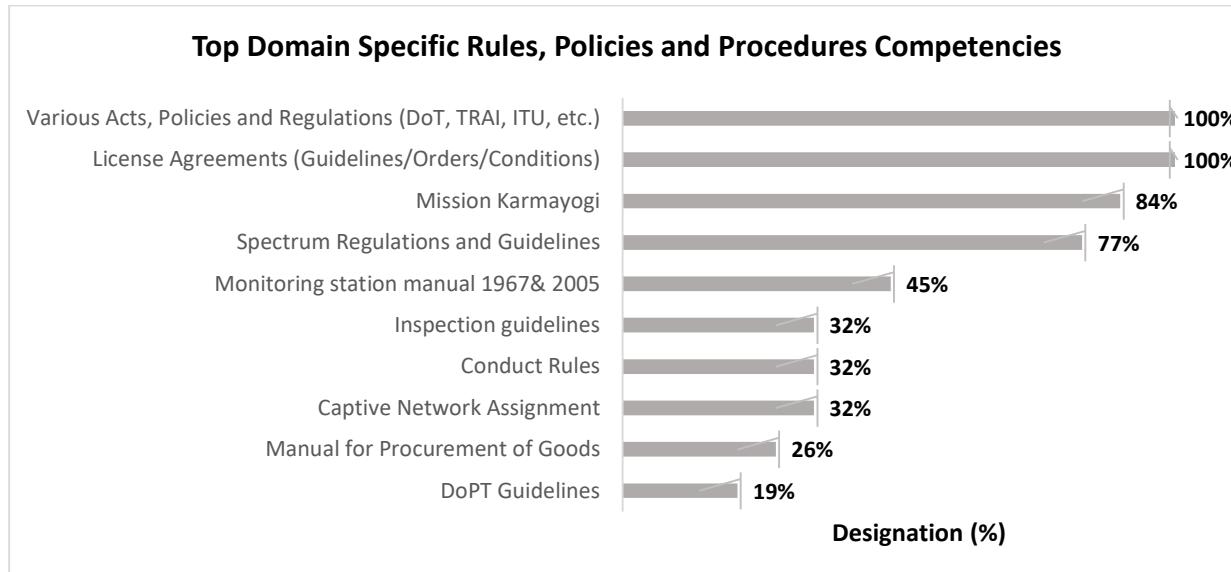


Figure 88: Top Other Domain Knowledge Areas Competencies

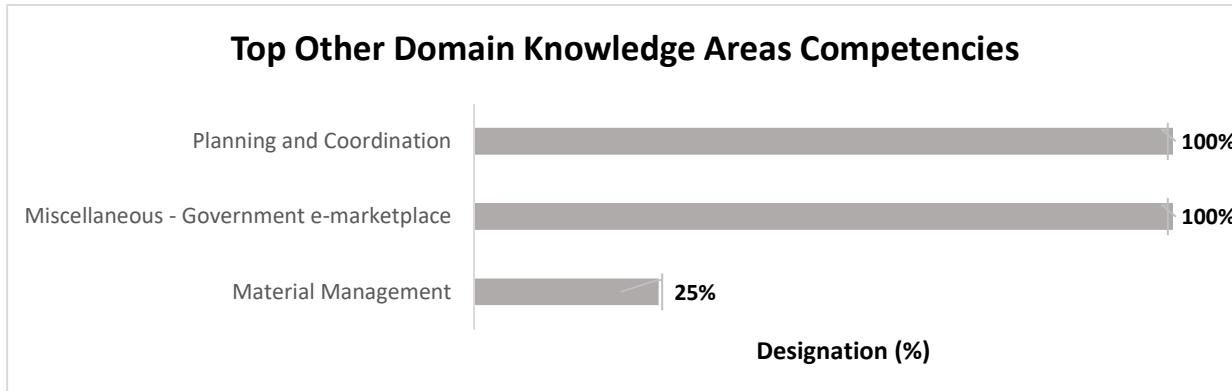
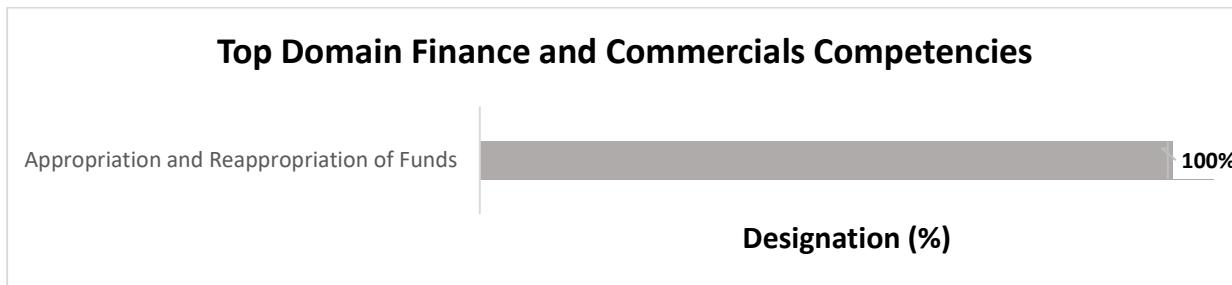


Figure 89: Top Domain Finance and Commercials Competencies



### 3.3.1 Wireless Planning and Coordination (WPC)

It works as National Radio Regulatory Authority responsible for Frequency Spectrum Management, including licensing and caters for the needs of all wireless users (Government and Private) in the country. It exercises the statutory functions of the Central Government and issues licenses to establish, maintain and operate wireless stations. Wireless Planning and Coordination (WPC) has 11 divisions managed by 11 unique designations.

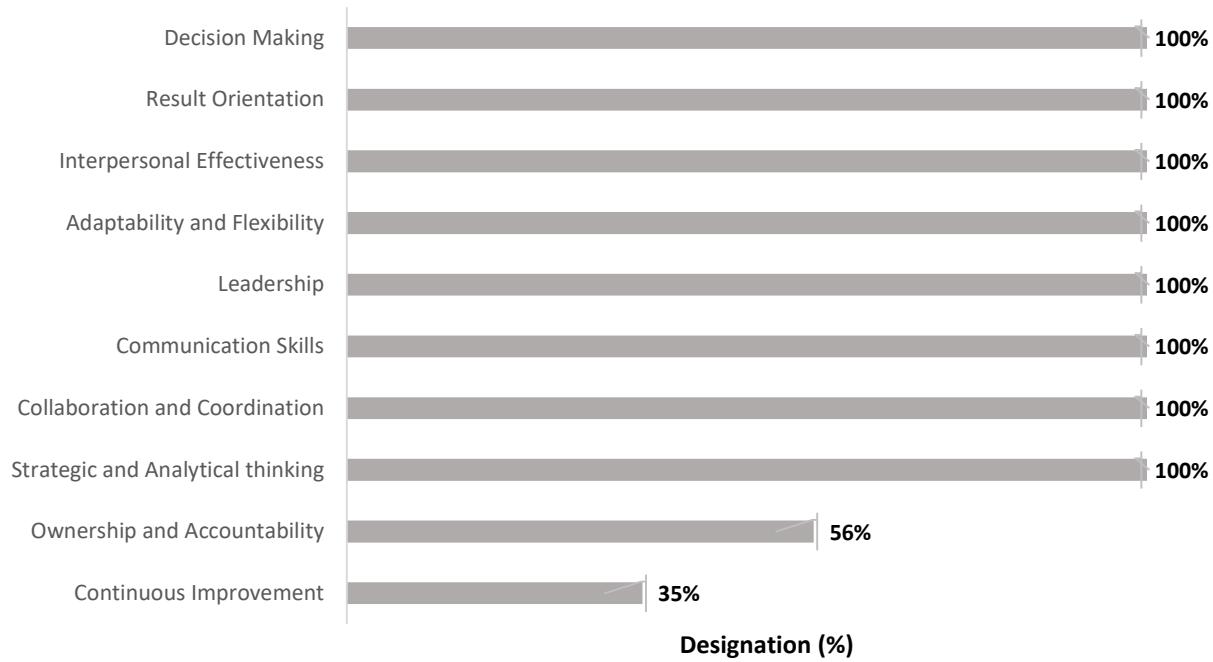
Number of Divisions	Number of unique Designations	Number of Employees
11	11	48

### Behavioral Competency needs

The figure below depicts top behavioral competency requirements of WPC employees.

Figure 90: Top Behavioral Competencies

## Top Behavioral Competencies



## Functional Competency needs

The figure below depicts top functional competency requirements of WPC employees.

Figure 91: Top Behavioral Competencies

## Top Functional Competencies

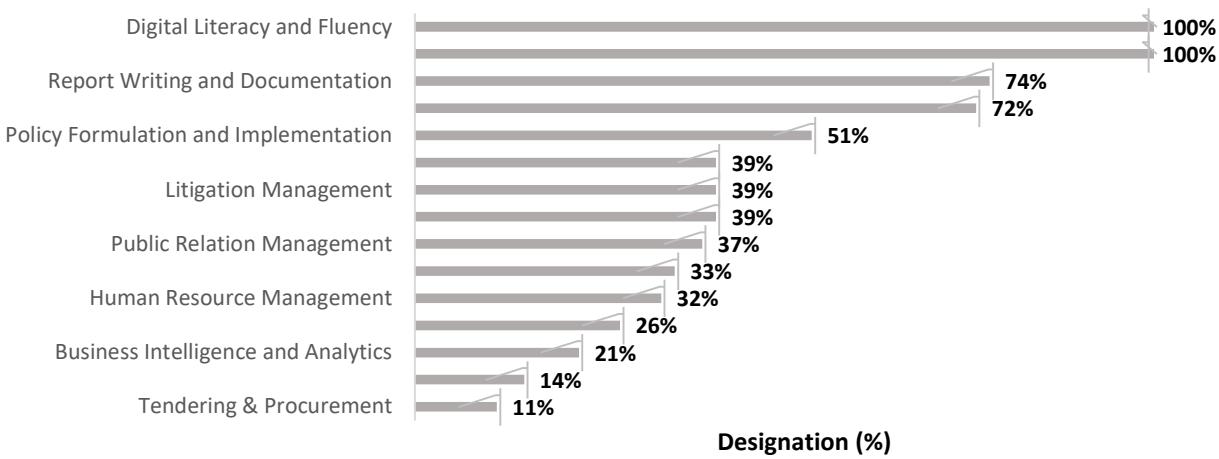


Figure 91 Top Functional Rules, Policies and Procedures Competencies

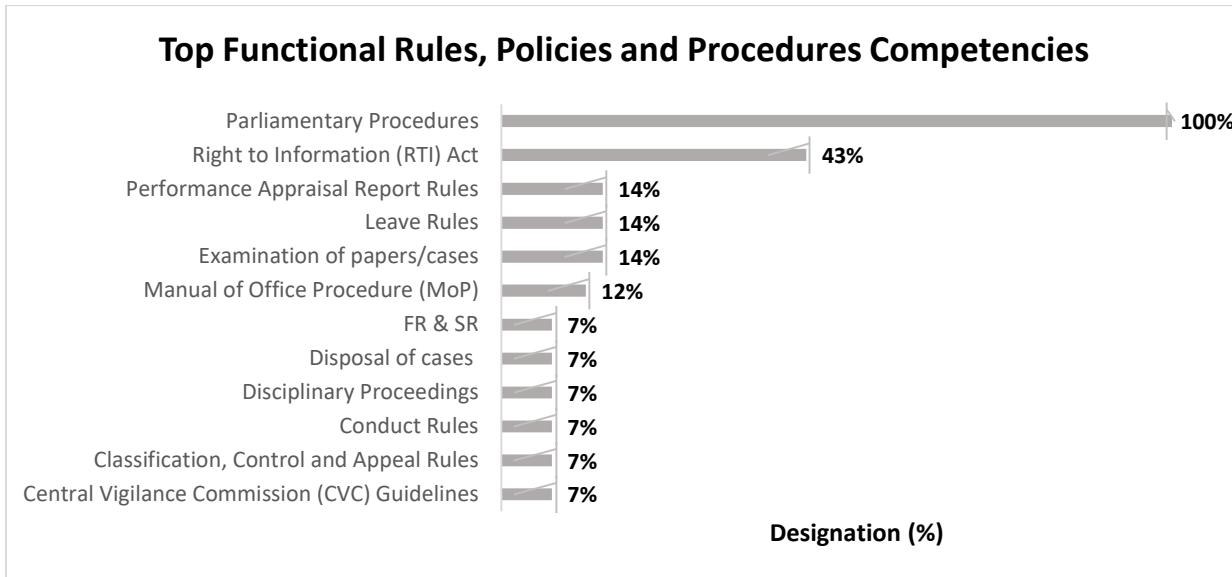
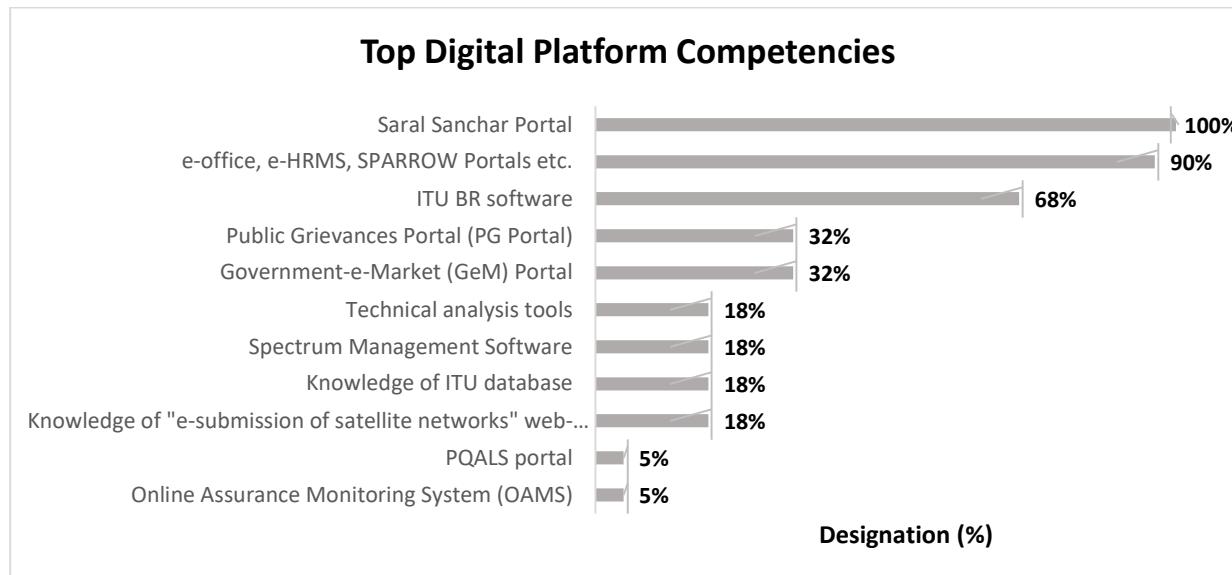


Figure 92: Top Digital Platform Competencies



## Domain Competency needs

The figure below depicts top domain competency requirements of WPC employees.

Figure 93: Top Domain Technology Competencies

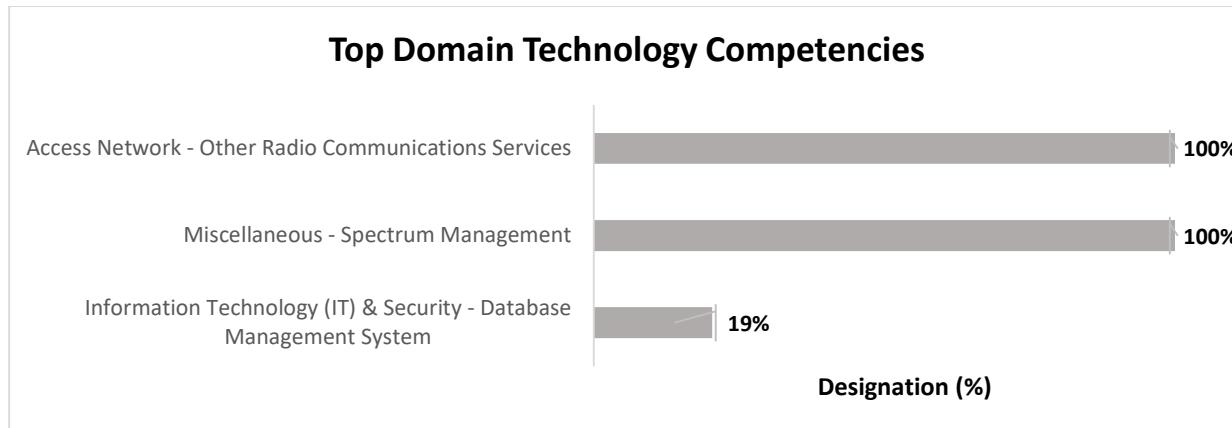


Figure 94: Top Domain Specific Rules, Policies and Procedures Competencies

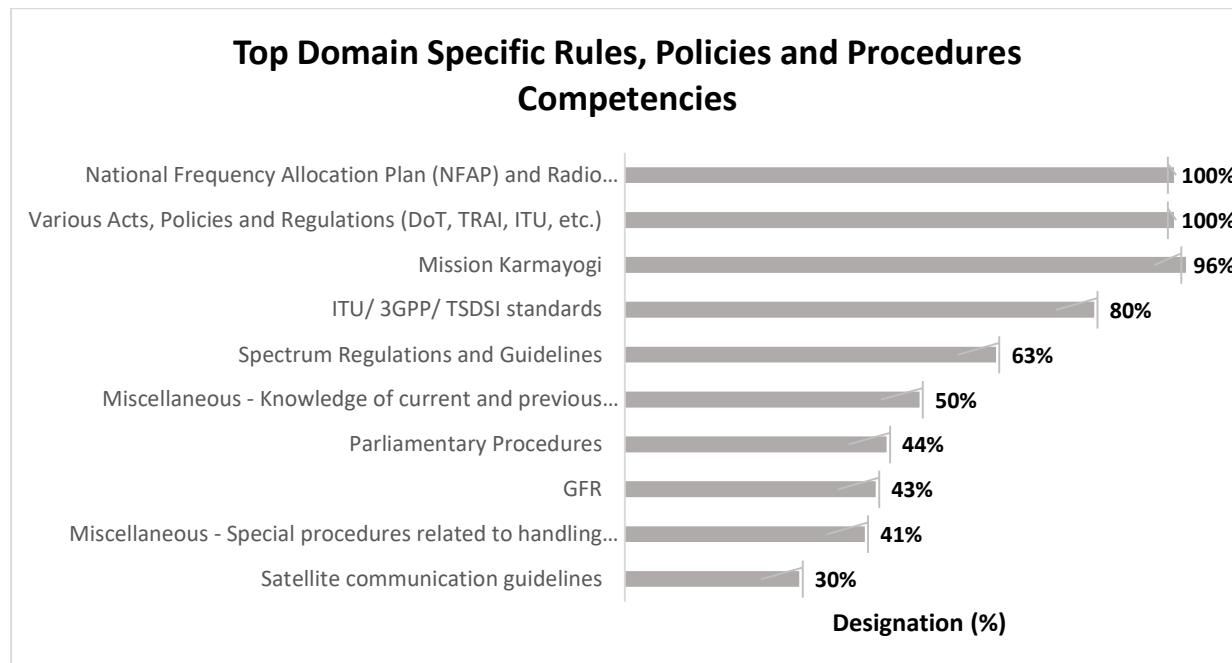
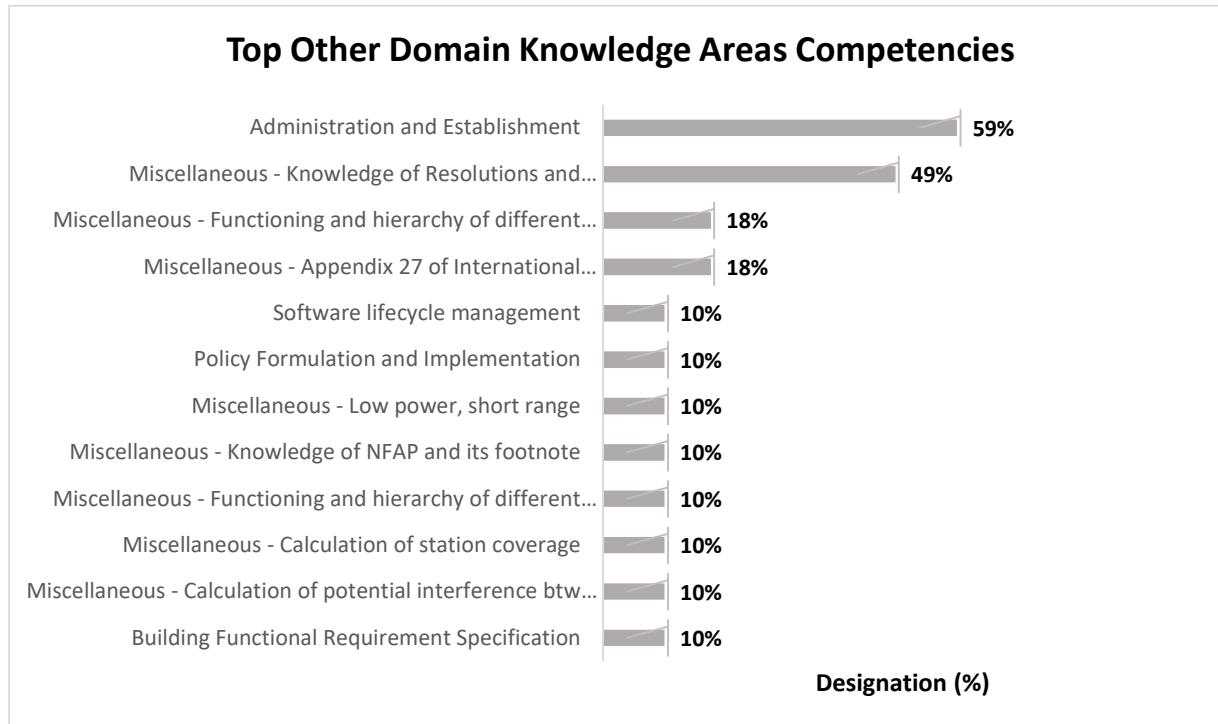


Figure 95: Top Other Domain Knowledge Areas Competencies



## 4. Draft Capacity Building Plan

The previous section identified the competencies which are required to strengthen the effective functioning of the Department. This section covers the elements of capacity building plan and initiatives, which can be considered for strengthening the various competencies of the divisions under the Department.

### 4.1 Individual capacity building initiative (training intervention)

Based on the capacity need assessment, competency across behavioral, functional and domain were identified and revised as per logical groups. Furthermore, the training needs in accordance with the competency were identified in conjunction with the available courses across multiple online and offline training platforms/ institutes. This included following:

- iGOT Karmayogi platform
- Training institutes associated with the following Department
  - National Telecommunications Institute for Policy Research, Innovations & Training (NTIPRIT)
  - National Institute of Communication Finance (NICF)
  - Wireless Monitoring Training & Development Centre (WMTDC)
- Other government training institutes such (non-exhaustive list)
  - Institute of Secretariat Training and Management
  - Ministry of electronics and information technology
  - Telecom Regulatory Authority of India (TRAI)
  - Department of Personnel & Training
  - National Institute of Communication on Finance
  - Indian Institute of Mass Communication
  - Indian Statistical Service Training Division
  - Lal Bahadur Shastri National Academy of Administration
- FutureSkills Prime (joint initiative by NASSCOM and MeitY)
- Government Universities and other academic institutes such as (non-exhaustive list)
  - Indian Institute of Technology (IITs)
  - Indian Institute of Management (IIMs)

**Note:** The CBU of the Department may recommend any external/ private sector led programs across the domain to fulfill competency needs.

### 4.4.1 Immediate priority initiatives

The immediate priority initiatives have been identified in this section based on the domain, functional and behavioral competency requirements identified in section 3, along with above-mentioned training platforms and these can be to be taken up on an urgent basis for high impact. The training for relevant competencies across the categories may be covered through digital training platform - iGOT Karmayogi and FutureSkills Prime (joint initiative by NASSCOM and MeitY).

**Note:** Based on the ease of implementation (ease of modifying existing programs to specific needs, cost and time requirements), the training courses needs to be evaluated by the CBU.

*Table 3: Competencies which can be immediately met by digital training platforms*

Competency Type	Competency Name	CBC - iGoT	MeitY - Future Skills Prime
Behavioral	Adaptability and Flexibility	✓	
	Attention to Details		✓
	Collaboration and Coordination		✓
	Communication Skills	✓	✓
	Consultation & Consensus Building		✓
	Continuous Improvement		✓
	Creativity and Innovation		✓
	Crisis Management		✓
	Critical Thinking and Analysis		✓
	Decision Making		✓
	Diversity and Inclusion	✓	✓
	Effective Delegation	✓	
	Handling Difficult Situations	✓	
	Leadership	✓	✓
	Negotiation		✓
	Respect, Empathy, and Compassion	✓	✓
	Safe & Positive Work Environment	✓	✓
	Self-motivation and Initiative	✓	
Functional	APAR	✓	
	Budgeting, Accounting & Financial Management	✓	
	Central Government Health Scheme (CGHS) Rules	✓	

Competency Type	Competency Name	CBC - iGoT	MeitY - Future Skills Prime
	Change Management		✓
	Classification Control and Appeal rules	✓	
	Conduct Rules	✓	
	Crisis Management	✓	
	Digital Literacy and Fluency	✓	
	Disciplinary Proceeding	✓	
	Environmental Health and Safety	✓	
	FR & SR	✓	
	GeM portal	✓	
	General Administration	✓	
	GFR	✓	
	Innovation Management		✓
	Leave Rules	✓	
	LTC Rules	✓	
	Manual of Office Procedure (MoP)	✓	
	Parliamentary Procedures	✓	
	Policy Formulation and Implementation	✓	
	PPF	✓	
	Presentation Skills	✓	
	Project/ Program Management	✓	✓
	Report Writing and Documentation	✓	
	Resource Management		✓
	Right to Information (RTI) Act	✓	
	Rules, Policies and Procedures	✓	
	Stakeholder Management	✓	
	Training and Skill Development	✓	
	Travelling Allowance Rules	✓	
	Vigilance Administration	✓	
Domain	Access Network - 2G/ 3G/ 4G	✓	
	Access Network - 5G	✓	
	Access Network - Fixed Access Technologies (eg. FTTX)	✓	
	Access Network - Other Radio Communications Services	✓	
	Access Network - Wi-Fi 4/ 5/ 6/ 6E/ 7, WiGig	✓	
	CDR Analysis tool	✓	
	Civil & Power Infrastructure - Battery, Power Plant, E/A, Inverter, Earthing	✓	
	Disaster Management	✓	

Competency Type	Competency Name	CBC - iGoT	MeitY - Future Skills Prime
	Emerging Technologies - Artificial intelligence/ Machine Learning (AL/ML)		✓
	Emerging Technologies - Big Data Analytics		✓
	Emerging Technologies - Blockchain		✓
	Emerging Technologies - Cloud Computing		✓
	Emerging Technologies - Cyber Security		✓
	Emerging Technologies - Extended Reality - Augmented, Virtual and Mixed Reality (AR/VR/MR)		✓
	Emerging Technologies - Internet of Things (IoT)		✓
	Emerging Technologies - Smart Solutions	✓	
	Information Technology (IT) & Security - Miscellaneous	✓	
	License Agreements (Guidelines/Orders/Conditions)	✓	
	Programming languages - Java Programming		✓
	Programming languages - Python Programming		✓
	Programming languages - SQL		✓
	Programming languages - Understanding of Algorithms, Logic Design, Statistical Models		✓
	QGIS tool for tower related information	✓	
	Transport Network - OFC	✓	
	Transport Network - Routing and Switching	✓	
	Web Application Management - Web Development		✓
	Web Application Management - Web management, Information compilation & extraction		✓

#### 4.4.1 Mid – long term priority initiatives

Mid- to long-term efforts may include training initiatives that are specially arranged/ curated/ scheduled according to need and delivered in partnership with inter-Ministerial/ Government/ Commercial institutes. In order to provide such training, the Department may collaborate with government or private institutions. Such institutes may include - Institute of Secretariat Training and Management, Department of Personnel & Training, Indian Statistical Service Training Division, Lal Bahadur Shastri National Academy of Administration, IITs and IIMs.

Table 4: Competencies which can be met in mid - long term

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
Behavioral	Adaptability and Flexibility		✓	<ul style="list-style-type: none"> <li>National Institute of Defense Estates Management</li> </ul>
	Communication Skills	✓	✓	<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> <li>Indian Institute of Mass Communication</li> <li>Indian Railways Institute of Transport Management</li> <li>National Institute of Defense Estates Management</li> <li>IIM Bangalore</li> <li>IIM Lucknow</li> <li>IIT Bombay</li> </ul>
	Confidentiality	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> </ul>
	Conflict Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> <li>National Institute of Defence Estates Management</li> </ul>
	Customer/ Citizen Centricity		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Effective Delegation	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>National Academy of Indian Railways</li> <li>IIM Ahmedabad</li> </ul>

# Capacity Building Commission, Government of India

22<sup>nd</sup> Floor, Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi-110001

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Handling Difficult Situations		✓	<ul style="list-style-type: none"> <li>Central Bureau of Investigation Academy</li> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>Lal Bahadur Shastri National Academy of Administration</li> <li>National Industrial Security Academy</li> <li>Shri Jagjivan Ram Railway Protection Force Academy</li> <li>IIM Ahmedabad</li> <li>IIM Calcutta</li> </ul>
	Interpersonal Effectiveness	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>IIM Ahmedabad</li> <li>IIM Lucknow</li> </ul>
	Leadership	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>Indian Institute of Mass Communication</li> <li>Indian Statistical Service Training Division</li> <li>Indian Railways Institute of Transport Management</li> <li>National Academy of Indian Railways</li> <li>National Institute of Defense Estates Management</li> <li>IIM Ahmedabad</li> <li>IIM Calcutta</li> <li>IIM Lucknow</li> <li>IIM Trichy</li> <li>IIT Roorkee</li> </ul>

# Capacity Building Commission, Government of India

22<sup>nd</sup> Floor, Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi-110001

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Negotiation		✓	<ul style="list-style-type: none"> <li>National Institute of Defense Estates Management</li> <li>SVP National Police Academy</li> <li>IIM Lucknow</li> </ul>
	Openness and Integrity	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>National Institute of Defense Estates Management</li> </ul>
	Organizational Awareness		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> <li>National Institute of Communication on Finance</li> <li>IIM Lucknow</li> </ul>
	Planning and Organizing		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Problem Solving		✓	<ul style="list-style-type: none"> <li>Lal Bahadur Shastri National Academy of Administration</li> </ul>
	Respect, Empathy, and Compassion		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> <li>Institute of Secretariat Training and Management</li> <li>National Institute of Defense Estates Management</li> </ul>
	Result Orientation		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Safe & Positive Work Environment	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>Institute of Secretariat Training and Management</li> <li>Lal Bahadur Shastri National Academy of Administration</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
				<ul style="list-style-type: none"> <li>National Industrial Security Academy</li> <li>National Institute of Defense Estates Management</li> <li>Rafi Ahmed Kidwai National Postal Academy</li> <li>Shri Jagjivan Ram Railway Protection Force Academy</li> </ul>
	Self-motivation and Initiative		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Team / People Management	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>Lal Bahadur Shastri National Academy of Administration</li> </ul>
	Time Management		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> </ul>
Functional	APAR	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> </ul>
	Audit and Assurance	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> </ul>
	Budgeting, Accounting & Financial Management		✓	<ul style="list-style-type: none"> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>National Academy of Indian Railways</li> <li>National Institute of Defense Estates Management</li> <li>National Institute of Financial Management</li> </ul>

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Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Business Intelligence and Analytics		✓	<ul style="list-style-type: none"> <li>Ministry of electronics and information technology</li> <li>IIM Ahmedabad</li> <li>IIT Roorkee</li> <li>IIM Ahmedabad</li> <li>IIT Delhi</li> <li>IIM Calcutta</li> <li>IIM Lucknow</li> </ul>
	Conduct Rules	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> </ul>
	Contract management		✓	<ul style="list-style-type: none"> <li>National Academy of Indian Railways</li> </ul>
	Corruption Act	✓		<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Data Management and Analysis	✓	✓	<ul style="list-style-type: none"> <li>Indian Statistical Service Training Division</li> <li>National Institute of Communication Finance (NICF)</li> </ul>
	Digital Literacy and Fluency		✓	<ul style="list-style-type: none"> <li>Central Bureau of Investigation Academy</li> <li>Institute of Secretariat Training and Management</li> <li>National Industrial Security Academy</li> <li>National Institute of Defense Estates Management</li> <li>Shri Jagjivan Ram Railway Protection Force Academy</li> </ul>
	Dispute Resolution		✓	<ul style="list-style-type: none"> <li>SVP National Police Academy</li> </ul>
	Environmental Health and Safety		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> </ul>

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Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Human Resource Management		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>National Academy of Indian Railways</li> </ul>
	Innovation Management		✓	<ul style="list-style-type: none"> <li>National Academy of Indian Railways</li> </ul>
	International Relations and Management		✓	<ul style="list-style-type: none"> <li>Foreign Service Institute Indian Trainees</li> </ul>
	Litigation Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Pension Rules	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>Institute of Secretariat Training and Management</li> </ul>
	Performance Management		✓	<ul style="list-style-type: none"> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>National Academy of Indian Railways</li> </ul>
	Personnel Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Policy Formulation and Implementation		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> <li>Lal Bahadur Shastri National Academy of Administration</li> <li>National Institute of Defence Estates Management</li> </ul>
	Project/ Program Management		✓	<ul style="list-style-type: none"> <li>Institute of Government Accounts and Finance</li> </ul>

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Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Public Financial Management System (PFMS)	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> </ul>
	Public Relation Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Quality Assurance		✓	<ul style="list-style-type: none"> <li>National Academy of Indian Railways</li> </ul>
	Record Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Report Writing and Documentation	✓	✓	<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>Indian Institute of Mass Communication</li> <li>Institute of Secretariat Training and Management</li> <li>Rafi Ahmed Kidwai National Postal Academy</li> </ul>
	Resource Management		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>National Academy of Indian Railways</li> </ul>
	Right to Information (RTI) Act	✓		<ul style="list-style-type: none"> <li>National Institute of Communication Finance (NICF)</li> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Risk Management		✓	<ul style="list-style-type: none"> <li>Institute of Government Accounts and Finance</li> <li>National Institute of Financial Management</li> </ul>
	Roster Maintenance		✓	<ul style="list-style-type: none"> <li>Rafi Ahmed Kidwai National Postal Academy</li> </ul>

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Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Security Management		✓	<ul style="list-style-type: none"> <li>Central Bureau of Investigation Academy</li> </ul>
	Service Management/ Operations & Maintenance		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Stakeholder Management		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> <li>Institute of Government Accounts and Finance</li> <li>Institute of Secretariat Training and Management</li> <li>National Academy of Indian Railways</li> </ul>
	Startup and Innovation		✓	<ul style="list-style-type: none"> <li>National Academy of Indian Railways</li> </ul>
	Strategic Planning and Management		✓	<ul style="list-style-type: none"> <li>Institute of Secretariat Training and Management</li> </ul>
	Tendering & Procurement		✓	<ul style="list-style-type: none"> <li>Indian Railways Institute of Transport Management</li> </ul>
	Training and Skill Development		✓	<ul style="list-style-type: none"> <li>Indira Gandhi National Forest Academy</li> <li>Institute of Secretariat Training and Management</li> <li>Lal Bahadur Shastri National Academy of Administration</li> <li>SVP National Police Academy</li> </ul>
	Vigilance Administration		✓	<ul style="list-style-type: none"> <li>Central Bureau of Investigation Academy</li> <li>Institute of Secretariat Training and Management</li> <li>Rafi Ahmed Kidwai National Postal Academy</li> <li>SVP National Police Academy</li> </ul>
Domain	Access Network - 5G	✓		<ul style="list-style-type: none"> <li>National Telecommunications</li> </ul>

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Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
				Institute for Policy Research, Innovation & Training (NTIPRIT)
	Access Network - Other Radio Communications Services	✓		<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Emerging Technologies - Big Data Analytics		✓	<ul style="list-style-type: none"> <li>National Industrial Security Academy</li> <li>Indian Statistical Service Training Division</li> <li>Institute of Secretariat Training and Management</li> <li>Indian Railways Institute of Transport Management</li> <li>National Academy of Indian Railways</li> <li>Ministry of electronics and information technology</li> <li>IIT Bombay</li> <li>IIT Roorkee</li> <li>IIM Bangalore</li> <li>IIM Kozhikode</li> </ul>
	Emerging Technologies - Cyber Security	✓	✓	<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> <li>SVP National Police Academy</li> <li>Central Bureau of Investigation Academy</li> <li>National Academy of Indian Railways</li> </ul>
	Emerging Technologies - Internet of Things (IoT)		✓	<ul style="list-style-type: none"> <li>Indian Institute of Mass Communication</li> </ul>

Competency Type	Competency Name	DoT - Training Institute	Other Training Institutes	Name of Institutes
	Emerging Technologies - Satellite Communication	✓		<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Market Landscape - International Standards of various telecom/ICT products	✓		<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Miscellaneous - Geographical knowledge of LSA	✓		<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>
	Miscellaneous - Knowledge of working of Mobile, OFC, Satellite, Submarine & other communication technologies	✓		<ul style="list-style-type: none"> <li>National Telecommunications Institute for Policy Research, Innovation &amp; Training (NTIPRIT)</li> </ul>

## 4.2 Organizational capacity building initiative (non-training intervention)

To support capacity building plan, organizational interventions are imperative. These are initiative that improve the shared aspect within which officials across the Department operate. This includes interventions across processes, resources and assets, partnership and relationship, technology and data and personnel management. Table 5 showcases key potential organizational interventions across various afore-mentioned categories which can be further deliberated to formalize action plans. However, considering the nature of these potential interventions, further in-depth study may be required to develop an implementation strategy for the same.

Table 5: Potential organizational interventions

Intervention Type	Category	Actionable items
Processes	Knowledge generation and management	<ul style="list-style-type: none"> <li>Process and output documentation: Documenting all processes and related outputs of DoT such that they are easily accessible</li> <li>Knowledge transfer: Knowledge transfer sessions between the officials at peer level shall be conducted for sharing the work experiences</li> </ul>
Resources and Assets	Infrastructure development	<ul style="list-style-type: none"> <li>Establishment of labs with proper budget allocation for TEC</li> <li>Documenting case studies of successful projects/ programs/ schemes conducted by DOT</li> </ul>
Partnerships and Relationships	Partner and outreach program	<ul style="list-style-type: none"> <li>Outreach system for citizens through mobile/ web-based applications/contact center for DoT schemes and initiatives</li> <li>Partnership/ membership of Standard Developing Organizations (SDO) for example O-RAN alliance, IEEE</li> </ul>
Technology and data	Data and Asset Management	<ul style="list-style-type: none"> <li>A centralized repository to be created for all assets of DoT for having a 360-degree view of all assets</li> <li>All organizational data such as vigilance matters, reply to parliament queries etc. (but not limited to) shall be centrally stored in a repository to facilitate preventive measures</li> </ul>
Personnel Management	Training Support (Learning and Development)	<ul style="list-style-type: none"> <li>Continues support of Capacity Building Unit (CBU) for leading the L&amp;D function for DoT</li> <li>Deployment of a web based online portal for tracking the training courses to be taken up by DoT officials in online/ offline mode</li> <li>Hiring/appointing/bringing onboard Subject Matter Experts (non-trainers) either on a part-time or full-time basis</li> </ul>

**Note:** These interventions need to be evaluated by CBU for formalizing initiatives and action plans

### 4.3 Draft action plan for non-training and training intervention (under progress)

Based on the above non-training and training interventions, actionable plan to address the capacity need is expected to be jointly developed with the CBU of the Department including the training calendar for improving individual.

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# Annexures

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## Annexure 1 – Vertical / Sub-vertical & Divisions i.e., Roles

Vertical	Sub-Vertical	Division	Division Responsibilities
Telecom	Director General of Telecommunication (DGT)	Licensing Compliance	<ol style="list-style-type: none"> <li>1. Checking of the service compliance by the licensee in respect of the license conditions and any directions issued by the licensor in public interest.</li> <li>2. Matters related to Electro Magnetic Radiation (EMR) emission from Telecom installations &amp; Tarang Sanchar Portal</li> <li>3. Subscriber Document Verification with the objective to ascertain whether the mobile service operators are following the DoT guidelines for Subscriber verification before providing connections</li> <li>4. Service Testing of various Licensed Service Providers in the License area and checking roll-out obligation as per license condition</li> <li>5. Issues related to Mobile Number Portability</li> <li>6. Advocacy and Public Awareness on related matters</li> </ol>
Telecom	Director General of Telecommunication (DGT)	Licensed Service Areas (LSA) Admin	<ol style="list-style-type: none"> <li>1. Grievance redressal of subscribers in respect of deficiency by various operators and interaction on social media.</li> <li>2. Responding RTI queries.</li> <li>3. Training &amp; Skill Development</li> <li>4. Holding of workshops, conferences and presentations</li> <li>5. Responding to Parliamentary matters</li> <li>6. Handling Court cases</li> <li>7. Other regular administrative works</li> </ol>
Telecom	Director General of Telecommunication (DGT)	Technologies	<ol style="list-style-type: none"> <li>1. Inspections of Telecom Service Providers [Access Service, NLD, ILD, ISP, OSP, IP, VSAT, etc. ]</li> <li>2. OSP Registrations.</li> <li>3. Assistance in natural calamities or emergency situations.</li> <li>4. Verification of VLR data</li> <li>5. Matters related to NOC for selling of the global calling cards, international SIMs etc.</li> <li>6. Ascertaining that the licensee is providing the services within permitted area Time synchronization of Telecom Networks</li> <li>7. Secured Dedicated Communication Network</li> <li>8. Interconnect Exchange</li> </ol>

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Telecom	Director General of Telecommunication (DGT)	Security & Rural	<p><b>SECURITY:</b></p> <ol style="list-style-type: none"> <li>1. Agencies and Telecom Service Providers</li> <li>2. Operation and Maintenance of CMS/ IMS</li> <li>3. Curbing illegal activities/ Control over clandestine / illegal operation of telecom networks</li> <li>4. To file FIR against culprits, issue notices indicating violation of conditions of various Acts in force</li> <li>5. Analysis of call/subscription/traffic data of various licensees</li> <li>6. Security related Inspection of Internet Lease Line, International/ National Private Leased Circuit</li> <li>7. Detection and Analysis of Non-genuine IMEI cases</li> <li>8. Security Audit of Telecom Network of Service Provider</li> <li>9. Advocacy and Public Awareness on related matters</li> </ol> <p><b>RURAL:</b></p> <ol style="list-style-type: none"> <li>1. Right of Way (RoW) related issues and coordination with State Governments.</li> <li>2. Network coverage/connectivity of villages for Direct Benefit Transfer (DBT) mission and of</li> <li>3. Banks in rural areas under Financial Inclusion Planning (FIP)</li> <li>4. Inspection of LWE &amp; USOF sites for technical compliance being funded by DoT</li> <li>5. Implementation of Environmentally sustainable Technologies in rural areas</li> <li>6. Advocacy and Public Awareness on related matters</li> </ol>
Telecom	Licensing Service Area (LSA)	Admin & HR Vertical	<ol style="list-style-type: none"> <li>1. Grievance Redressal of subscribers in respect of deficiency by various operators and interaction on social media.</li> <li>2. Responding RTI queries.</li> <li>3. Training &amp; Skill Development</li> <li>4. Holding of workshops, conferences and presentations</li> <li>5. Responding to Parliamentary matters</li> <li>6. Handling Court cases</li> <li>7. Other regular administrative works</li> <li>8. Advocacy and Public Awareness on related matters</li> </ol>
Telecom	Licensing Service Area (LSA)	Compliance	<ol style="list-style-type: none"> <li>1. Checking of the service compliance by the licensee in respect of the license conditions and any directions issued by the licensor in public interest.</li> <li>2. Matters related to Electro Magnetic Radiation (EMR) emission from Telecom installations &amp; Tarang Sanchar Portal</li> <li>3. Subscriber Document Verification with the objective to ascertain whether the mobile service operators are following the DoT guidelines for Subscriber verification before providing connections</li> <li>4. Service Testing of various Licensed Service Providers in the Licence area and checking roll-out obligation as per license condition</li> <li>5. Issues related to Mobile Number Portability</li> <li>6. Advocacy and Public Awareness on related matters</li> </ol>
Telecom	Licensing Service Area (LSA)	Rural	<ol style="list-style-type: none"> <li>1. Right of Way (RoW) related issues and coordination with State Governments.</li> <li>2. Network coverage/connectivity of villages for Direct Benefit Transfer (DBT) mission and of</li> <li>3. Banks in rural areas under Financial Inclusion Planning (FIP)</li> <li>4. Inspection of LWE &amp; USOF sites for technical compliance being funded by DoT</li> </ol>

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			5. Implementation of Environmentally sustainable Technologies in rural areas 6. Advocacy and Public Awareness on related matters.
Telecom	Licensing Service Area (LSA)	Security	1. Agencies and Telecom Service Providers 2. Operation and Maintenance of CMS/ IMS 3. Curbing illegal activities/ Control over clandestine / illegal operation of telecom networks 4. To file FIR against culprits, issue notices indicating violation of conditions of various Acts in force 5. Analysis of call/subscription/traffic data of various licensees 6. Security related Inspection of Internet Lease Line, International/ National Private Leased Circuit 7. Detection and Analysis of Non-genuine IMEI cases 8. Security Audit of Telecom Network of Service Provider
Telecom	Licensing Service Area (LSA)	Technology	1. Assistance in natural calamities or emergency situations. 2. Verification of VLR data 3. Matters related to NOC for selling of the global calling cards, international SIMs etc. 4. Ascertaining that the licensee is providing the services within permitted area Time synchronization of Telecom Networks 5. Secured Dedicated Communication Network 6. Interconnect Exchange 7. Advocacy and Public Awareness on related matters 8. Inspections of Telecom Service Providers [Access Service, NLD, ILD, ISP, OSP, IP, VSAT, etc. ) 9. OSP Registrations 10. Telecommunication services in response to Disaster (Disaster Management)
Telecom	NTIPRIT	Admin	1. Grievance Redressal of subscribers in respect of deficiency by various operators and interaction on social media.
Telecom	NTIPRIT	Training	1. Planning & Execution of Capacity Building Programmes for fulfilling the internal requirements of department
Telecom	NTIPRIT	Information and Communications Technologies (ICT)	1. Conduction of trainings pertaining to Information & Communication Technologies
Telecom	NTIPRIT	Tx	1. Implementation of capacity building programs in Transmission and NGS
Telecom	NTIPRIT	Wireless Access (WA)	1. Training Infrastructure Management in terms of Lab commissioning
Telecom	NTIPRIT	Telecommunication Standards (TS)	1. Implementation of capacity building programs in Telecom Security.
Telecom	TEC	Admin_P&T	1. Administration of TEC all activities related to Building & Electrical works. 2. Preparation of weekly / monthly statement regarding major achievements TEC to DoT. 3. Issue of various certificates & maintenance of its record and updating on TEC website thereof. 4. Providing support for various arrangements in extracurricular activities. 5. Labs and other Telecom Equipment. 6. Housekeeping, Hiring of Vehicles.

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			<ul style="list-style-type: none"> <li>7. AMC of Computers and peripherals.</li> <li>8. Printing of TEC magazine, TEC newsletter and technical releases.</li> <li>9. Stationery items, staff items and contingency items.</li> </ul>
Telecom	TEC	Conformity Assessment (CA)	<ul style="list-style-type: none"> <li>1. Testing Labs as TEC Conformity Assessment Bodies (CABs)</li> <li>2. Handling Training and Skill Development</li> </ul>
Telecom	TEC	Regional TEC (RTECs)	<ul style="list-style-type: none"> <li>1. Regional Telecom Engineering Centers (RTECs) are responsible for testing and certification of products, equipment and systems.</li> <li>2. It carries out Certification &amp; Approval of Telecom Products against TEC standards/specifications i.e.GR/IR/ER of TEC or applicant's own specifications.</li> <li>3. RTECs carry out testing, evaluate the test reports and accord approval for issue of Type Approval Certificate (TAC)/ Interface Approval certificate (IAC)/ Certificate of Approval (COA).</li> <li>4. RTECs also carry out evaluation of test reports for MTCTE certification and recommends for issue of MTCTE certificate to TC Division.</li> </ul>
Telecom	TEC	Convergence & Broadcasting (C&B)	<ul style="list-style-type: none"> <li>1. Formulation of TEC Standards/Specification</li> <li>2. National Working Group (NWG) for contribution to Study Groups of ITU-T</li> <li>3. Testing and certification of CAS &amp; SMS</li> <li>4. Fairness assessment of Artificial Intelligence and Machine Learning</li> <li>5. Development and Maintenance of TEC Website and Standard Portal</li> </ul>
Telecom	TEC	Regional Coordination (RC)	<ul style="list-style-type: none"> <li>1. Co-ordination of activities related to testing &amp; certification of telecom products of the RTECs and their interaction with the divisions of TEC, HQ.</li> <li>2. Administration of Type Approval/ Interface Approval process.</li> <li>3. Issue of various approval certificates viz Interface/Type/Technology/Certificate of Approval.</li> <li>4. Verification of standard documents ( erstwhile GR/IR/SD/SR) &amp; Test Guide(TSTP) sent by the divisions w.r.t maintaining uniformity across divisions before its issue/release/upload.</li> <li>5. Modification/Update of certification procedure and other voluntary certification related documents.</li> <li>6. Issue of clarification to various approvals and maintenance of repository of TEC documents.</li> </ul>
Telecom	TEC	Mandatory Testing & Certification Of Telecommunication Equipment (MTCTE)	<ul style="list-style-type: none"> <li>1. Consultation with stakeholders.</li> <li>2. Preparation of Proposals for launch of different phases of MTCTE after analysis</li> <li>3. Administering MTCTE Certification</li> <li>4. MTCTE and NSCS Harmonization</li> <li>5. MTCTE surveillance</li> </ul>
Telecom	TEC	Indigenous Manufacturing Promotion & TBT	<ul style="list-style-type: none"> <li>1. The Government of India, Ministry of Commerce has designated Telecom Engineering Centre (TEC) as the WTO-TBT Enquiry Point under the Agreement on Technical Barriers to Trade of the World Trade Organization (WTO) to answer all reasonable inquiries from other members and interested parties concerning standards, technical regulations and conformity assessment procedures related to telecom sector.</li> </ul>

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		Enquiry Point (IMP & TEP)	2. Also, Ministry of Communications is the Nodal Ministry for implementation of Telecom Products Notifications issued in furtherance of Public Procurement Preference to Make in India (PPP-MII) Order 2017. 3. This is the Nodal Division for WTO-TBT Enquiry Point and PPP-MII Order for Telecom products and services.
Telecom	TEC	Standardization (STD)	1. Coordination with National and International Standardization bodies
Telecom	TEC	Future Networks (FN)	1. Future Network & Technology such as Artificial Intelligence (AI), Big Data, etc. – Study and Standardization activities. 2. Wire Interface Telecommunication Equipment such as 2-Wire Telephone, Cordless Telephone, Fax Machine, Modem, Point of Sales (POS) device, Conferencing equipment etc. – Standardization activities. 3. Technical support to DoT and other Govt Departments. 4. National Working Groups/Study Groups (NWG-12 & NWG16) corresponding to ITU-T Study Groups (SGs) and Contributions to ITU-T and other International Standardization Bodies. 5. Quarterly Rolling Plans (QRPs) for technical contributions and foreign visits of TEC officers. 6. PPDR (Public Protection & Disaster Relief) Application.
Telecom	TEC	Transmission (TX)	1. TEC Standards/ Specifications Formulation 2. Supervising MTCTE Activities 3. NWG activities for contribution to ITU-T Study Group 4. Technical Inputs on Transmission Technologies
Telecom	TEC	Information Technology (IT)	1. IT Division deals with emerging technologies such as Cloud Computing, Quantum Computing, Data Centres, etc. 2. Information Technology (IT) Division is responsible for framing the Generic Requirements (GR)/ Interface Requirements (IR)/ Service Requirements (SR)/ Standards (SD)/ Essential Requirements (ER) and associated Test Schedule & Testing Procedures (TSTP) for Routing devices (Routers in Core, Edge & Access Network), Ethernet/ IP switching devices (layer 2 Switches & Layer 3 Switches), Storage devices, Servers, Network Security products (Firewall, IPS, and IDS & UTM), Clock and timing Synchronization equipment and other networks devices. All these are main elements of Telecom Network. 3. IT Division deals with standardization requirements for latest technologies like Virtualization, SDN, NFV, and Cloud Computing. Standardization and Testing of these technologies is essential for the evolution of automated Next Generation Networks, which form the underlying infrastructure for the applications/ use cases of 5G and future Internet of Things. 4. In addition to the above core technology related works, IT division is also handling IT services related project works such as LAN Upgradation work, Website development and maintenance, Intranet of TEC, Wi-Fi network of TEC.
Telecom	TEC	Mobile Technologies (MT)	1. Formulation of TEC Standards and Essential Requirements (ERs) for Mobile related products 2. National Working Group for contribution to Study Group-13 of ITU-T 3. Adoption of standards as National Standards. 4. Formulation of ERs/IRs/GRs/ TSTPs related to Mobile Technologies and Conversion of GRs/ IRs into Standards. 5. Preparation of white papers/ study papers on latest technologies in the field of Mobile Technologies. 6. National Working Group-13 corresponding to ITU-T SG-13: Future networks, with focus on IMT-2020, cloud computing and trusted network infrastructures.
Telecom	TEC	Radio (R)	1. Preparation and review of Generic Requirements / Interface Requirements, Test Schedule / Test Procedures for Terrestrial Radio Communication & Satellite communication equipment.

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			<ol style="list-style-type: none"> <li>2. Testing / Evaluation and Field Trials of Radio and Satellite communication equipment to be introduced in Indian Telecom Network.</li> <li>3. Electromagnetic Interference &amp; Electromagnetic Compatibility (EMI/EMC) Standard.</li> <li>4. Radio wave propagation Studies.</li> <li>5. Chairman of the National Working Group corresponding to ITU-T SG-5: Electromagnetic &amp; Climate Change.</li> <li>6. Participation in National Working Group corresponding to ITU-R SG-5: Terrestrial Services.</li> <li>7. Technical support to DoT for new satellite-based services.</li> <li>8. Participation in TAG (Technical Advisory Group) of ICC (INSAT Coordination Committee).</li> <li>9. Participation in APEX Committee meetings for examining proposals for telecom services and broadcasting services on satellite media from regulatory as well technical angle.</li> <li>10. Participation in WRC Committee's and APT Forums on frequency co-ordination.</li> <li>11. Participation in Inter-System Satellite Coordination meetings.</li> </ol>
Telecom	TEC	Telecom Security (TS)	<ol style="list-style-type: none"> <li>1. Setting up of security lab</li> <li>2. Upgradation of Control Lab to support testing of 5G Core</li> <li>3. Handling National Working Group (NWG) activities for contribution to ITU-T Study Group</li> </ol>
Telecom	TEC	Next Generation Networks (NGN)	<ol style="list-style-type: none"> <li>1. Conformance and Interoperability testing of telecom equipment</li> <li>2. Evaluation of Test Reports and Certification</li> </ol>
Telecom	TEC	Internet of Things (IoT)	<ol style="list-style-type: none"> <li>1. Study of Machine to Machine (M2M) communications / Internet of Things (IoT) to finalize specifications for Indian ecosystem in sync with global SDOs.</li> <li>2. Framing GR / IR/ ER for the devices related to M2M / IoT domain.</li> <li>3. Providing technical / policy inputs to DoT, BIS, TSDSI, NITI Aayog and MoHUA on M2M / IoT and 5G related issues</li> <li>4. Preparing Technical Papers.</li> </ol>
Telecom	TEC	6G Technologies	<ol style="list-style-type: none"> <li>1. 6G Technologies</li> <li>2. Quantum Communication Technologies</li> <li>3. Next Generation Passive Optical Network</li> <li>4. Green Telecommunication</li> <li>5. Emergency and Mission Critical Communication (Public Protection and Disaster Relief).</li> </ol>
Telecom	DOT_HQ	Access Service (AS)	<ol style="list-style-type: none"> <li>1. Formulation of license policies, issuance of various licenses</li> <li>2. Manage numbering resources, security clearance to foreign personnel of licensees, process License violation cases</li> <li>3. Formulation of draft note for Digital Communication Commission and Cabinet Notes, Analyses and Examines the proposals relating to transfer/ merger of various categories of telecommunication service licenses/ authorization under Unified License (UL) on compromise</li> <li>4. Arrangements and amalgamation of the companies and Policy Analysis and Formulation for orderly growth of Telcom sector</li> </ol>
Telecom	DOT_HQ	Admin	<ol style="list-style-type: none"> <li>1. Grievance Redressal of subscribers in respect of deficiency by various operators and interaction on social media.</li> <li>2. Responding RTI queries.</li> <li>3. Training &amp; Skill Development</li> <li>4. Holding of workshops, conferences and presentations</li> </ol>

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			<ul style="list-style-type: none"> <li>5. Responding to Parliamentary matters</li> <li>6. Handling Court cases</li> <li>7. Other regular administrative works</li> <li>8. Advocacy and Public Awareness on related matters</li> </ul>
Telecom	DOT Finance	Budget and Public Enterprise Finance (B&PEF)	<ul style="list-style-type: none"> <li>1. Vetting of PSUs proposals relating to raising money through market loans, shares, disinvestments etc.</li> <li>2. Scrutiny/Vetting of MoUs w.r.t PSUs under DoT.</li> <li>3. Analysis of Annual Report of PSUs and also monitoring &amp; accounting of dividend received from PSUs.</li> <li>4. Examination and granting approval for financial proposals of PSUs and Autonomous Body under DoT beyond the power of their Board of Directors.</li> <li>5. Examination of the proposals relating to Pay Fixation and terms &amp; conditions of appointment of Board Level officers of PSUs and Director of C-DOT and their Pay Fixation.</li> </ul>
Telecom	DOT_HQ	Capacity Building and Training (CB&T)	<ul style="list-style-type: none"> <li>1. Implementation of Capacity Building Programs</li> <li>2. Nomination of ITS / BWS officers for long/ short term training programmes / seminars / workshops</li> <li>3. Preparation of Training Plans and Policies</li> <li>4. Handling of Budget and Administrative matters</li> <li>5. Implementation of Mid-Career Training Programme (MCTP) of ITS officers</li> <li>6. Implementation of Mission Karmayogi</li> <li>7. Handling Training matters pertaining to NTIPRIT, DoPT, NTP, NDCP</li> </ul>
Telecom	DOT_HQ	Carrier Services (CS)	<ul style="list-style-type: none"> <li>1. Monitoring &amp; Processing for grant/ change/ surrender/ termination of Licenses (ILD, NLD, Resale of IPLC (VNO), CMRTS, PMRTS/ PMRTS (VNO), ACS/Audiotext/VMS)</li> <li>2. Registration of IP-I, and NOC for International SIM sale.</li> <li>3. Review of Policy/ guidelines related to above and for OSP registration, UCC, EMF radiation limits for mobile towers, Review of Guidelines issued to State Governments for installation of mobile towers, etc.</li> <li>4. Handling of TRAI recommendation related to above licenses/ registrations/ NOC</li> <li>5. Monitor &amp; handle operational issues e.g. FDI proposal, permission for setting up of ILD Gateway/ Cable landing station, RA Permission, MHA/MoD clearances for survey/ maintenance of submarine cables/Cable landing stations, frequency allocation (for CMRTS), Matters related to trusted sources etc.</li> <li>6. Monitor Audit paras, RTI, court cases, complaints/ PG cases, Parliament Questions/Assurances, etc.</li> </ul>
Telecom	DOT_HQ	Data Service (DS)	<ul style="list-style-type: none"> <li>1. Framing and analysis of license policies</li> <li>2. Issuance of license</li> <li>3. Operational matters related to Internet Service Licenses</li> <li>4. PM WANI Framework implementation</li> <li>5. Handling of TRAI recommendation related to Internet Service License</li> <li>6. Financial and Non Financial Violation cases of ISP licensees</li> <li>7. Handling Merger/Amalgamation cases</li> </ul>
Telecom	DOT_HQ	Disaster Management (DM)	<ul style="list-style-type: none"> <li>1. Responsible to ensure efficient response to disasters, quick restoration of affected telecom network</li> <li>2. Handling TRAI recommendations on PPDR in coordination with NDMA/MHA/States</li> </ul>

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			3. Finalization of Disaster Management Plan DMP of DOT 4. Providing expert technical advice to CDRI and facilitating coordination /support from LSAs , facilitating roll out of CAP project
Telecom	DOT_HQ	Electrical	1. Planning and Monitoring of the Electromechanical projects in new and existing buildings of DOT 2. Technical Scrutiny of estimates and monitoring the progress of works in DOT buildings carried out by external agencies related to Electrical items 3. Electrical Inspection of Electro-mechanical Installations of DoT, DoP , BSNL, MTNL, C-Dot and ITI under Ministry of Telecommunications & IT. 4. Promotion of Energy Conservation and Energy Efficiency 5. Operational and Monitoring aspects of the use of Renewable Energy and reduction of Carbon footprints in telecom networks 6. Coordination with Ministry of New & Renewable Energy (MNRE) for implementation, financing & regulation for Renewable Energy in Telecom sector 7. Coordination with Ministry of Power, NITI AAYOG, Rural Electrification Corporation (REC) and telecom industry for electrification of non-electrified telecom towers 8. All Staff & establishment matters pertaining to Group A officers of Electrical wing of P&T Building Works Service.
Telecom	DOT_HQ	Economic Relationship Unit (ERU)	1. Monitoring of Global Indices & framing of India Index 2. Collection of Telephone Subscribers data on monthly basis-License-wise operator etc. 3. Coordination, Compilation and preparation of various important reports on Telecommunication in the other publications/ reports. 4. Furnishing of Notes/Reports/information pertaining to ERU as sought by PMO, Cabinet Secretariate/NITI Aayog and other Ministries Departments 5. Coordination of work relating to Data Governance Quality Index (DGQI)
Telecom	DOT_HQ	Establishment (Estt)	1. Recruiting and appointing personnel for various positions within the department, in compliance with the relevant laws and regulations. 2. Managing the pay and allowances of DoT employees, including processing salary and pension payments and maintaining employee records. 3. Providing training and development opportunities to DoT employees, as well as managing their career progression. 4. Maintaining discipline among DoT employees and handling grievances and complaints. 5. Managing the promotion and transfer of employees within the department. 6. Providing administrative support to the department, such as managing office space and equipment, and coordinating with other government departments. 7. Managing the personnel records of all employees in the department, including their attendance, leave, and other benefits. 8. Managing staff welfare measures such as provident fund, pension, group insurance and other benefits.
Telecom	DOT Finance	Finance (Fin)	1. Examination and approval/rejection/closure of the FDI proposals under Government route related to Telecom Services Sector received through FIF Portal of DPIIT in co-ordination with the various Wings of DoT and other Ministries/Agencies such as Ministry of Home Affairs (MHA), Department of Industry and Internal Trade (DPIIT), Department of Economic Affairs (DEA), Department of Revenue (DoR), Ministry of External Affairs (MEA), Ministry of Corporate Affairs (MoCA), Reserve Bank of India (RBI), Securities and Exchange Board of India (SEBI) etc.

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			<ol style="list-style-type: none"> <li>2. Maintaining the database as per the requirement of DPIIT SoP of the proposals received alongwith the details such date of receipt, investor and investee company details, volume of foreign investment involved and date of issue of approval/rejection/closure letter etc.</li> <li>3. Implementing National Single Window System (NSWS)</li> </ol>
Telecom	DOT_HQ	International Cooperation (IC)	<ol style="list-style-type: none"> <li>1. Negotiations involving WTO in telecom products with other countries</li> <li>2. Handling of PLI Scheme for Telecom and Networking Products</li> <li>3. Co-ordination in commercial Roll Out of 5G service</li> <li>4. Constitution and handling of 6G Technology Innovation Group</li> <li>5. Coordination with TCOE India</li> <li>6. Coordination with TEPC</li> <li>7. Coordination with TSDSI</li> </ol>
Telecom	DOT_HQ	International Relations (IR)	<ol style="list-style-type: none"> <li>1. Representing India in international fora related to telecommunications and information technology, such as the International Telecommunications Union (ITU) and the World Trade Organization (WTO).</li> <li>2. Negotiating and implementing bilateral and multilateral agreements with other countries in the field of telecommunications and IT.</li> <li>3. Coordinating with other Indian government agencies and departments to ensure that India's interests are represented and protected in international negotiations and agreements.</li> <li>4. Monitoring and analyzing international developments in telecommunications and IT, and providing advice and recommendations to the DoT and other Indian government agencies on how to respond to these developments.</li> <li>5. Facilitating and promoting cooperation and collaboration between Indian telecommunications and IT companies and their counterparts in other countries.</li> <li>6. Coordinating and providing support to Indian delegations to international telecommunications and IT events and conferences.</li> </ol>
Telecom	DOT_HQ	Information Technology (IT)	<ol style="list-style-type: none"> <li>1. IT Division deals with emerging technologies such as Cloud Computing, Quantum Computing, Data Centres, etc.</li> <li>2. Information Technology (IT) Division is responsible for framing the Generic Requirements (GR)/ Interface Requirements (IR)/ Service Requirements (SR)/ Standards (SD)/ Essential Requirements (ER) and associated Test Schedule &amp; Testing Procedures (TSTP) for Routing devices (Routers in Core, Edge &amp; Access Network), Ethernet/ IP switching devices (layer 2 Switches &amp; Layer 3 Switches), Storage devices, Servers, Network Security products (Firewall, IPS, and IDS &amp; UTM), Clock and timing Synchronization equipment and other networks devices. All these are main elements of Telecom Network.</li> <li>3. IT Division deals with standardization requirements for latest technologies like Virtualization, SDN, NFV, and Cloud Computing. Standardization and Testing of these technologies is essential for the evolution of automated Next Generation Networks, which form the underlying infrastructure for the applications/ use cases of 5G and future Internet of Things.</li> <li>4. In addition to the above core technology related works, IT division is also handling IT services related project works such as LAN Upgradation work, Website development and maintenance, Intranet of TEC, Wi-Fi network of TEC.</li> </ol>
Telecom	DOT_HQ	Joint Secretary Admin JS(A)	<ol style="list-style-type: none"> <li>1. Handling Board level appointment in all DoT CPSEs</li> <li>2. Handling all Administrative and operational matters relating to BSNL, MTNL and BBNL</li> <li>3. Handling all Policy and Court matters relating to absorption of Group A officers of BSNL and MTNL</li> <li>4. Handling appointment of Members in TRAI &amp; TDSAT and Administration of TRAI and TDSAT Rules and other administrative</li> </ol>

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			<p>matters</p> <p>5. Handling establishment matters of Members (Digital Communications Commission)</p> <p>6. Handling cadre matters of Indian Radio Regulatory Service Cadre (IRRS)`</p>
Telecom	DOT_HQ	Network Operation & Control Center (NOCC)	<ol style="list-style-type: none"> <li>1. Online Operational control, coordination and Monitoring of all the satellite based services in India .</li> <li>2. Handling Contingency Operations in case of failure of transponder(s)/satellite(s).</li> <li>3. Resolution of RF Interference problems.</li> <li>4. Mandatory Performance Verifications Testing of all the antennae namely providing backbone transmission links, VSATs,DSNG vans, Teleports etc. for conforming to latest ITU standards before putting them in operations.</li> <li>5. Career plan approval and up linking permissions.</li> <li>6. Testing of ISP satellite Gateways &amp; monitoring of transmissions from these gateways.</li> <li>7. Testing of satellite transponder before accepting for operations</li> <li>8. Monitoring of Broadcasters Teleports/DSNG vans.</li> <li>9. Coordination with foreign satellite operators like Thaicom, Intelsat, AsiaSat, PanamSat, Singtel, APSTAR, New Skies which are providing space segment to Indian satellite communication users</li> <li>10. Resolve the problem of interference created by our user(s) or their user(s) to respective satellites</li> <li>11. In- orbit tests of INSAT satellites in coordination with Master Control Facility (MCF) , Hassan</li> <li>12. NOCC provides guidance to almost all the service providers for planning/ commissioning / operation of satellite-based Networks</li> <li>13. Spot frequency allocations to all the INSAT users</li> <li>14. Verification &amp; compliance of the terms &amp; conditions of licenses issued by different authorities namely DoT, Ministry of I&amp;B, WPC etc.</li> </ol>
Telecom	DOT_HQ	Network Technologies (NT)	<ol style="list-style-type: none"> <li>1. Policy formulation and regulatory aspects related to Machine-to-Machine (M2M) communications including identification of critical M2M/IoT services.</li> <li>2. Setting up of Indigenous 5G Test Bed in collaboration with premier academic institute for enabling Indian academia, industry and start-ups to validate their products/prototypes.</li> <li>3. Formulation of Policy directives, regulations and creation of framework for monitoring &amp; enforcement of Net Neutrality.</li> <li>4. Creation of an enabling light touch regulatory framework for proliferation of Cloud Services.</li> <li>5. Policy formulation, facilitation and review of transition to the Next Generation Internet Protocol version 6 i.e. IPv6 in a phased and time bound manner across all stakeholders.</li> <li>6. Examination of the impact of Over-The-Top (OTT) Services and initiation of policy guidelines on need basis for orderly growth of OTT domain.</li> <li>7. Policy formulation for creation of a road map for proliferation of Artificial Intelligence (AI) and Big Data and its uses in Communication sector.</li> <li>8. Collaboration, Coordination and Interaction with Central Government departments/ Industry Associations for gaining insights in various emerging new technologies to facilitate in policy formulation.</li> <li>9. Simplifying licensing activities of DoT by implementing paperless online license management system and integrating various functions related to license/registration across all field units of DoT.</li> </ol>

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Telecom	DOT_HQ	Personnel Division (PERS Division)	<ol style="list-style-type: none"> <li>1. Service matters of Technical Telecom Cadres Group 'A' and Group 'B'</li> <li>2. Transfer, posting, promotion, financial upgradation and deputation of Technical Telecom Cadres (ITS, TES Group-B and JTO) of the Dept.</li> <li>3. Implementation of E-HRMS, Sanchar VHR and Sparrow</li> <li>4. Matters related to appointment of ITS Group 'A' and JTO Group 'B' officers based on Engineering Services Examination</li> <li>5. Issuing the seniority list of officers of Technical Telecom Cadres (ITS, TES Group-B and JTO) of the Dept</li> <li>6. Maintenance of Service Book of officers of Technical Telecom Cadres (ITS, TES Group-B and JTO) of the Dept.</li> <li>7. Holding of DPC for promotion of officers of ITS Group 'A' and TES Group 'B'</li> <li>8. Empanelment of ITS Group 'A' officers</li> <li>9. Residual Service matters of BSNL/ MTNL absorbed employees prior to their absorption.</li> <li>10. Processing of Disciplinary cases of officers of Technical Telecom Cadres (ITS, TES Group-B and JTO) of the Dept.</li> <li>11. Processing of disciplinary cases of Group 'C' &amp; 'D' officials (DoT optee/ unabsorbed in BSNL/MTNL)</li> </ol>
Telecom	DOT_HQ	Phones Priority (PHP)	<ol style="list-style-type: none"> <li>1. Management, coordination and monitoring of the work pertaining to Telephone Advisory Committees (TACs)</li> <li>2. Handling RTI queries</li> <li>3. Crisis Management</li> </ol>
Telecom	DOT_HQ	Project Management (PM)	<ol style="list-style-type: none"> <li>1. Revival Matters of BSNL and MTNL</li> <li>2. NFS Project management</li> <li>3. Budget planning</li> <li>4. PQ, Parliamentary Committee</li> <li>5. PG Case</li> </ol>
Telecom	DOT_HQ	Public Grievances (PG)	<ol style="list-style-type: none"> <li>1. The primary responsibility of addressing the service related, billing, quality of service grievances lies with telecom service provider, which emanates from licensing terms and conditions. As per licensing conditions- "Any dispute, with regard to the provision of SERVICE shall be a matter only between the aggrieved party and the LICENSEE, who shall duly notify this to all before providing the SERVICE. And in no case the LICENSOR shall bear any liability or responsibility in the matter. The Licensee shall keep the Licensor indemnified for all claims, cost, charges or damages in the matter."</li> <li>2. Establishment of a Complaint Centre with a toll-free "Consumer Care Number".</li> <li>3. Establishment of an Appellate Authority</li> <li>4. Every service provider shall constitute a two-member Advisory Committee in each of the service areas.</li> </ol>
Telecom	DOT_HQ	Security Assurance (SA)	<ol style="list-style-type: none"> <li>1. Developing and implementing security policies and procedure</li> <li>2. Monitoring and analyzing security risks</li> <li>3. Conducting regular security audits</li> <li>4. Investigating security incidents</li> <li>5. Coordinating with other agencies such as National Cyber Security Coordinator (NCSC), the Indian Computer Emergency Response Team (CERT-In), and the Telecom Enforcement Resource and Monitoring (TERM) Cells, to ensure the security of the telecommunications sector</li> <li>6. Providing security training and awareness</li> </ol>

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Telecom	DOT_HQ	Security Assurance (SA-II)	<ol style="list-style-type: none"> <li>1. Developing and implementing security policies and procedure</li> <li>2. Monitoring and analyzing security risks</li> <li>3. Conducting regular security audits</li> <li>4. Investigating security incidents</li> <li>5. Coordinating with other agencies such as National Cyber Security Coordinator (NCSC), the Indian Computer Emergency Response Team (CERT-In), and the Telecom Enforcement Resource and Monitoring (TERM) Cells, to ensure the security of the telecommunications sector</li> <li>6. Providing security training and awareness</li> </ol>
Telecom	DOT_HQ	Service Unit (SU)	<ol style="list-style-type: none"> <li>1. All matters pertaining to TCIL, its subsidiaries/JVs and pending matters of HPIL and VSNL             <ol style="list-style-type: none"> <li>i. Nodal Wing for all matters of M/S Telecommunications Consultants of India Limited (TCIL) &amp; M/S ITI Limited (except Board level appointments).</li> <li>ii. Handles the residual matters of three companies- M/S HTL Limited, in which Government of India has 26% stake, M/s Tata Communications Ltd. (erstwhile VSNL), which has been completely disinvested in March, 2021 and M/s Hemisphere Properties India Limited (HPIL) which has been transferred to Ministry of Housing &amp; Urban Affairs (MoHUA) on 3rd October 2018.</li> <li>iii. The matters of these companies being handled by SU Wing include parliamentary matters, processing of Cabinet Notes, Digital Communication Commission (DCC) Memos, activities related to setting up, review and evaluation of annual MoU targets, allotment of budgetary grants under ITI's revival plan, monitoring its progress, affirmative vote requests, special resolutions, annual general meeting resolutions, board agenda items, processing of legal cases/audit paras and PG/VIP cases, issues related to land assets, issues related to listing of PSUs in stock market, Further Public Offers (FPO) and disinvestment etc.</li> <li>iv. Implementation of the 'Synergy Initiative' among all PSUs and the organizations of the Department of Telecom (DoT) for optimum utilization of their resources in building a robust &amp; secure telecommunication and information infrastructure. Under Synergy Initiative, efforts are also being made to ascertain the telecom needs of other Ministries and Departments and meet them through organizations/PSUs of DoT.</li> </ol> </li> </ol>
Telecom	DOT_HQ	Skill Development (SD)	<ol style="list-style-type: none"> <li>1. To assess the manpower requirement at different skill and expertise levels by partnering with Ministry of Skill Development and Entrepreneurship (MSDE / National Skill Development Corporation / NCVET and industry to identify the relevant needs of the sector and prepare a roadmap</li> <li>2. To form a high-level Apex body (supported by advisory groups comprising representatives from industry, academia, PSUs etc.) to oversee and to act as guiding and enabling source for all aspects relating to skill development in telecom field</li> <li>3. To create an enabling framework including funding mechanism to meet the demand for human resources in the sector in partnership with MoE/Ministry of Skill Development and Entrepreneurship (MSDE). To advise and assist Ministry of Education to periodically upgrade academic curriculum of telecommunication course. To encourage collaboration with premier educational institutes like IITs and telecom research organizations of excellence for directing research and development to field problems</li> <li>4. To develop other training institutes under DoT and its organizations as national level telecom schools of excellence for imparting training to Government/PSU officials and other stakeholders</li> <li>5. To promote and augment vocational and non-formal training institutes in urban and rural areas to cater to the skill and training needs of telecom sector.</li> </ol>

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Telecom	National Center of Communication Security (NCCS)	--	<ol style="list-style-type: none"> <li>1. Development of country specific Security assurance standards called Indian Telecom Security Assurance Requirements (ITSAR) for every Telecom equipment</li> <li>2. Designation of third-party Telecom Security Test Laboratories (TSTL) meeting the specified requirements. The Designated TSTLs will be responsible for carrying out the security testing of telecom equipment as per ITSAR's requirements</li> <li>3. Evaluation and Certification of the telecom equipment against ITSAR by NCCS.</li> </ol>
Telecom	DOT_HQ	Staff Relations & Estates (SR&E)	<ol style="list-style-type: none"> <li>1. Deal with Staff Unions/ Associations in matters of strikes/agitations and industrial disputes/ take pre-emptive measures to avoid them by way of reconciliation and dispute resolution.</li> <li>2. Approval for Service Associations /Unions of DoT &amp; its units</li> <li>3. Approval for Compassionate Allowance &amp; Instant Compensation cases of DoT officials</li> <li>4. Coordination matters with regard to Presidential Orders/taking office space on rent for field units of DoT</li> <li>5. Approval for retention policy and residual Estates matters</li> <li>6. Deal with matters related to SC/ST/OBC/EWS / PwBD category of employees and their grievances.</li> <li>7. To act as Nodal Unit between DoPT/NCSC/NCST/CCPD/DoPT/Parliament Committee on welfare of SC/ST/OBCs on one hand and cadre controlling authorities and PSUs of DoT on the other hand.</li> <li>8. To collect &amp; compile updated information pertaining to CPSEs /DoT with regard to Accessible India Campaign and PwDs</li> </ol>
Telecom	DOT_HQ	Standards-R&D-Innovation (SRI)	<ol style="list-style-type: none"> <li>1. Facilitate &amp; co-ordinate DCT standardization efforts among/ with domestic stakeholders, International Standardization Bodies / platforms and other departments/ Ministries, and submission of technical and substantive contribution on international platforms.</li> <li>2. Establish DCT engagement repository/ portal to facilitate engagement with stakeholders on technical and substantive contributions on international platform.</li> <li>3. Facilitate DoT efforts on R&amp;D, SMEs, Start-ups and innovation activities</li> <li>4. Carryout technical-policy research based on developments and submissions on international platforms.</li> <li>5. Co-ordinate with the IR, IC, WPC divisions, TEC, NTIPRIT, TSDSI etc. to represent unified position on international platforms.</li> <li>6. Related areas to enable and forward the above objectives.</li> </ol>

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Telecom	DOT_HQ	USOF	<ol style="list-style-type: none"><li>1. Formulating and executing USOF projects or schemes</li><li>2. Monitoring the implementation of Universal Service Obligation (USO) Fund projects and schemes</li><li>3. Accurate and timely financial support for all Universal Service Obligation (USO) Fund projects</li><li>4. Ensuring adherence to Universal Service Obligation (USO) Fund guidelines</li><li>5. Designing an intelligent subsidy support model for reducing or closing the viability gap</li><li>6. Determining desirable subsidy level, structure and disbursement schedule</li><li>7. Post-implementation review of USOF projects and schemes</li><li>8. Leveraging of innovative and emerging new technologies</li><li>9. Standardizing practices and documentation of Universal Service Obligation (USO) Fund projects</li><li>10. Strategic partnerships with Industry and Universal Service Providers (USPs)</li><li>11. Collaborating and liaising with international organizations</li><li>12. Benchmarking of international best practices</li></ol>
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			<p>1. Scrutiny of complaints having vigilance angle.</p> <p>2. Direct investigation/inquiry of complaints having vigilance angle pertaining to Department of Telecommunications &amp; various field offices of DoT.</p> <p>3. Investigation /enquiry of the complaints having vigilance angle through the vigilance units of the respective PSU/Autonomous bodies under the administrative control of the Department.</p> <p>4. Seeking advice from CVC on the cases having vigilance angle.</p> <p>5. Extend assistance/ liaison with CBI / Lokpal/ Police &amp; other agencies in the investigation of cases.</p> <p>6. Examination of the self-contained notes/ SP's reports received from CBI and its follow up.</p> <p>7. Handling of prosecution sanctions pertaining to Vigilance cases.</p> <p>8. Issues concerning suspension and other departmental action in vigilance matters.</p> <p>9. Conduct departmental/disciplinary proceedings in vigilance matters, in respect of all employees, including retired employees, having disciplinary authority in DoT.</p> <p>10. Coordination with CVC, UPSC, DoPT, CBI &amp; other agencies on vigilance matters.</p> <p>11. Ratification of major penalties in respect of absorbed employees of BSNL.</p> <p>12. Handling and issue of orders in appeal, review and revision petitions relating to vigilance matters.</p> <p>13. Issue of vigilance clearance including CVC clearance.</p> <p>14. Preparation and maintenance of Agreed list, Officers of Doubtful Integrity (ODI) list and necessary action thereon.</p> <p>15. Coordination with the Chief Vigilance Officers of other organizations under DoT on vigilance matters.</p> <p>16. Conduct review meetings with the Chief Vigilance Officers of the PSUs /other organizations under the administrative control of the Department of Telecommunications on Vigilance matters.</p> <p>17. Identification of sensitive areas and monitoring implementation of rotational transfer policy.</p> <p>18. Scrutiny of Annual Property Returns &amp; Intimation of acquisition/disposal of property submitted by the officers of the Department.</p> <p>19. Monitor Review exercise under FR-56(j) by respective Cadre Controlling Authorities in the Department and the PSUs under the Department</p> <p>20. Coordination for organizing training/workshop on vigilance matters.</p> <p>21. Observance of Vigilance Awareness Week.</p>
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Telecom	DOT_HQ	Artificial Intelligence & Digital Intelligence Unit (AI&DIU)	<p>1. Continually explore avenues to apply emerging technologies for better digital insights for safety of citizens and to achieve Sustainable Development Goals.</p>
Telecom	DOT_HQ	Satellite	<p>1. Policy matters in DoT pertaining to SATCOM, reference to TRAI and decision thereon.</p> <p>2. Grant of Satellite related licenses viz. GMPCS, Commercial VSAT, Captive VSAT, Sui-generis license for Global Satellite Phone Service (GSPS)</p> <p>3. Grant of in principle clearance for establishing the Satellite-based communication network(s) by the Licensee (s) and convening the Inter-Ministerial Committee for Satellite Network Clearance which consists of Department of Space, MoIB, NOCC, TEC and WPC.</p> <p>4. Coordination for introduction of new Satellite Technologies &amp; Systems viz. LEO, MEO and High Throughput Satellites (HTS).</p> <p>5. Coordination pertaining to spectrum allocation, spectrum pricing &amp; spectrum charging in respect of satellite services.</p> <p>6. Representing DoT in SATCOM related committees in which DoS/IN-SPACe is the convener and pertaining to overall planning and execution of Satellite related policies and projects in India.</p> <p>7. Coordinating SATCOM bandwidth demand from BharatNet, BSNL &amp; other entities including USOF projects that provide remote area connectivity through SATCOM e.g. for A&amp;N Islands, Lakshadweep, North-East, J&amp;K etc.</p> <p>8. Participating in Inter-Government bodies in SATCOM related activities viz. ITSO, Inter-Sputnik, IMSO and ITO</p> <p>9. Coordination in DoT regarding NavIC -Navigation with Indian Constellation through Indian Regional Navigation Satellite System (IRNSS)</p> <p>10. Coordination with TEC on interface requirement for Satellite Systems.</p> <p>11. Disseminating information related with various products/services offered by organizations of DoT to other Central Ministries/Departments and Government of States/Uts.</p> <p>12. Handling all related matters like court-cases, PQs, RTI cases, coordination with other departments/organisaitons pertaining to the subjects mentioned above.</p>

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Telecom	DOT_HQ	Coordination & Administration (C&A)	<ol style="list-style-type: none"> <li>1. Managing coordination and administration of DoT</li> </ol>
Telecom	DOT_HQ	Joint Secretary Telecom JS(T)	<ol style="list-style-type: none"> <li>1. Managing various project in wired and wireless technologies.</li> </ol>
Telecom	DOT_HQ	National Broadband Mission (NBM)	<ol style="list-style-type: none"> <li>1. Managing NBM mission</li> </ol>
Telecom	DOT_HQ	Security	<ol style="list-style-type: none"> <li>1. Managing security aspects of Indian telecom sector</li> </ol>
Finance & Revenue	DOT_HQ	Accounts	<ol style="list-style-type: none"> <li>1. Handling Accounting</li> <li>2. Managing Digital Finance Activities</li> <li>3. Monitoring of CAG &amp; PAC Paras and Coordination of Internal Audit of all Wings of DoT by O/o CGCA</li> </ol>
Finance & Revenue	DOT_HQ	Licensing Finance (LFA) Wing	<ol style="list-style-type: none"> <li>1. Collecting licensing fees from telecommunications service providers and operators.</li> <li>2. Analyzing the financial aspects of telecommunications licensing, including identifying potential revenue sources and assessing the financial viability of new license applications.</li> <li>3. Preparing the budget and financial forecasts for the department and ensuring that the department's financial goals are met.</li> <li>4. Auditing the financial records of telecommunications service providers and operators to ensure compliance with licensing agreements and regulations.</li> <li>5. Managing the revenue generated from telecommunications licensing and ensuring that the revenue is allocated in an efficient and effective manner.</li> <li>6. Ensuring that telecommunications service providers and operators comply with the financial and other regulatory requirements of their licenses.</li> <li>7. Monitoring the performance of the licensees and taking appropriate action in case of non-compliance of license conditions.</li> <li>8. Approving tariffs of telecom service providers as per the regulatory framework.</li> </ol>
Finance & Revenue	DOT_HQ	Licensing Finance Policy (LFP)	<ol style="list-style-type: none"> <li>1. Examination of proposals related to Policy matters of UL/UASL-UL-VNO/other licenses in Department of Telecommunications.</li> <li>2. Examination of Policy matters related to M&amp;A (Merger &amp; Acquisition), Insolvency etc.</li> <li>3. Policy issues pertaining to LF assessment of Decentralized Licenses of Department of Telecommunications.</li> <li>4. Issue of guidelines related to Bank Guarantees of Telecom Licenses.</li> <li>5. Scrutiny applications for obtaining license received from Licensing wings of DoT.</li> <li>6. Replies to questions/ Parliament related issues/Audit related issues/VIP references etc.</li> <li>7. Replies to RTI Redressal of Public Grievances.</li> <li>8. Dealing with Court cases in Supreme Court related to License Fee, Bank Guarantee, Insolvency and other related dues of Department of Telecom</li> <li>9. Dealing with Court cases in High Court related to License Fee, Bank Guarantee, Insolvency and other related dues of Department of Telecom</li> <li>10. Dealing with Court cases in TDSAT cases related to License Fee, Bank Guarantee , Insolvency and other related dues of Department of Telecom</li> <li>11. Dealing with Court cases in NCLT/NCLAT related to Insolvency and Bankruptcy filed by Telecom Companies</li> </ol>

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			<p>12. Dealing with Debt Recovery Tribunal cases related to Insolvency and Bankruptcy filed by Telecom Companies before various High Courts.</p> <p>13. Updating Court Cases in LIMBS and SARAS Portal.</p>
Finance & Revenue	DOT_HQ	PSU Firm	<p>1. Handling Financial matters of Public Enterprises</p>
Finance & Revenue	Controller General Of Communication Accounts (CGCA)	--	<p>1. In pursuance of the Cabinet decision on 1st Cadre Review of Indian Post &amp; Telecommunications Accounts and Finance Service (IP &amp; TAFS) Group: "A" notified vide OM no 03-09-2015 SEA-I dated 10-11-2016, the President was pleased to create O/o The Controller General of Communication Accounts (CGCA), an attached office of DoT.</p> <p>2. The CGCA will be an apex level in-cadre post of (IP&amp;TAFS) Group: "A" Cadre.</p> <p>3. The CGCA shall report to the Member (Finance), Digital Communications Commission.</p> <p>4. The CGCA shall monitor the functions delegated by DoT Hqs. to the field offices ( viz. Pr. CsCA/CsCA) under the overall supervision and control of Member ( F).</p> <p>5. The CGCA shall also be entrusted with the function of cadre management of Group 'C' officials posted in the aforesaid field units.</p> <p>6. The CGCA will be responsible for co-ordination, recruitment, recruitment rules etc. for the Group 'C' cadre.</p> <p>7. CGCA will also carry out internal audit of Pr. CCA/CCA offices and other DoT units such as TERM Cells etc.</p>
Finance & Revenue	DOT_HQ	Training Finance	<p>1. Monitoring and handling training matters of DoT finance wing</p>
Finance & Revenue	DOT_HQ	Wireless Planning & Finance (WPF)	<p>1. Managing Wireless revenue</p> <p>2. Economic management of Spectrum and conduct of Spectrum Auction</p> <p>3. Budget Management and Internal Financial Advice (IFA) related work w.r.t WPC / WMO</p> <p>4. Economic management of and financial aspects of Satellite based Communications Services</p> <p>5. Handling Legal cases</p>
Finance & Revenue	National Institute of Communication Finance (NICF)	Telecom Finance Research Unit	<p>1. The NICF caters to the training needs of officers in the Department of Telecom at varying levels of seniority and at different stages of their career.</p> <p>2. It is an apex level training institute, operating under the aegis of the Department of Telecommunications, Ministry of Communications, which caters to the training needs of Indian Posts and Telecom Accounts and Finance Service (IP&amp;TAFS) officers.</p>
Finance & Revenue	National Institute of Communication Finance (NICF)	National Institute of Communication Finance (NICF)	<p>1. The NICF caters to the training needs of officers in the Department of Telecom at varying levels of seniority and at different stages of their career.</p> <p>2. It is an apex level training institute, operating under the aegis of the Department of Telecommunications, Ministry of Communications, which caters to the training needs of Indian Posts and Telecom Accounts and Finance Service (IP&amp;TAFS) officers.</p>

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Finance & Revenue	Controllers of Communication Accounts (CCA)	Pension Sanction & Disbursal	1. The offices of DoT Cells were created on 01.10.2000 due to the corporation of the Department of Telecom Operation and the Department of Telecom Services. These units were created, co-terminus to the territorial/ancillary telecom circle headquarters to ensure government presence for settlement of retirement/pensionary benefits like; pension, commutation of pension, DCRG etc. of the BSNL employees.
Finance & Revenue	Controllers of Communication Accounts (CCA)	Jt CCA	1. The offices of DoT Cells were created on 01.10.2000 due to the corporation of the Department of Telecom Operation and the Department of Telecom Services. These units were created, co-terminus to the territorial/ancillary telecom circle headquarters to ensure government presence for settlement of retirement/pensionary benefits like; pension, commutation of pension, DCRG etc. of the BSNL employees.
Finance & Revenue	Controllers of Communication Accounts (CCA)	Revenue	1. License Fee Collection 2. Scrutiny of Documents & Verification of deductions 3. CCA offices are also responsible for maintenance of Performance and Financial Bank Guarantees of above-mentioned licenses and ensure encashment for non-renewal and non-fulfillment of terms and conditions of respective License Agreements. 4. CCA offices are also responsible for maintenance of Performance and Financial Bank Guarantees of above-mentioned licenses and ensure encashment for non-renewal and non-fulfillment of terms and conditions of respective License Agreements.
Finance & Revenue	Controllers of Communication Accounts (CCA)	Pension	1. With the promulgation of Rule 37(A) of the CCS Pension Rules, the government has a critical role in the payment of pension to the erstwhile government servants absorbed in the PSU. The CCA Unit is responsible for budgeting of pension expenditure and authorization of retirement benefits on CDA and IDA pay scale. 2. The CCA offices carry out the functions of collection, scrutiny and monitoring of the amounts to be received as pension contribution and leave salary by the Government.
Finance & Revenue	Controllers of Communication Accounts (CCA)	Pension Disbursement Authority (PDA)	1. Monitoring Pension Disbursement 2. DLC Maintenance 3. Correspondence Assistance 4. Bank Migration 5. Income Tax Assessment
Finance & Revenue	Controllers of Communication Accounts (CCA)	Pension Voucher Audit (PVA)	1. Pension Voucher Audit 2. Correspondence Assistance
Finance & Revenue	Controllers of Communication Accounts (CCA)	Universal Service Obligation (USO)	1. The USO Fund of India in the sector came into existence on 01.04.2002. It is funded by way of contributions from the various service providers and presently the universal service levy stands at 5% of the adjusted gross revenue (AGR). The fund in India, which is one of the largest in the world is disbursed and monitored at the State level by the offices of CCAs. While performing the USO functions, the CCAs are verifying the claims before the funds are disbursed. They also carry out physical inspection and monitoring, for establishment the veracity of claims. CCA Offices have been designated by USO Fund Administration as facilitates to liaise with State Government, IPs, USPs, Distant Administration, local bodies to ensure timely roll out of mobile phase I scheme within their jurisdiction wherein approximately 7871 towers are being installed in remote and rural areas.

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Finance & Revenue	Controllers of Communication Accounts (CCA)	Pay and Accounts Office (PAO)	1. CCA office is the basic unit of departmentalized accounts organization and performs the PAO and DDO functions for field offices like TERM, WMO and RLO.
Finance & Revenue	Controllers of Communication Accounts (CCA)	General Provident Fund (GPF)	1. The CCA offices are also responsible for maintenance for GPF, long term loans and advances and their recovery/accounting.
Finance & Revenue	Controllers of Communication Accounts (CCA)	Vigilance	1. The CCA Offices have been exercising post audit on the disbursement made by the designated banks and post offices on account of the pension and allied benefits to the pensioners.
Finance & Revenue	Controllers of Communication Accounts (CCA)	Establishment & Administration	1. The CCAs are performing DDO functions for WMO and VTM, the field offices of DoT. Apart from carrying out other administrative functions as the Head of the Departments (HOD), the CCAs also handle court cases at field level where the Government of India is a party in matters of license fee, spectrum charges, pension, absorption issues etc. The CCA offices are also conducting Pension Adalats to settle the pension related grievances at a single forum that was not hitherto available to them.
Finance & Revenue	Controllers of Communication Accounts (CCA)	Asset Management	1. Management & supervision of Assets 2. Planning effective management of assets 3. Clerical Assistance
Finance & Revenue	Controllers of Communication Accounts (CCA)	Internal Audit (I.A)	1. Regulating the telecommunications sector in India 2. Protecting the interests of consumers 3. Promoting and encouraging competition in the telecommunications sector 4. Promoting efficient use of resources 5. Promoting investment in the telecommunications sector 6. Maintaining transparency and accountability in the telecommunications sector
Finance & Revenue	DOT_HQ	USOF Finance	1. Dealing with the financial matter related to USOF
Finance & Revenue	Controller General Of Communication Accounts (CGCA)	Budget & Accounts	1. Budget of CGCA Office. 2. Monitoring of budget and expenditure of all CCA Office.
Finance & Revenue	Controller General Of Communication Accounts (CGCA)	Revenue	1. Revenue of CGCA Office.
Finance & Revenue	Controller General Of Communication Accounts (CGCA)	M&C	1. Coordination of CGCA Office.

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Wireless	Wireless Monitoring Organization (WMO)	WMO HQ (Mon)	<ol style="list-style-type: none"> <li>1. Satellite Spectrum Management and Coordination</li> <li>2. Compliance and coordination with ITU</li> <li>3. Spectrum Monitoring</li> <li>4. License Issuance</li> <li>5. Technical Inspection of Licensed Wireless users/ Installations</li> </ol>
Wireless	Wireless Monitoring Organization (WMO)	WMO HQ (SAT)	<ol style="list-style-type: none"> <li>1. Satellite Spectrum Management and Coordination</li> <li>2. Compliance and coordination with ITU</li> <li>3. Technical Inspection of Licensed Wireless users/ Installations</li> <li>4. Training Management</li> </ol>
Wireless	Wireless Monitoring Organization (WMO)	WMO HQ (Admin)	<ol style="list-style-type: none"> <li>1. Grievance Redressal</li> <li>2. Handling RTI queries</li> <li>3. Training and Skill development</li> <li>4. Event Management</li> <li>5. Handling establishment matters</li> </ol>
Wireless	Wireless Monitoring Organization (WMO)	WMO HQ (PI)	<ol style="list-style-type: none"> <li>1. Procurement of Good and services</li> <li>2. Material management</li> </ol>
Wireless	Wireless Monitoring Organization (WMO)	Regional HQs	1. RHQs in 4 metros provide logistic and strategic support to WMSs/ IMSs within their jurisdiction, besides carrying out supervisory function.
Wireless	Wireless Monitoring Organization (WMO)	International Monitoring Station (IMS)	1. WMS and IMS stations carry out radio frequency signals monitoring in the entire MF, HF, VHF, UHF & Microwave Radio Frequency spectrum ranges
Wireless	Wireless Monitoring Organization (WMO)	Wireless Monitoring Stations (WMS)	1. WMS and IMS stations carry out radio frequency signals monitoring in the entire MF, HF, VHF, UHF & Microwave Radio Frequency spectrum ranges
Wireless	Wireless Monitoring Organization (WMO)	International Satellite Monitoring Earth Station (ISMES - Jalna)	1. Regulation of the satellite spectrum within the limits of permissions or licenses is accomplished by WMO mainly through its International Satellite Monitoring Earth Station (ISMES) at Jalna, Maharashtra; which continuously monitors the satellite occupancy in Geostationary satellite orbit arc over India ranging from 20 degree east to 140-degree East in S-band, Lower C band, C Band, Extended C band and Ku Band. ISMES Jalna also has capability to analyze the signal in Real Time Mode which is useful in identifying the interfering signal.
Wireless	Wireless Monitoring Organization (WMO)	Wireless Monitoring Training and Development Centre (WMTDC)	1. Training and Development Center, at Delhi, conducts training courses for fresh IRRS Engineers/recruits inducted every year through Group "A" UPSC Engineering Services Examinations and other radio monitoring personals viz. Junior Wireless Officers (JWOs) inducted through SSC Examination. It also conducts specialized programs to prepare examiners for the RTR (Aero) examinations and the GMDSS GOC examinations, conducted by the Ministry from time to time as per the schedule.
Wireless	Wireless Planning and Coordination (WPC)	Wireless Adviser (WA)	<ol style="list-style-type: none"> <li>1. All matters related to Radiocommunication Bureau of International Telecommunications Union (ITU-R) on issues related to radio frequency management including satellite orbital resources.</li> <li>2. Preparation of National Frequency Allocation Plan considering the changes in ITU Radio Regulations and National Requirements for spectrum.</li> </ol>

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			<ol style="list-style-type: none"> <li>3. Auction of spectrum to Access Service Providers and also post auction management of spectrum through harmonization, trading, sharing etc.</li> <li>4. Delicensing of frequency bands to promote and facilitate innovation and R&amp;D in Emerging wireless technologies</li> <li>5. All matters related to CAG audit on spectrum management</li> <li>6. International and Regional Coordination with other countries on all matters related to radiocommunications on behalf of Govt. of India.</li> <li>7. Inter-Ministerial Coordination to carve out additional spectrum for emerging spectral efficient radio technologies.</li> <li>8. Administration of Indian Telegraph Act-1885 and Indian Wireless Act</li> </ol>
Wireless	Wireless Planning and Coordination (WPC)	Admin Coordination (AC)	<ol style="list-style-type: none"> <li>1. General Administration of WPC Wing</li> <li>2. Dealing with CAG audit</li> <li>3. Management of Public Grievances</li> <li>4. Coordination with various wings of DoT</li> <li>5. Coordination within WPC Wing</li> </ol>
Wireless	Wireless Planning and Coordination (WPC)	National Regulation (NG)	<ol style="list-style-type: none"> <li>1. Regulatory oversight of activities related to radio Spectrum</li> <li>2. Monitoring ITU, IEEE/ BIS/TSDSI. Etc. standards/ recommendations</li> <li>3. Framing of new rules, policies etc. for efficient spectrum management under the Indian Telegraph Act, 1885 &amp; Indian Wireless Telegraphy Act, 1933</li> <li>4. Administrative matters such as reporting and reviewing of APAR, assessment of Monthly Reports, handling of RTI Cases etc.</li> </ol>
Wireless	Wireless Planning and Coordination (WPC)	Satellite	<ol style="list-style-type: none"> <li>1. Authorize/ recommend new and additional frequency assignment to users for satellite based communication.</li> <li>2. Filing of Frequency/Orbit Filling from Indian Administration with ITU</li> <li>3. Management of Satellite related Interferences</li> <li>4. Participation in ITU study groups pertaining to Satellite.</li> <li>5. Participation in APT study groups pertaining to Satellite(AWG and APG)</li> </ol>
Wireless	Wireless Planning and Coordination (WPC)	Spectrum Coordination and Frequency Allocation	<ol style="list-style-type: none"> <li>1. Formulation policies pertaining to SACFA</li> <li>2. Issue of SACFA Clearance</li> <li>3. Software management</li> <li>4. Incorporating Policy changes in software</li> <li>5. Coordination with various Department for IT related matters</li> </ol>
Wireless	Wireless Planning and Coordination (WPC)	International Mobile Telecommunications	<ol style="list-style-type: none"> <li>1. Policy Making for allocation of spectrum to IMT services</li> <li>2. Auction of Spectrum</li> <li>3. Harmonization of Spectrum and Administrative allocation of spectrum for TSPs, PMRTS, ISP</li> <li>4. Participation in ITU and APT study groups pertaining to terrestrial services</li> <li>5. Handling of Court Cases and matter related to Parliamentary issues</li> </ol>
Wireless	Wireless Planning and Coordination (WPC)	Terrestrial group	<ol style="list-style-type: none"> <li>1. Assignment of new and additional frequency to users above 806 MHz</li> <li>2. Assignment of new and additional frequency to State police organizations/Security agencies/Central Paramilitary forces</li> <li>3. Frequency authorization to MEA for foreign delegates/ VVIP visits</li> <li>4. Interference Management of terrestrial Services</li> </ol>

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			<ul style="list-style-type: none"> <li>5. Participation in ITU study groups</li> <li>6. Participation in APT study groups pertaining to terrestrial services (AWG and APG)</li> </ul>
Wireless	Wireless Planning and Coordination (WPC)	Certificate of Proficiency	<ul style="list-style-type: none"> <li>1. Management of Radio Telephony Restricted Examination</li> <li>2. Management of GMDSS General Operator Certificate (GOC)</li> <li>3. Management of Amateur (HAM)</li> <li>4. Management of Restricted Operator Certificate</li> <li>5. Recommend matters related to ITU Radio Regulations for Aeronautical and Maritime issues, ICAO and IMO provisions, participation in concerned ITU Study Group/Working Party meetings and APT meetings</li> </ul>
Wireless	Wireless Planning and Coordination (WPC)	Regional Licensing Office	<ul style="list-style-type: none"> <li>1. License Administration for below: <ul style="list-style-type: none"> <li>i. Aero Mobile Station (AMS) License</li> <li>ii. Captive Radio Paging License</li> <li>iii. Demonstration License</li> <li>iv. Equipment Type Approval Certificate</li> <li>v. Experimental license</li> <li>vi. GMDSS GOC License</li> <li>vii. Import License</li> <li>viii. Maritime Mobile Station (MMS) License</li> <li>ix. Maritime Mobile (Fishing Boat) License</li> <li>x. RTR(A) certificate</li> <li>xi. UHF Short Range (USR) Hand-Held Radio License</li> </ul> </li> <li>2. Handling Administrative Matters</li> <li>3. Conducting RTR(Aero) Examination</li> <li>4. Co-ordination with various section of WPC and all other departments &amp; organizations</li> </ul>
Wireless	Wireless Planning and Coordination (WPC)	International Spectrum Regulation	<ul style="list-style-type: none"> <li>1. Management of National Preparatory Committee activities for World Radiocommunication Conference (WRC)</li> <li>2. Management of National Study Groups activities corresponding to ITU-R</li> <li>3. Protection of India's radiocommunication interests at international level</li> <li>4. Revision of National Frequency Allocation Plan</li> </ul>
Wireless	Wireless Planning and Coordination (WPC)	Private Group	<ul style="list-style-type: none"> <li>1. Assignment of new and additional frequency to users below 806 MHz for frequency assignment for Land-Mobile Services.</li> <li>2. New and additional frequency assignment to community radio service (FM band)</li> <li>3. Interference Management of Terrestrial Services</li> <li>4. Participation in ITU study groups</li> <li>5. Participation in APT study groups pertaining to terrestrial services (AWG and APG)</li> </ul>

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### Annexure 2 – Details of the trainings conducted in DoT

	<b>NTIPRIT</b>	<b>NICF</b>	<b>WMTDC</b>
<b>No. of trainings conducted</b>	48 workshops were conducted between March 2021 and December 2022 through online and offline modes	<ul style="list-style-type: none"> <li>123 trainings are planned between April 2022 and March 2023</li> <li>While majority of the trainings are planned in NICF office, some are also planned in DoT offices, IIPA, IIM and AJNIFM and through online modes</li> </ul>	14 training programs were conducted between January 2020 to November 2022 through online and offline modes
<b>Webinars</b>	75 Webinars on functional and domain competency trainings were conducted between April 2020 and December 2022 on multiple aspects	24 Webinars on behavioral, functional and domain competency trainings are planned between April 2022 and March 2023	-
<b>Behavioral competency trainings</b>	<ul style="list-style-type: none"> <li>Leadership Programme for Senior most DoT Officers</li> <li>Competency Development Programme Phase-I</li> </ul>	1 to 3 days workshops for Group B&C officers are planned on following aspect: <ul style="list-style-type: none"> <li>Gender sensitisation</li> </ul> Webinars are planned on following training such as <ul style="list-style-type: none"> <li>Leadership</li> <li>Team building</li> <li>Communication skill</li> <li>Presentation skill</li> </ul>	-
<b>Functional competency trainings</b>	<ul style="list-style-type: none"> <li>Preventive Vigilance</li> <li>Role of IO/PO</li> <li>JTO to AD Upgradation course</li> <li>Telecom frauds and role of Telecom Officers</li> <li>CMS/ IMS</li> <li>ISMS Internal Auditor</li> <li>Licensing Provisions and Experience sharing with ISPs</li> </ul>	1 to 3 days workshops for Group B&C officers are planned on following aspects: <ul style="list-style-type: none"> <li>PFMS</li> <li>GeM</li> <li>Understanding financial statement</li> <li>Internal audit</li> <li>NPS</li> <li>Pension</li> <li>RTI</li> </ul>	<ul style="list-style-type: none"> <li>Noting Drafting and Technical report writing for AO, TOA, Stenographers</li> <li>Inspection of Licenses &amp; Installation, Enforcement and Other Relevant Acts</li> <li>Training on Vigilance Administration &amp; related aspects</li> </ul>

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	<b>NTIPRIT</b>	<b>NICF</b>	<b>WMTDC</b>
	<ul style="list-style-type: none"> <li>• Compliance Monitoring of License Conditions</li> <li>• Trusted Source Framework for LSA nodal officers &amp; OEMs</li> <li>• Material Management</li> <li>• Fundamental of Noting &amp; Drafting</li> </ul>	<ul style="list-style-type: none"> <li>• Noting, drafting &amp; office procedure</li> <li>• SAMPANN</li> <li>• Record management</li> <li>• Archival administration and weeding out</li> <li>• Advanced excel</li> <li>• SARAS &amp; LF</li> <li>• USOF</li> <li>• MS office</li> <li>• CSI</li> <li>• GST</li> <li>• Legal issues pertaining to license fee</li> <li>• APARS</li> <li>• DPC procedure</li> <li>• Establishment rules</li> <li>• Administrative vigilance &amp; preventive vigilance</li> </ul> <p>Webinars are planned on following trainings such as</p> <ul style="list-style-type: none"> <li>• Cybercrime</li> <li>• Drafting of charge sheet and disciplinary proceedings</li> <li>• SAMPANN</li> <li>• Service book and its verifications for pension settlement</li> <li>• GeM overview and direct purchase on GeM</li> <li>• Procedure for procurement through e-bidding on GeM</li> <li>• RTI act</li> <li>• Budget preparation, personal claim</li> <li>• Digital payments</li> </ul>	

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	NTIPRIT	NICF	WMTDC
<b>Domain competency trainings</b>	<ul style="list-style-type: none"> <li>• 5G</li> <li>• Cyber security</li> <li>• Broadband for all: Handling RoW in the execution of projects- for Central Government Ministries / Organizations</li> <li>• IoT Technologies and Use Cases in Telecom</li> <li>• 5G Security Issues and Security Testing</li> <li>• Advanced Optical Communication</li> <li>• IT Security Implementation</li> <li>• URL Blocking management</li> <li>• Tools and tester for rolling out testing</li> <li>• QoS testing and EMF measurement</li> <li>• Conformity assessment of Telecom Equipment</li> <li>• Geospatial Mapping of Telecom Infra under GatiShakti</li> <li>• Trusted Sources Framework for Network Equipment</li> <li>• IoT and Cloud Computing</li> <li>• PM GatiShakti NMP Portal</li> <li>• Transition to IPv6 in India</li> <li>• Preparatory Phase of Network &amp; Mobile Security in CDP</li> <li>• Framework Artificial Intelligence in Telecom Sector</li> <li>• Green Telecom &amp; E- waste Management</li> </ul>	<ul style="list-style-type: none"> <li>• GPF rules</li> </ul> <p>1 to 3 days workshops for Group B&amp;C officers are planned on following aspects:</p> <ul style="list-style-type: none"> <li>• 5G/ New technology</li> <li>• Spectrum management policy</li> </ul> <p>Webinars are planned on trainings such as</p> <ul style="list-style-type: none"> <li>• Spectrum management: key to India</li> <li>• CCS conduct rules</li> <li>• Data science and its application in telecommunications</li> <li>• New pension scheme</li> <li>• Basis of Artificial Intelligence</li> </ul>	<ul style="list-style-type: none"> <li>• Inspection of Licenses &amp; Installation, Enforcement and Other Relevant Acts</li> <li>• Policy for Access Spectrum assignments and issues therein</li> <li>• Wireless Planning and Coordination Wing (WPC) Licenses &amp; Equipment Type approval Certificate</li> <li>• Radio Frequency Monitoring &amp; related aspects" for DCPW personnel</li> </ul>

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	<b>NTIRPRIT</b>	<b>NICF</b>	<b>WMTDC</b>
	<ul style="list-style-type: none"> <li>• Telecom Security hands on course (TS-201)</li> <li>• IMS security and attacking telecom infrastructure (T-250)</li> <li>• Telecom Security Basic</li> <li>• Python Course-Big Data Analytics</li> <li>• 5G Telecom Security hands- on course</li> <li>• Measurement of EMF Emission in Mobile Access Network</li> <li>• Experiencing 5G Testbed and Future Ahead: IIT Madras</li> </ul>		
<b>Other aspects</b>	<ul style="list-style-type: none"> <li>• Apart from these, NTIRPRIT also has conducted 12 Mid-Career Training Programmes (MCTPs) between September 2021 and December 2022</li> <li>• Multiple certification courses in domain areas are given for international participants</li> </ul>	<ul style="list-style-type: none"> <li>• Probationers training for Group A officers are planned</li> </ul>	

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## Annexure 3 – Details of overall competencies across the Department

### Behavioral Competencies

S No.	Competency Name	S No.	Competency Name	S No.	Competency Name
1	Adaptability and Flexibility	12	Decision Making	23	Ownership and Accountability
2	Attention to Details	13	Diversity and Inclusion	24	Planning and organizing
3	Collaboration and Coordination	14	Effective Delegation	25	Problem Solving
4	Communication Skills	15	Handling Difficult Situations	26	Respect, Empathy, and Compassion
5	Confidentiality	16	Interpersonal Effectiveness	27	Result Orientation
6	Conflict Management	17	Leadership	28	Safe & Positive Work Environment
7	Consultation & Consensus Building	18	Negotiation	29	Self-motivation and Initiative
8	Continuous Improvement	19	Networking Skills	30	Strategic and Analytical thinking
9	Creativity and Innovation	20	Openness and Integrity	31	Team / People Management
10	Crisis Management	21	Organizational Awareness	32	Time Management
11	Critical Thinking and Analysis	22	Customer/ Citizen Centricity		

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## Functional Competencies

S No.	Competency Category	Competency Name
1	General	Asset Lifecycle Management
2		Audit and Assurance
3		Budgeting, Accounting & Financial Management
4		Business Intelligence and Analytics
5		Change Management
6		Contract management
7		Crisis Management
8		Data Management and Analysis
9		Data Quality and Governance
10		Digital Literacy and Fluency
11		Dispute Resolution
12		Environmental Health and Safety
13		Event Management
14		General Administration
15		Grievance Redressal Mechanism
16		Human Resource Management
17		Innovation Management
18		International Relations and Management
19		Inventory Management
20		Litigation Management
21		Material & Service Management
22		Performance Management

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S No.	Competency Category	Competency Name
23		Personnel Management
24		Policy Formulation and Implementation
25		Presentation Skills
26		Project/ Program Management
27		Public Relation Management
28		Quality Assurance
29		Record Management
30		Report Writing and Documentation
31		Research Management
32		Resource Management
33		Risk Management
34		Roster Maintenance
35		Security Management
36		Service Management/ Operations & Maintenance
37		Stakeholder Management
38		Startup and Innovation
39		Strategic Planning and Management
40		Tendering & Procurement
41		Training and Skill Development
42		Vigilance Administration
43	Rules, Policies and Procedures	All Rules
44		Audit Manual
45		Book Now Pay Later (BNPL)
46		Cadre Structure - ITS and IP& TAFS
47		Central Civil Service Rules

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S No.	Competency Category	Competency Name
48		Central Government Health Scheme (CGHS) Rules
49		Central Public Works Department (CPWD) Manual
50		Central Vigilance Commission (CVC) Guidelines
51		Claim Settlement
52		Classification, Control and Appeal Rules
53		Company's Act and Amendments
54		Conduct Rules
55		Contracts & Labor Laws
56		Court Procedures
57		CPSEs Management and their organization structure
58		Delegation of Financial Powers (DFPR) Rules
59		Directorate of Advertising & Visual Publicity (DAVP) Rules
60		Disciplinary Proceedings
61		Disposal of cases
62		DPE MoU and Guidelines (targets and dividend)
63		Drawing and Disbursing Officer (DDO) Manual
64		Establishment Rule
65		Examination of papers/cases
66		Examine case and execution
67		Examining and interpreting court orders/directions
68		Financial Reporting
69		Fire Safety Rules
70		First Aid Manual
71		FR & SR
72		General Administration Guidelines

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S No.	Competency Category	Competency Name
73		General limitations on power to sanction expenditure
74		General Provident Fund (GPF) Rules
75		GFR
76		Government Rules and DoLA Guidelines
77		GST & TDS rules
78		Guidelines for e-Gazette
79		Guidelines from Ministry of Health and Family Welfare
80		Guidelines issued by DoPT and DoT
81		Guidelines of Food Business
82		Guidelines on Public Grievances (DARPG_)
83		Guidelines regarding Board Level Appointments
84		Handling of VIP references
85		Horticulture Maintenance
86		Income Tax Return (Rules)
87		International Arbitration proceedings
88		IT Act
89		Judicial Procedures and LIMBS
90		Labor Laws
91		Leave Rules
92		LTC Rules
93		Manual of Office Procedure (MoP)
94		MDOs laid procedures
95		Medical Rules
96		Mission Karmayogi
97		National Building Code instructions

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S No.	Competency Category	Competency Name
98		NDCP 2018
99		NPS Rules
100		Parliamentary Procedures
101		Pay & Accounts Office (PAO) Manual
102		Pay Rules
103		Pension Rules
104		Performance Appraisal Report Rules
105		Power of incurring contingent expenditure
106		Powers to sanction works
107		Prevention, Prohibition and Redressal) Act, 2013
108		Procedure for execution of works
109		Process for seeking approvals
110		Process of seeking approvals before attending AGM
111		Process of seeking exemption
112		Procurement of Goods & Services Manual
113		Provision of funds by Parliament: Demands for Grant and Union Budget
114		Public Information Officers (PIO) functions
115		Recruitment Rules
116		Regulatory requirements and guidelines
117		Relevant documents of ITU; Consultation Papers of TRAI & CCI; SDGs
118		Reserved Items and other Purchase/Price Preference Policy;
119		Residuary Financial Powers
120		Right to Information (RTI) Act
121		RTI Implementation - CAPIO, CPIO and Appellate Authority
122		Sanctions based on approvals and informing missions

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S No.	Competency Category	Competency Name
123		Service Book
124		TDS Provisions and Statutory returns (GST Act)
125		Terminal Benefits
126		Transfer Rules
127		Travelling Allowance Rules
128	Digital Platforms	ACC Vacancy Monitoring System (AVMS)
129		All prevalent systems
130		Audit Reporting and Monitoring System (ARMS)
131		Bharatkosh/NTRP
132		Business Intelligence Tool
133		CDR Analysis tool
134		Central Equipment Identity Registry (CEIR)
135		Central Monitoring System (CMS)
136		Centralized Public Grievance Redress and Monitoring System (CPGRAMS)
137		CGGRAMS
138		Comprehensive Pension Management System (CPMS/SAMPANN)
139		Content Management System
140		CPGRAM Portal
141		CPGRAM, Sancharvhr and Sparrow portal
142		Database/Filings Software Tools (SAKSHAM, SAKAL, SAJAG)
143		Digital Intelligence System (Astra)
144		DPE Portal
145		e - Office
146		E-File and Internal portals
147		eHRMS

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S No.	Competency Category	Competency Name
148		e-HrMS
149		ekha modules
150		EMR Awareness
151		e-Office
152		e-office, e-HRMS, SPARROW Portals etc.
153		e-Office, Sancharvhr and Sparrow portal
154		E-Publishing & CPP Portal; E-Procurement;
155		E-Samiksha portal
156		FMS software
157		GatiShakti portal
158		GeM portal
159		GeM Website
160		Gol systems
161		Government-e-Market (GeM) Portal
162		GPF Compact
163		Helpdesk management system
164		IGOT platforms
165		Internal portals
166		ITU BR software
167		ITU Portal
168		Jeevan Praman
169		Jeevan Praman App
170		Knowledge of "e-submission of satellite networks" web-portal of ITU-BR.
171		Knowledge of functioning of IT
172		Knowledge of Government IT Ecosystem

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S No.	Competency Category	Competency Name
173		Knowledge of ITU database
174		Knowledge of monitoring tools
175		Knowledge of Spirent GUI and other security testing tools
176		Legal Information Management and Briefing System (LIMBS) Portal
177		LIMBS portal
178		Log analysis tool
179		Mandatory Testing and Certification of Telecommunication Equipment (MTCTE)portal
180		MNPSP portal
181		Mobile sewa
182		NARDA
183		National EMF Portal (NEP) Portal
184		National Single Window Services (NSWS)
185		Network Scanning Tools
186		New portals development & integration related to TEC
187		NITI Aayog Dashboard
188		Online Assurance Monitoring System (OAMS)
189		OOMF
190		Portal Development
191		PQALS portal
192		Project Monitoring Group (PMG)
193		Public Financial Management System (PFMS)
194		Public Grievances Portal (PG Portal)
195		PVA Software
196		QGIS tool for tower related information
197		Record/Database Management tools & Skills

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S No.	Competency Category	Competency Name
198		RTI portal, PMOREF, DPG, LINKS portal
199		SANVARDHAN Software
200		Saral Sanchar Portal
201		SARAS -Revenue Management System
202		Security Testing Tools
203		Social Media
204		Sparrow Portal
205		Spectrum Management Software
206		State of Work Report (SWR) Software
207		TAF COP Consumer Portal
208		Tarang Sanchar Portal
209		Technical analysis tools
210		Testing Tools - Telecom Products
211		Tools and Testers
212		Traffic Monitoring Tool
213		Traffic Monitoring tool
214		Video Conferencing solutions

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## Domain Competencies

S No.	Technology
1	Access Network - 2G/ 3G/ 4G
2	Access Network - 4G
3	Access Network - 5G
4	Access Network - Antenna Systems
5	Access Network - Fixed Access Technologies (eg. FTTX)
6	Access Network - Frequency measurement
7	Access Network - Other Radio Communications Services
8	Access Network - Public Protection and Disaster Relief (PPDR)
9	Access Network - RF cables/connectors
10	Access Network - Wi-Fi 4/ 5/ 6/ 6E/ 7, WiGig
11	Civil & Power Infrastructure - Battery, Power Plant, E/A, Inverter, Earthing
12	Civil & Power Infrastructure - Diesel Generator
13	Civil & Power Infrastructure - Electrical Substation
14	Civil & Power Infrastructure - Fire Protection
15	Civil & Power Infrastructure - HVAC
16	Civil & Power Infrastructure - Lift Technologies
17	Civil & Power Infrastructure - Lighting
18	Civil & Power Infrastructure - New development in Building Services
19	Civil & Power Infrastructure - Renewable energy sources and related technologies
20	Core Backhaul Network - Domain Name Server

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S No.	Technology
21	Core Backhaul Network - Fraud Management System
22	Core Backhaul Network - IP Multimedia System (IMS)
23	Core Backhaul Network - ISP Network
24	Core Backhaul Network - Lawful Interception
25	Core Backhaul Network - NOC/ SOC
26	Core Backhaul Network - Submarine Cables
27	Core Backhaul Network - Telecom Security Operation Center (TSOC)
28	Data Communication - Data Communication Concepts - (OSI Layers, protocols, etc.)
29	Emerging Technologies - 6G
30	Emerging Technologies - Artificial intelligence/ Machine Learning (AI/ML)
31	Emerging Technologies - Big Data Analytics
32	Emerging Technologies - Blockchain
33	Emerging Technologies - Broadcasting and Convergence
34	Emerging Technologies - Cloud Computing
35	Emerging Technologies - Cyber Security
36	Emerging Technologies - Edge Computing
37	Emerging Technologies - Extended Reality - Augmented, Virtual and Mixed Reality (AR/VR/MR)
38	Emerging Technologies - Free Space Optical Communication (FSOC)
39	Emerging Technologies - Information Technology (IT)
40	Emerging Technologies - Internet of Things (IoT)
41	Emerging Technologies - Knowledge of Data Structures, Data analytics, Data Mining, Data base Management, Hadoop
42	Emerging Technologies - Multiple Technologies
43	Emerging Technologies - Network Functions Virtualization (NFV)
44	Emerging Technologies - Next Generation Network (NGN)
45	Emerging Technologies - Optical Transmission Technology (TERA hertz)

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S No.	Technology
46	Emerging Technologies - Quantum Computing
47	Emerging Technologies - Satellite Communication
48	Emerging Technologies - Smart Solutions
49	Emerging Technologies - Software/ Platform as a Service (SaaS & PaaS)
50	Emerging Technologies - Transmission Technologies
51	Information Technology (IT) & Security - Biometric Application
52	Information Technology (IT) & Security - Computer Network/ Data Network
53	Information Technology (IT) & Security - Cryptography
54	Information Technology (IT) & Security - Data Backup & Protection
55	Information Technology (IT) & Security - Database Management
56	Information Technology (IT) & Security - Database Management System
57	Information Technology (IT) & Security - Digital evidence seizure, File imaging & system capture
58	Information Technology (IT) & Security - Disk forensics, Memory Forensics
59	Information Technology (IT) & Security - Encryption & Hashing
60	Information Technology (IT) & Security - Ethical Hacking, Vulnerability Analysis and Penetration Testing
61	Information Technology (IT) & Security - Firewalls, Antivirus, IPS, IDS, log analyzer - configurations and security controls
62	Information Technology (IT) & Security - Information Security Management System (ISMS)
63	Information Technology (IT) & Security - Live endpoint forensics, Network Element forensics, Multimedia forensics
64	Information Technology (IT) & Security - Malware Analysis Protection
65	Information Technology (IT) & Security - Miscellaneous
66	Information Technology (IT) & Security - Mobile Device Security & Forensics
67	Information Technology (IT) & Security - Operating System (OS)
68	Information Technology (IT) & Security - OS Virtualization
69	Information Technology (IT) & Security - Physical Security
70	Information Technology (IT) & Security - Security Incidence management

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S No.	Technology
71	Information Technology (IT) & Security - Software/ Platform as a Service (SaaS & PaaS)
72	Information Technology (IT) & Security - Spoofed or malicious Application analysis and Blocking, VPN Blocking
73	Information Technology (IT) & Security - Telecom Network Forensics
74	Information Technology (IT) & Security - Telecom Network Forensics
75	Information Technology (IT) & Security - Traffic segregation to identify Network Attacks like scanning, Sniffing, Spoofing, Trojans, and DoS Attacks
76	Information Technology (IT) & Security - Understanding Privacy Preserving Architecture, techniques
77	Information Technology (IT) & Security - Wi-Fi Security
78	Market Landscape - Bottlenecks in the SATCOM proliferation
79	Market Landscape - Digital Communication index & ICT Development index
80	Market Landscape - E-Governance
81	Market Landscape - International Standards applicable for testing of various telecom/ICT products
82	Market Landscape - International Standards of various telecom/ICT products
83	Market Landscape - Mobile, PSTN, ISP, NLD, ILD, VSAT
84	Market Landscape - MTNL/BSNL functions and its structure
85	Market Landscape - Promoting ICT usage for Social and economic growth
86	Market Landscape - Quality of service issues in the telecom service sector
87	Market Landscape - Regulatory environment and systems in the telecom sector
88	Market Landscape - StartUp ecosystem
89	Market Landscape - Strength & Weakness of Organization & Market Opportunities
90	Market Landscape - Telecom / Technology
91	Market Landscape - Telecom Security Vulnerabilities
92	Market Landscape - Telecom Systems, Services, Devices & Equipment
93	Market Landscape - Understanding of MTNL working in Telecom sector.

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S No.	Technology
94	Market Landscape - Understanding of revenue land map
95	Miscellaneous - Assessment technologies and processes
96	Miscellaneous - Awareness about Telecom Infrastructure and related issues
97	Miscellaneous - CDR, IPDR, SDR, command logs, activities log
98	Miscellaneous - Communication Theories
99	Miscellaneous - Conditional Access System (CAS) & Subscriber Management System (SMS)
100	Miscellaneous - Core, RAN, NMS, QOS requirements
101	Miscellaneous - Data networks
102	Miscellaneous - Direction finding techniques
103	Miscellaneous - Geographical knowledge of LSA
104	Miscellaneous - Knowledge of Algorithmic design, Logic Design, Statistical modelling
105	Miscellaneous - Knowledge of International Standards and Standard Organizations for various Telecom and ICT products
106	Miscellaneous - Knowledge of various Standards and equipment used in telecom testing labs
107	Miscellaneous - Knowledge of working of satellite, wireless, optical and other communication technologies
108	Miscellaneous - Knowledge of working of Mobile, OFC, Satellite, Submarine & other communication technologies
109	Miscellaneous - Location Tracking technology
110	Miscellaneous - Mobile communication, OFC Communication & other communication
111	Miscellaneous - Mobile Number Portability (MNP)
112	Miscellaneous - Mobile, PSTN, ISP, NLD, ILD, VSAT, etc.
113	Miscellaneous - Need of Cyber range to facilitate the same
114	Miscellaneous - Noise measurement
115	Miscellaneous - Power Measurement
116	Miscellaneous - PSTN, ISP, NLD, ILD, VSAT
117	Miscellaneous - Quality Assessment and Drive test

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S No.	Technology
118	Miscellaneous - Radio Frequency Bands, satellite monitoring techniques, Telecom licenses
119	Miscellaneous - Research & Development Ecosystem
120	Miscellaneous - Role of Communication tech in different phases of DM; Satellite phones
121	Miscellaneous - Satellite Tracking mechanism
122	Miscellaneous - Source code analysis, protocol fuzzing, CDR related data
123	Miscellaneous - Spectrum Management
124	Miscellaneous - Spillage Signal measurement
125	Miscellaneous - Spoofed or malicious Application analysis and Blocking, VPN Blocking
126	Miscellaneous - Statistics
127	Miscellaneous - Submarine & Satellite Technology Domains
128	Miscellaneous - Technical knowhow of requirements of country's ecosystem, recommendations and implementation
129	Miscellaneous - Telecom network & Technologies
130	Miscellaneous - Telecom Numbering Resource Management
131	Miscellaneous - telecom transmission network
132	Miscellaneous - Understanding of Mathematical models
133	Miscellaneous - Understanding the critical role and bottleneck in current operations
134	Miscellaneous - Understanding various scheduling algorithms in the operating system.
135	Programming languages - C & C ++ Programming
136	Programming languages - Java Programming
137	Programming languages - Knowledge on Linux
138	Programming languages - Linux
139	Programming languages - Protocols, C & C ++ Programming
140	Programming languages - Python Programming
141	Programming languages - Understanding of Algorithms, Logic Design, Statistical Models
142	Transport Network - FSOC

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S No.	Technology
143	Transport Network - Microwave (All bands)
144	Transport Network - Multiplexing, Switching and Routing
145	Transport Network - OFC
146	Transport Network - Other Transmission Systems
147	Web Application Management - Devops
148	Web Application Management - Vulnerability and Penetration Testing
149	Web Application Management - Web Development & Security
150	Web Application Management - Web management, Information compilation & extraction
151	Web Application Management - Web services, API, server management
152	Web Application Management - Website Blocking Management System

S No.	Finance and Commercials
153	Accounting Systems & Standards
154	AGR Calculation and Settlement
155	Budgeting
156	Financial Management
157	Financial statement analysis
158	Accounts and Financial Management and Contract management
159	Checking the interest calculation.
160	Land Record Acts of respective states
161	License Fee (LF) Collection
162	Settlement of Representations
163	Public Procurement and Financing
164	Application process and fee payable

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S No.	Finance and Commercials
165	Legal frameworks, documentation and execution of MoUs & Agreements
166	Appropriation and Reappropriation of Funds

S No.	Domain Specific Rules, Policies and Procedures
167	Advances and Allowances
168	Arbitration Rules
169	Audit Rules and Procedures (Technology, Security, Finance, etc.)
170	Bank Guarantee Management Orders and Regulations
171	Cabsec procedures
172	Captive Network Assignment
173	Central Civil Service Rules
174	Central Government Health Scheme (CGHS) Rules
175	Central Secretariate Manual of Office Procedure (CSMOP)
176	Company's Act, Law, Insolvency process and SEBI guidelines
177	Complaints Handling & Resolution
178	Conduct Rules
179	Criminal Procedure Act and procedures
180	Customs Rules
181	Delegation of Financial Powers (DFPR) Rules
182	Disaster Management
183	DoE and DoPT Guidelines
184	DoPT Guidelines
185	DPE/SEBI/ DIPAM/ DEA guidelines
186	DVR Rules
187	Electromagnetic field (EMF) emissions

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S No.	Domain Specific Rules, Policies and Procedures
188	Establishment related rules
189	Event Management
190	E-waste Management
191	FR & SR
192	Functioning of PSUs (DoT)
193	General Provident Fund (GPF) Rules
194	GFR
195	GIGW and e-Governance guidelines
196	GOI: Allocation of Business Rules
197	Government Guidelines on Emerging Technologies (Network & IT)
198	Guidelines on Public Grievances (DARPG)
199	Guidelines on technical evaluation through GeM/Non GeM
200	HR Policies
201	IMEI guidelines
202	Impact Assessment
203	Income Tax (Rules)
204	Inspection guidelines
205	Inter-Ministerial Consultation
206	ITU/ 3GPP/ TSDSI standards
207	Knowledge of NFAP and its footnote.
208	LCT Rules
209	Leave Rules
210	Legal Procedures & Processes
211	License Agreements (Guidelines/Orders/Conditions)
212	Manual for Procurement of Goods

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S No.	Domain Specific Rules, Policies and Procedures
213	Manual of Office Procedure (MoP)
214	Miscellaneous - Accounts and Finance Manual
215	Miscellaneous - Aviation safety guidelines
216	Miscellaneous - Broadband Readiness Index (BRI)
217	Miscellaneous - BSNL Structure and processes
218	Miscellaneous - Budapest Convention
219	Miscellaneous - Capacity Building Assessment (Trainings)
220	Miscellaneous - Central Administrative Tribunal (CAT)
221	Miscellaneous - Central Treasury Rules
222	Miscellaneous - Cert-In Rules
223	Miscellaneous - Circular Economy for Sustainable Telecom
224	Miscellaneous - Cloud Act
225	Miscellaneous - Common Alerting Protocol (CAP)
226	Miscellaneous - Competition Commission of India (CCI) Act
227	Miscellaneous - CPWD Manual
228	Miscellaneous - CPWD Works
229	Miscellaneous - CVC Manual and DoPT guidelines
230	Miscellaneous - Data Protection Act
231	Miscellaneous - Departmental Innovation Initiatives
232	Miscellaneous - DGFT guidelines
233	Miscellaneous - DGQI Manual and procedures
234	Miscellaneous - Digital Communication Innovation Square (DCIS) Guidelines
235	Miscellaneous - Digitalization Policy
236	Miscellaneous - DoP&T Instructions
237	Miscellaneous - DoT & DPIIT PPP MII Policy

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S No.	Domain Specific Rules, Policies and Procedures
238	Miscellaneous - DoT Guidelines on Location Based Services
239	Miscellaneous - E- waste
240	Miscellaneous - Ensuring that websites and portals are GIGW compliant
241	Miscellaneous - Evidence Act
242	Miscellaneous - Examination of policies, amendments, clarification in licensing matters, affidavits for Court cases i.r.o AS-I Division and coordination with higher officer for finalizing of policies, draft Note for Digital Communications Commission and Draft Cabinet Note.
243	Miscellaneous - Examination Rules
244	Miscellaneous - Financial accuracy, Sound Knowledge of procedures and guidelines related to official foreign visits
245	Miscellaneous - For delicensing of certain frequency bands for low power applications
246	Miscellaneous - Formulation of guidelines w.r.t. two sub-schemes under CSSS and timely revision
247	Miscellaneous - FRACing Process
248	Miscellaneous - Functional Knowledge about the Bank Reconciliation related instructions in CAM
249	Miscellaneous - Functions of PG Wing and DoT
250	Miscellaneous - Gazette notifications related to delicensed frequency bands
251	Miscellaneous - GOI: Investment Policy
252	Miscellaneous - GPF Rules
253	Miscellaneous - Green Telecom Guidelines
254	Miscellaneous - GSR Rules
255	Miscellaneous - Guidelines on Location
256	Miscellaneous - Guidelines related to telecom domain
257	Miscellaneous - ICNIRP guidelines
258	Miscellaneous - Import / Export schemes and framework
259	Miscellaneous - Induction Training Manual
260	Miscellaneous - Information Synthesis in Policy Research
261	Miscellaneous - Inspection of Service providers
262	Miscellaneous - Instructions on inspections

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S No.	Domain Specific Rules, Policies and Procedures
263	Miscellaneous - IPC / Cr PC
264	Miscellaneous - IPR Act
265	Miscellaneous - ITC guidelines
266	Miscellaneous - Knowledge about acts/rules/SOPs/Unified License agreement conditions/Guidelines related to telecom domain
267	Miscellaneous - Knowledge about license agreement conditions with regard to Unified Access Service/ Unified License/ Unified License VNO
268	Miscellaneous - Knowledge of Article- 5,9,11,21 and 22/ AP-4,8,30,30A and 30B of RR.
269	Miscellaneous - Knowledge of current and previous National Frequency Allocation Plan (NFAP) including the IND footnotes.
270	Miscellaneous - Knowledge of Government Rules and coordination with respective CCAs and Government Counsels.
271	Miscellaneous - Knowledge of Guidelines and License Agreement ( ISP License , Unified License , Unified License -VNO etc.)
272	Miscellaneous - Knowledge of instructions and guidelines related to record management
273	Miscellaneous - Knowledge of instructions and guidelines related to record management.
274	Miscellaneous - Knowledge of legislations related to Telecom
275	Miscellaneous - Knowledge of Local Officiating Rules
276	Miscellaneous - Knowledge of NPS System & Orders
277	Miscellaneous - Knowledge of procedure and MEA instructions
278	Miscellaneous - Knowledge of PwD Act-2016 & Rules in domain of ICT
279	Miscellaneous - Knowledge of relevant Statutes and guidelines
280	Miscellaneous - Knowledge of rules / regulation & Procedure related to general administration and telecom domain
281	Miscellaneous - Knowledge of rules and regulations of compassionate allowance, compensation cases and related activities
282	Miscellaneous - Knowledge of rules and regulations of estate matters
283	Miscellaneous - Knowledge of rules and regulations of recognition of service associations and related activities
284	Miscellaneous - Knowledge of rules and regulations pertaining to NPS/EIS/PFMS
285	Miscellaneous - Knowledge of rules and regulations pertaining to PFMS/NTRP
286	Miscellaneous - Knowledge of rules/ instructions/ guidelines issued by the Nodal Department i.e. DARPG for handling and disposal of VIP/PMO references.

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S No.	Domain Specific Rules, Policies and Procedures
287	Miscellaneous - Knowledge of the Working Methods for the APT Preparatory Group (APG)
288	Miscellaneous - Knowledge Standards
289	Miscellaneous - Knowledge Standards & Protocols
290	Miscellaneous - Latest Office Memorandum and other Orders issued by respective department like DoT, DoPT etc
291	Miscellaneous - Legal and Policy Issues in latest and Emerging Technologies area in ICT
292	Miscellaneous - Legal framework of Information and Communication technology (including Telecom sector)
293	Miscellaneous - LIS/LIM, its Regulation and CMS System
294	Miscellaneous - Maintenance of BG register.
295	Miscellaneous - MHA and Departmental Guidelines.
296	Miscellaneous - MHA jammer policy
297	Miscellaneous - Mid-Career Training Programme (MCTP) Policy
298	Miscellaneous - MNP Guidelines
299	Miscellaneous - MoU guidelines of DPE AoA & MoA between DoT & TCIL
300	Miscellaneous - National Broadband Policy
301	Miscellaneous - National Broadband Policy
302	Miscellaneous - National Pension Scheme (NPS)
303	Miscellaneous - National Space Policy
304	Miscellaneous - National Standards for Civil Services Training Institutes
305	Miscellaneous - NDSAP Policy
306	Miscellaneous - New Telecom Bill
307	Miscellaneous - NISPG
308	Miscellaneous - oneM2M standard development and transposition process in TSDSI
309	Miscellaneous - OSP guidelines
310	Miscellaneous - Overview of various services and guidelines used for scrutiny
311	Miscellaneous - Patents, Trademarks & Copyright - Processing and implementation

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S No.	Domain Specific Rules, Policies and Procedures
312	Miscellaneous - Pay Revision Committee's reports
313	Miscellaneous - Performance assessment parameters for PSUs
314	Miscellaneous - Planning and Co-ordinate with BSNL/MTNL
315	Miscellaneous - PM GatiShakti & KarmYogi Projects
316	Miscellaneous - Policies/Guidelines, orders given by various courts, legal opinion of law officers etc.
317	Miscellaneous - Policies/Procedures for Board level appointments
318	Miscellaneous - Policies/procedures/ guidelines/instructions issued by DoPT (ACC) from time to time
319	Miscellaneous - Policy and core issues of the BSNL, MTNL and BBNL
320	Miscellaneous - Policy formulation for adoption of TSDSI and other International Standards
321	Miscellaneous - Power of incurring contingent expenditure
322	Miscellaneous - PPP Guidelines
323	Miscellaneous - Preparation of Counter Affidavit
324	Miscellaneous - Preparing the Cabinet Note
325	Miscellaneous - Preparing the Cabinet Note, Inter-ministerial consultation
326	Miscellaneous - Prevention, Prohibition and Redressal) Act, 2013
327	Miscellaneous - Pro-active Disclosure and On-request Disclosure
328	Miscellaneous - Proactive disclosure policies
329	Miscellaneous - Process of development of GR/IR/SR/SD /ER documents etc.
330	Miscellaneous - Processing of Technical know-how of applications/ guidelines.
331	Miscellaneous - Production Linked Incentive (PLI) scheme for Promoting Telecom & Networking Products Manufacturing in India
332	Miscellaneous - Project appraisal
333	Miscellaneous - protocol knowledge
334	Miscellaneous - Provision of funds by Parliament: Demands for Grant and Union Budget
335	Miscellaneous - Public Financial Management System (PFMS)
336	Miscellaneous - Public Information Officers (PIO) functions
337	Miscellaneous - PVA Manual

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S No.	Domain Specific Rules, Policies and Procedures
338	Miscellaneous - Quarterly Telecom Infrastructure Targets
339	Miscellaneous - Ranking framework of indices and definition / data source of indicators
340	Miscellaneous - Recruitment Rules and Guidelines for all technical Cadre of DoT
341	Miscellaneous - Refund rules
342	Miscellaneous - Related circulars in the past
343	Miscellaneous - Relevant Acts & Guidelines of the government
344	Miscellaneous - Relevant regulatory guidelines related to Directorate of Estates
345	Miscellaneous - Relevant regulatory requirements and guidelines
346	Miscellaneous - Relevant statutes such as RSA-93
347	Miscellaneous - Residuary Financial Powers
348	Miscellaneous - Rule Making related to Licensing of Wireless stations and delicensing of certain frequency bands
349	Miscellaneous - Rules & regulations of reservation of SC/ST/OBC/PwD/ EWS and ESM
350	Miscellaneous - Rules and Guidelines on Cadre Management for all Technical Cadre of DOT
351	Miscellaneous - Rules regarding weeding out of Files and Old Records
352	Miscellaneous - Schedule of Financial Powers of Head of LSA
353	Miscellaneous - SCOMET Policy
354	Miscellaneous - SEBI guidelines
355	Miscellaneous - Seeking approval for various approved measures
356	Miscellaneous - Service Testing/Roll Out & test procedures
357	Miscellaneous - Services Licenses
358	Miscellaneous - SOP for handling complaints
359	Miscellaneous - SoP on CDR collection
360	Miscellaneous - SoP on CDR collection
361	Miscellaneous - SoP on Grey Market
362	Miscellaneous - Special procedures related to handling and processing of Defense related matters

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S No.	Domain Specific Rules, Policies and Procedures
363	Miscellaneous - Special procedures related to handling and processing of National Preparatory Committee for WRC and National Study Groups
364	Miscellaneous - SRS Rules, Policies and Procedures
365	Miscellaneous - Staff Car Rules
366	Miscellaneous - Standardization Activities in global SDO
367	Miscellaneous - Start-Up Ecosystem and Government Initiative
368	Miscellaneous - Study of various verticals such as Power (Smart metering, Smart Grid etc.), Automotive (connected vehicles, Intelligent transport etc.), Health care (Remote Healthcare etc.) to finalize policy and standards
369	Miscellaneous - SUC charging orders
370	Miscellaneous - SUC orders and regulations
371	Miscellaneous - Suitable defense of DoT's interests
372	Miscellaneous - Supply of import-export data w.r.t. telecom equipment
373	Miscellaneous - Tariff and accounting principles and international telecommunication
374	Miscellaneous - Technical Barriers to Trade (TBT) Agreement
375	Miscellaneous - Tendering Process
376	Miscellaneous - Tour Programs of HoCs
377	Miscellaneous - Understanding of agreements with counsels, tribunals and special counsels.
378	Miscellaneous - Understanding of Special assistance schemes to States
379	Miscellaneous - Understanding roles and responsibilities as DMA
380	Miscellaneous - Understanding the requirement of applicant TSPs
381	Miscellaneous - Updated Guidelines on payment of Bill of Govt. Council
382	Miscellaneous - VIP reference guidelines
383	Mission Karmayogi
384	Monitoring station manual 1967 & 2005
385	MTCTE Procedure and guideline
386	Multiple ISO Standards (9000: 2005 / 56000 - 56008 / 17025)

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<b>S No.</b>	<b>Domain Specific Rules, Policies and Procedures</b>
387	National Frequency Allocation Plan (NFAP) and Radio Regulations
388	National Training Policy 2012
389	OMs/GSRs issued by DoT
390	Organizational Structure (DoT, PSU, other entities)
391	Parliamentary Procedures
392	Pay Rules
393	Pension Rules
394	Process of Capex infusion, Understanding of 4G/ 5G network, BSNL structure and processes
395	Public Grievances
396	Record Retention Schedule
397	Recruitment Rules
398	Right to Information (RTI) Act
399	RoW Rules, policies and procedures of state and central government
400	Rules, Procedure and Standards of Security / Cybersecurity
401	SACFA guidelines and procedures
402	Satellite communication guidelines
403	Scrapping Policy
404	SoP on CMS Maintenance
405	Spectrum Regulations and Guidelines
406	Standard Operating Procedure (SOP)
407	TEC specific (Documentation, Generic Requirements and Cab Designation procedures)
408	Telecom / Product Standards, Certification & Testing methods
409	Telecom Disputes Settlement and Appellate Tribunal (TDSAT)
410	Transfer Rules
411	USOF Scheme and guidelines

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<b>S No.</b>	<b>Domain Specific Rules, Policies and Procedures</b>
412	Various Acts, Policies and Regulations (DoT, TRAI, ITU, etc.)
413	Various DoT Guidelines ( PLI, PMA, CAF, etc. )
414	Vigilance Rules

<b>S No.</b>	<b>Other Domain Knowledge Areas</b>
415	Administration and Establishment
416	Alliance Metrics and Value Measurement
417	Building Functional Requirement Specification
418	Capacity Building Assessment (Trainings)
419	Contract Management
420	Corporate Relationship Management
421	Cross-Functional Team Management
422	Data Management & Analysis
423	Diplomatic & International Relations
424	Disaster Management
425	Event Management
426	Handling Correspondence
427	Human Resource Management
428	Inventory Management
429	Legal Procedures & Processes
430	Legislative Drafting
431	Material Management
432	Miscellaneous - Academic and Research
433	Miscellaneous - Academic Counsels and curriculum design
434	Miscellaneous - Appendix 27 of International Telecommunications Union

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S No.	Other Domain Knowledge Areas
435	Miscellaneous - Assessment and Coaching
436	Miscellaneous - BG/FBG Provisions of Telecom Operators
437	Miscellaneous - Calculation of potential interference btw different stations
438	Miscellaneous - Calculation of station coverage
439	Miscellaneous - Constitutional Provisions and Principles of Natural Justice
440	Miscellaneous - Detailed understanding of technical works
441	Miscellaneous - Dissemination & Information
442	Miscellaneous - Faculty Development Eco-system
443	Miscellaneous - Fairness Assessment
444	Miscellaneous - Functioning and hierarchy of different wings of DoT and other Ministries
445	Miscellaneous - Functioning and hierarchy of different wings of DoT and other Ministries.
446	Miscellaneous - General limitations on power to sanction expenditure
447	Miscellaneous - Global Innovation Index
448	Miscellaneous - Governance Structure
449	Miscellaneous - Government e-marketplace
450	Miscellaneous - Government/ public procurement
451	Miscellaneous - Green Building
452	Miscellaneous - Green Telecom
453	Miscellaneous - Handholding indigenous manufacturers
454	Miscellaneous - Idea Generation & Idea Pool
455	Miscellaneous - Identification of Common Goals, Information Management Systems and
456	Miscellaneous - Innovation Approaches : Open, Sustaining, Disruptive & Radical
457	Miscellaneous - Innovation Boot-Camps
458	Miscellaneous - Innovation KPIs
459	Miscellaneous - Innovation Portfolios

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S No.	Other Domain Knowledge Areas
460	Miscellaneous - Innovation Themes, Audio Visual & Print Media management
461	Miscellaneous - Inter-departmental Consultations
462	Miscellaneous - IT Strategy
463	Miscellaneous - ITU-D Digital Innovation Ecosystems
464	Miscellaneous - Knowledge of departmental structure and functions as well as topical issues
465	Miscellaneous - Knowledge of issues relating to synergy division
466	Miscellaneous - Knowledge of NFAP and its footnote
467	Miscellaneous - Knowledge of Resolutions and Recommendations
468	Miscellaneous - Knowledge of SCOMET category items
469	Miscellaneous - Knowledge of Start-Up Ecosystem and Government Initiative to Support them
470	Miscellaneous - Low power, short range
471	Miscellaneous - Managerial
472	Miscellaneous - Networking with National and International Standardization bodies
473	Miscellaneous - Pan-India CAP based early warning system
474	Miscellaneous - PCR
475	Miscellaneous - Pedagogy
476	Miscellaneous - Preparation of Counter Affidavit
477	Miscellaneous - Proactive Disclosure and On request Disclosure
478	Miscellaneous - Proficiency and accuracy in stenographic work.
479	Miscellaneous - Providing the comments of DoT on the cases referred by Norms Committee-II of DGFT regarding fixation of wastage norms
480	Miscellaneous - Regional Innovation Centres
481	Miscellaneous - Scrutiny of proposals require technical know-how
482	Miscellaneous - Target setting
483	Miscellaneous - Through examination of receipts, working knowledge of telecom related laws.
484	Miscellaneous - UN Innovation Network

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S No.	Other Domain Knowledge Areas
485	Miscellaneous - Understanding of NaviC
486	Miscellaneous - Understanding of Subsidy Payment to TSP/USP
487	Miscellaneous - Working knowledge of concern wings
488	National Critical Information Infrastructure Protection Centre
489	Planning and Coordination
490	Policy Formulation and Implementation
491	Product Development
492	Project Management
493	Prosecution Management
494	Record Management
495	Report Writing and Documentation
496	Risk Management
497	Software lifecycle management
498	Stakeholder management
499	Telecom Forensics
500	Testing & Certification
501	Vigilance Planning