

**Results Frameworks Documents (RFDs) in respect of USOF: the Responsibility Centre (RC) attached to the DoT for the year 2011-12 (REVISED)**

**Section 1 USOF's (the RC attached to DoT) Vision, Mission, Objectives and Functions**

Vision:

To facilitate provisioning of access to telecommunication services in rural and remote areas of the country at affordable and reasonable prices

Mission:

- To connect rural & remote masses of the country to the rest of the world through Public Telecom facilities
- To create knowledge based society through proliferation of broadband facilities in all villages
- To provide broadband services to rural & remote masses at affordable and reasonable prices
- To provide mobile services to rural & remote masses at affordable and reasonable prices
- To create/augment Optical Fibre Cable (OFC) network in rural & remote areas for providing voice & broadband connectivity

Objective:

- Facilitating provision of Mobile Services in rural and remote areas by extending financial support
- Facilitating provision of Wireline as well as Wireless Broadband facilities to rural and remote areas by extending financial support
- Facilitating provision of Public Telecom and Information Services (Broadband Kiosks) in rural and remote areas by extending financial support
- Facilitating provision of Opticle Fibre Cable (OFC) network in rural and remote areas by extending financial support
- Facilitating provision of at least one Village Public Telephone (VPT) in all eligible inhabited Revenue Villages of the country

**Section 2 *Inter se* priorities among key objectives, success indicators and targets**

The format of the Results-framework Document (RFD) to meet the Objectives of USO Fund mentioned in Section 1 above is proposed to be as per Annexure-I.

**Section 3 Trend values of success indicators**

The format for Trend Value for Success Indicators is proposed to be as per Annexure-II.

**Section 4 Description and definition of success indicators and proposed measurement methodology**

The description and definition of success indicators mentioned above is as follows:

**(i) Providing 2,50,000 Wireline Broadband connections**

This success indicator is meant to monitor the number of Wireline Broadband connections provided during the year in rural & remote areas of the country.

For providing broadband connectivity to rural & remote areas, USOF signed an Agreement with BSNL on January 20, 2009 under the **Rural Wireline Broadband Scheme** to provide wire-line broadband connectivity to rural & remote areas by leveraging the existing rural exchanges infrastructure and copper wire-line network. The speed of each of the broadband connections shall be at least 512 kbps always on. Under this scheme, BSNL will provide 8,88,832 wire-line Broadband connections to individual users and Government Institutions and will set up 28,672 Kiosks over a period of 5-years, i.e. by 2014. The subsidy disbursement is for (i) broadband connections, Customer Premises Equipment (CPE), Computer/Computing devices (ii) setting up of Kiosks for public access to broadband services. The estimated subsidy outflow is Rs. 1500 crore spread over a period of 5 years that includes subsidy for 9 lakh broadband connections, CPEs, computers/computing devices and Kiosks.

**(ii) Wireless Broadband Scheme - Signing of the Agreements for the Service Areas (total 19) with the successful bidders for implementation of the scheme**

This success indicator is meant to monitor the signing of the Agreements for the 19 Service Areas with the successful bidders for implementation of the scheme for provisioning of Wireless Broadband connectivity in rural & remote areas of the country.

The USOF is working on a scheme for providing financial support by way of subsidy for the wireless broadband active infrastructure such as BTS, by utilizing the existing infrastructure available with the Telecom service providers. This scheme would provide broadband coverage to a majority of villages. The scheme has been approved by the competent authority and would be launched during the year.

**(iii) Providing solar mobile charging stations in 2000 villages**

This success indicator is meant to monitor the number of solar mobile charging stations provided during the year in rural & remote areas of the country.

USOF has launched a Pilot Scheme wherein financial support is being provided for solar mobile charging stations in 5000 villages through TERI project of Lighting a Billion Lives (LaBL). The Agreement to this effect was signed on 29.04.2010. The solar mobile charging stations in these 5000 villages are to be provided in a phased manner over a period of two years from the date of signing of the Agreement.

**(iv) Percentage of inhabited villages covered by VPTs**

This success indicator is meant to monitor the percentage of inhabited revenue villages in the country covered with Village Public Telephones (VPTs). All the left over villages are being covered with VPTs through following USO Fund supported schemes

- (a) VPTs under Bharat Nirman: Agreements were signed with M/s BSNL in November 2004 to provide subsidy support for provision of VPTs in 62302 (revised from 66822) no. of uncovered villages in the country excluding those villages having population less than 100, those lying in deep forests and those affected with insurgency. The provision of VPTs in these villages has been included as one of activities under Bharat Nirman Programme.
- (b) Newly Identified VPTs: Reconciliation of the VPTs working in the inhabited villages as per Census 2001 was carried out taking into account the existing VPT and those provided under Bharat Nirman. All the remaining 62443 inhabited villages as on 01.10.2007 as per Census 2001 irrespective of criteria of population, remoteness, accessibility and law & order situations have been included for provision of VPTs with subsidy support from USO Fund under this scheme. Agreements in this regard were signed with BSNL on 27.02.2009. As per the terms and conditions of the agreement the VPTs installed between the periods 01.10.2007 to 26.02.2009 are also eligible for subsidy support.

**(v) Increase in rural tele-density from 32% to 40%**

This success indicator is meant to monitor the penetration of various telecom services by Service Providers in rural & remote areas of the country and facilitating increase in rural tele-density.

Financial support has been extended by USOF for provisioning of various telecom services (DELS, VPTs, mobile services, broadband services, OFC network etc.) and many such schemes to be carried out by licensed/registered Service Providers through financial support from USO Fund are either under the implementation stage or under the planning stage & expected to be launched soon.

**(vi) Increase in no. of OFC nodes under USOF supported schemes in North Eastern States**

This success indicator is meant to monitor the number of Opticle Fibre Cable (OFC) network nodes being created during the year in rural & remote areas of North Eastern states [Assam, Meghalaya, Mizoram, Tripura, Arunachal Pradesh, Nagaland & Manipur].

A Scheme has been launched to provide sufficient back-haul capacity to integrate the voice and data traffic from the access network in the rural areas to their core network by strengthening the OFC network in **Assam**. This scheme considers OFC Network augmentation between the blocks' HQ and Districts' HQ to begin with. USOF, through this Scheme, shall provide subsidy support for augmentation, creation and management of intra-district SDHQ-DHQ OFC Network on the condition that it will be shared with other Telecom Operators at the rates prescribed in the Agreement. Assam has been taken up first for implementation. The tender for Assam was floated on 30.10.2009 and BSNL had been declared successful at the subsidy quote of Rs. 98.89 crore and subsequently, an Agreement was signed with BSNL on 12.02.2010 to implement the scheme in Assam.

After the launch of the Augmentation, Creation and Management of Intra-District SDHQ-DHQ OFC Network Scheme in **Assam**, the NE-I & NE-II Circles (comprising States

of Meghalaya, Manipur, Tripura, Mizoram, Arunachal Pradesh, & Nagaland) have been taken up next for implementation. The bids in this regard stand invited and the scheme will be launched during the year.

**(vii) Timely Amendments in Telegraph Act and Rules to effect the establishment of National Optical Fibre Network (NOFN) through USOF support for its Rural Aggregation Part**

This success indicator is meant to carry out the necessary amendments in Indian Telegraph Act and Rules to effect the establishment of National Optical Fibre Network (NOFN) through USOF support for its Rural Aggregation part to facilitate provisioning of broadband services in rural & remote areas of the country.

A scheme for setting up of National Optical Fiber Network for providing Broadband connectivity to Panchayats by extending the existing optical fiber network of the country to Gram Panchayats is envisaged by Government with support from USOF. The existing core OFC network in the country deployed by different service providers covers State/ District/ Block HQs but does not extend to most of the Panchayats. The existing OFC thus has little presence at Panchayats in the Aggregation Layer, which functions as the collection agent of data from several sources in the access network and efficiently transports it to the backbone network for delivery to different destinations across the country. The new scheme is expected to bridge the gap in the Aggregation Layer by extending the network to all the Gram Panchayats. The scheme to set up National Optical Fiber Network by bridging the gap in the Aggregation Layer envisages designating an Executing Agency (EA) for establishment, management and operation of the NOFN. The EA will ensure that the incremental OFC connecting Panchayats to the existing core is laid for providing rural broadband connectivity. The incremental OFC so laid would, however, be owned by USOF/Government of India. The EA will undertake the execution of work through a transparent bidding process. The cost for establishing and maintaining the NOFN will be borne by the USOF as per lowest representative rates in actual bids received by the EA. USOF will also fund the Opex gap for a period of 5 years as traffic growth in the initial period may not be adequate to meet this expenditure.

**(viii) Settling all claims of subsidy/ financial support in respect of USOF schemes accurately and timely - Cumulative settled subsidy claims**

This success indicator is meant to monitor the settlement of subsidy/financial support claims accurately and timely and to ensure that necessary action is taken to minimize the unsettled claims.

**The measurement methodology of the various success indicators is as follows:**

Monthly MIS statements are being received from different Service Providers. Regular review meetings are also held at different levels to sort out the issues arising in implementation of the schemes. The Controllers of Communications Accounts (CCAs) concerned check the claims thoroughly as per the terms and conditions of the Agreement and subsequent clarifications issued from time-to-time before the funds are disbursed to the Service Providers. The subsidy is disbursed after making specified checks and making deductions from subsidy thereof.

## **Section 5      Specific performance requirements from other departments that are critical for delivering agreed results**

As the main objective of the USO Fund is to provide telecom services in remote and rural areas, many issues / problems are faced by telecom operators from time to time which need coordination with other departments and State Governments for sorting them out. The various issues / problems encountered in this regard are as follows:

- i. Lack of roads and public transport in the rural and remote areas of the country where the towers have to be installed under the Shared Mobile Infrastructure Scheme. Some of the towers are to be installed in forest areas, Hilly terrain, snow bound with no transport and involving Head load etc.
- ii. Many of the areas are disturbed, affected by naxalite and law and order problems resulting in incidences of disruptions in USO tower construction, extortions, and threats in naxal affected areas.
- iii. Some of the sites fall in forest land/tribal land.
- iv. Problems are faced in conversion of land from agriculture to commercial. The revenue record of the land in many of the villages is incomplete or inconsistent resulting into delay in acquiring of land and signing of lease deeds and its registration thereof.
- v. Non availability/irregular availability of electricity connection increases the cost of operation in many sites.
- vi. Various permissions required from State Government Agencies – ROW (Right Of Way), Tower charges, other charges.

## **Section 6      Outcome/Impact of activities of organization**

The expected outcome/impact of activities of USO Fund is as given at Annexure-IV.

**Annexure-I**

**Draft Results Frameworks Document (RFD) in respect of USO Fund: the RC of DoT for the Year 2011-12**

Objective	Actions	Success Indicator	Unit	Weight	Target /Criteria value					Achievement as on	Raw Score	Weighted Raw Score
					Excellent	Very Good	Good	Fair	Poor			
					100%	90%	80%	70%	60%			
1	Facilitating provision of Broadband Services in rural and remote areas	Increasing Wireline Broadband connections in rural & remote areas	Providing 2,50,000 Wireline Broadband connections	Nos.	0.15	2,50,000	2,25,000	2,20,000	2,15,000	2,10,000		
		Increasing Wireless Broadband connections in rural & remote areas	Signing of the Agreements for the Service Areas (total 19) with the successful bidders for implementation of the scheme	Nos. (of Service Areas)	0.05	19	17	14	13	11		
2	Promoting telecom services in rural & remote areas	facilitating the provisioning of solar mobile charging stations in rural & remote areas	Providing solar mobile charging stations in 2000 villages	Nos.	0.05	2,000	1,800	1,600	1,400	1,200		

	Promoting telecom services in rural & remote areas (Contd..)	Facilitating the provision of VPTs in remaining uncovered inhabited villages	Percentage of inhabited villages covered by VPTs	%	0.15	100	99.5	99	98.5	98			
		Facilitating increase in rural tele-density	Increase rural tele-density from 32% to 40%	%	0.15	40	38	36	34	32			
3	Facilitating creation of Opticle Fibre (OFC) network in rural and remote areas of North Eastern States	Creation of intra-district SDHQ-DHQ OFC network in North Eastern States	Increase in no. of OFC nodes under USOF supported schemes in North Eastern States	Nos.	0.15	300	250	200	175	150			
4	Facilitating establishment of National Optical Fibre Network (NOFN) for providing broadband connectivity	Amendments in Telegraph Act and Rules to effect the establishment of NOFN through USOF support for its Rural	Timely Amendme nts in Telegraph Act and Rules to effect the establishm ent of NOFN through	Date	0.1	Jan 15, 2012	Jan 31, 2012	Feb 15, 2012	Feb 28, 2012	Mar 15, 2012			

	to Gram Panchayats	Aggregation Part	USOF support										
5	Accurate & timely settlement all claims of subsidy/ financial support in respect of USOF schemes	Accurate & timely settlement of subsidy claims	Cumulative settled subsidy claims	%	0.09	90	88	86	84	82			
6	Efficient Functioning of the RFD System	Timely submission of RFD for 2011-12	On-time submission	Date	0.02	May 20, 2011	May 21, 2011	May 22, 2011	May 23, 2011	May 24, 2011			
		Timely submission of Results for 2011-12	On-time submission	Date	0.01	May 1, 2012	May 3, 2012	May 4, 2012	May 5, 2012	May 6, 2012			
		Finalize a Strategic Plan for RC	Finalize the Strategic Plan for next 5 years	Date	0.02	Dec 10, 2011	Dec 15, 2011	Dec 20, 2011	Dec 24, 2011	Dec 31, 2011			



Efficient Functioning of the RFD System (Cont..)	Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them	Finalize an action plan to mitigate potential areas of corruption	Date	0.02	Dec 10, 2011	Dec 15, 2011	Dec 20, 2011	Dec 24, 2011	Dec 31, 2011			
	Implementation of Sevottam	Create a Sevottam compliant system to implement, monitor and review Citizen's Charter	Date	0.02	Dec 10, 2011	Dec 15, 2011	Dec 20, 2011	Dec 24, 2011	Dec 31, 2011			
		Create a Sevottam compliant system to redress and monitor Public Grievances	Date	0.02	Dec 10, 2011	Dec 15, 2011	Dec 20, 2011	Dec 24, 2011	Dec 31, 2011			
<b>TOTAL WIGHT</b>				1.0								

**Annexure-II**

**Format for Trend Values in respect of RFD for USO Fund: the RC attached to DoT for the year 2011-12**

Objective	Actions	Success Indicator	Unit	Actual Value for FY 09-10	Actual Value for FY 10-11 (anticipated)	Target Value for FY 11-12	Projected Value for FY 12-13	Projected Value for FY 13-14
Facilitating provision of Broadband Services in rural and remote areas	Increasing Wireline Broadband connections in rural & remote areas	Providing 2,50,000 Wireline Broadband connections	Nos.	121542	1,37,680	<b>2,50,000</b>	2,50,000	1,13,832
	Increasing Wireless Broadband connections in rural & remote areas	Signing of the Agreements for the Service Areas (total 19) with the successful bidders for implementation of the scheme	Nos.	Scheme is yet to be launched		<b>19</b>	-	-
Promoting telecom services in rural & remote areas	Facilitating the provisioning of solar mobile charging stations in rural & remote areas	Providing solar mobile charging stations in 2000 villages	Nos.	-	100	<b>2,000</b>	2000	1900
	Facilitating the provision of VPTs in remaining uncovered inhabited villages	Percentage of inhabited villages covered by VPTs	%	95.34%	97%	<b>100%</b>	-	-
	Facilitating increase in rural tele-density	Increase rural tele-density from 33% to 40%	%	24.31%	33.79%	<b>40%</b>	45%	50%

Facilitating creation of Opticle Fibre (OFC) network in rural and remote areas of North Eastern States	Creation of intra-district SDHQ-DHQ OFC network in North Eastern States	Increase in no. of OFC nodes under USOF supported schemes in North Eastern States	Nos.	Scheme launched in 10-11	100	<b>300</b>	300	245
Facilitating establishment of National Optical Fibre Network (NOFN) for providing broadband connectivity to Gram Panchayats	Amendments in Telegraph Act and Rules to effect the establishment of NOFN through USOF support for its Rural Aggregation Part	Timely Amendments in Telegraph Act and Rules to effect the establishment of NOFN through USOF support	Date	-	-	<b>Jan 15, 2012</b>	-	-
Accurate & timely settlement of all claims of subsidy/ financial support in respect of USOF schemes	Accurate & timely settlement of subsidy claims	Cumulative settled subsidy claims	%	91.5	90	<b>90</b>	90	90

**Definitions of Success Indicators in respect of RFD for USO Fund: the RC attached to DoT for the year 2011-12**

<b>Objective</b>	<b>Actions</b>	<b>Success Indicator</b>	<b>Unit</b>	<b>Definition</b>
Facilitating provision of Broadband Services in rural and remote areas	Increasing Wireline Broadband connections in rural & remote areas	Providing 2,50,00 Wireline Broadband connections	Nos.	Facilitate provisioning of wireline broadband connections in rural and remote areas
	Increasing Wireless Broadband connections in rural & remote areas	Signing of the Agreements for the Service Areas (total 19) with the successful bidders for implementation of the scheme	Nos.	Facilitate provisioning of wireless/satellite broadband connections in rural and remote areas
Promoting telecom services in rural & remote areas	Facilitating the provisioning of solar mobile charging stations in rural & remote areas	Providing solar mobile charging stations in 2000 villages	Nos.	Facilitate provisioning of mobile charging stations in rural & remote areas
	Facilitating the provision of VPTs in remaining uncovered inhabited villages	Percentage of inhabited villages covered by VPTs	%	Facilitate provisioning of at least one Telephone to all eligible inhabited Revenue Villages
	Facilitating increase in rural tele-density	Increase rural tele-density from 32% to 40%	%	
Facilitating creation of Opticle Fibre (OFC) network in rural and remote areas of North Eastern States	Creation of intra-district SDHQ-DHQ OFC network in North Eastern States	Increase in no. of OFC nodes under USOF supported schemes in North Eastern States	Nos.	Facilitate provisioning of OFC nodes in rural & remote areas of Assam and North Eastern States to provide sufficient back-haul capacity

Facilitating establishment of National Optical Fibre Network (NOFN) for providing broadband connectivity to Gram Panchayats	Amendments in Telegraph Act and Rules to effect the establishment of NOFN through USOF support for its Rural Aggregation Part	Timely Amendments in Telegraph Act and Rules to effect the establishment of NOFN through USOF support	Date	Settlement of all subsidy/financial support claims in respect of all USOF schemes accurately & timely
Accurate & timely settlement of all claims of subsidy/financial support in respect of USOF schemes	Correct & timely settlement of subsidy claims	Cumulative settled subsidy claims	%	Settlement of all subsidy/financial support claims in respect of all USOF schemes accurately & timely

**Annexure-IV**

**Outcome/Impact of activities of USO Fund in respect of RDF for USO Fund: the RC attached to DoT for the year 2011-12**

1	2	3	4	5	6	7	8	9
S. No.	Outcome/ Impact of USO Fund	Jointly responsible for influencing this outcome/impact with the following organization (s)/ department/ ministry(ies)	Success Indicator	FY 09-10	FY 10-11	FY 11-12	FY 12-13	FY 13-14
1	Increase in Wireline Broadband connections in rural & remote areas	DoT/ BSNL	Providing 2,50,000 Wireline Broadband connections	121542	1,37,680	<b>2,50,000</b>	2,50,000	1,13,832
2	Increase in Wireless Broadband connections in rural & remote areas	DoT/ BSNL	Signing of the Agreements for the Service Areas (total 19) with the successful bidders for implementation of the scheme	Scheme is yet to be launched		<b>19</b>	-	-
3	Provisioning of solar mobile charging stations in rural & remote areas	-	Providing mobile charging stations in 2000 villages	-	100	<b>2,000</b>	2000	1900
4	Providing VPTs in all uncovered inhabited villages	BSNL	Percentage of inhabited villages covered by VPTs	95.34%	97%	<b>100%</b>	-	-
5	Facilitating increase in rural tele-density	DoT/BSNL	Increase rural tele-density from 33% to 40%	24.31%	33.79%	<b>40%</b>	45%	50%

6	Creation of intra-district SDHQ-DHQ OFC network in North Eastern States	BSNL/ RAILTEL (provisional)	Increase in no. of OFC nodes under USOF supported schemes in North Eastern States	Scheme launched in 10-11	100	<b>300</b>	300	245
7	Facilitating establishment of National Optical Fibre Network (NOFN) for providing broadband connectivity to Gram Panchayats	DoT/ Ministry of Legal Affairs	Timely Amendments in Telegraph Act and Rules to effect the establishment of NOFN through USOF support	-	-	<b>Jan 15, 2012</b>	-	-
8	Accurate & timely settlement of subsidy claims	DoT/CCAs	Cumulative settled subsidy claims	91.5	90	<b>90</b>	90	90