

Mobile Phase I: Field Issues & Contribution of CCA Offices

Sl. No.	Basic Details	Implementation Experience			Other Remark
		Initial Stage	Advanced Stage	Inspection	
1	CCA Karnataka; Karnataka. Clusters: 29 to 32 IP- BSNL USPs: BSNL, BAL, RCL, Hutchinson Essar South Ltd.,	<p>Issues: Regular power supply.</p> <p>CCA's effort: Meeting with Chief Secretary, Karnataka. Managing director of KPTCL was directed by the Chief Secretary to expedite power connection to USO sites. Subsequently power supply to USO sites was ensured on priority basis.</p> <p>Solution Found: Due to timely effort made by CCA Karnataka, 365 sites out of 381 have been provided with regular power supply.</p> <p>Lessons Learnt: Action for procurement of power supply needs to be taken as early as possible with higher authority and should be continuously pursued.</p> <p>Suggestions: Alternate energy sources namely solar/wind power may be provided at sites. Possibility of having one mobile E/A for one cluster to take care of situation when E/A of a particular site becomes faulty and is expected to be operational after 2-3 days.</p>	<p>Issues: Dispute of OPEX charges.</p> <p>CCA's effort: In quarterly meeting USPs were asked to pay the OPEX charges to IP. It was also emphasized to roll out services within 2 months period from the date of commissioning of tower.</p> <p>Solution Found: USPs have begun to pay the dues to IP. USPs have also expedited provision of services from the mobile towers.</p> <p>Lessons Learnt: Clauses permitting IP to collect some advance or Bank Guarantee from the USPs may be included in the agreement.</p> <p>Suggestions: Clauses to be incorporated in the SLA allowing the IP to obtain BG from the USPs, which can be encashed in case of any kind of non-payment after due notice.</p>	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> Layout diagram has not been adhered by the USP in few USO sites. Battery back-up provided by the USPs at few sites are insufficient to meet the requirement. <p>Special Issues:</p> <ul style="list-style-type: none"> Recharge coupons are being sold at some of the USO sites but at most of the places it is not available. Lack of marketing/visibility of subsidised mobile services and facility for recharging. <p>Suggestion:</p> <ul style="list-style-type: none"> Clause to be included in the agreement for provision of SIM, recharge coupons, top-up cards at the USO site. 	BAL is wants to radiate from its own infrastructure tower instead of USO tower and requested CCA to refer the issue to USF HQ.

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2	CCA: Orissa Clusters: 57, 58, 59, 60 IP:BSNL, RCIL USP: RTL, RCL, BAL, DWL	<p>Issues:</p> <ul style="list-style-type: none"> Lack of power connection Naxalite and insurgency in many districts <p>CCA's effort:</p> <ul style="list-style-type: none"> Meetings with Secretary(IT), Addl Secretary(Home), Addl Secretary (Energy) and Senior officers of Power Company were convened. <p>Solution Found:</p> <ul style="list-style-type: none"> Due to the intervention of the State Govt. authorities, the Power distribution companies gave power connections to USO sites on priority. In respect of BSNL's sites, Demand Note has been received in 310 out of 330 sites. In RCIL's sites, 84 out of 104 sites have been provided with SEB connection. In the remaining sites, it is pending because of Naxal problem. Four sites were blown by naxalites and the police was reluctant to record FIR from IP. With the intervention of the CCA and the Home Deptt., FIR was lodged. As on date two of these sites have been commissioned. <p>Lessons Learnt:</p> <ul style="list-style-type: none"> Lack of coordination between the IP and USPs was the major cause of delay. Progress through active liaison with local authority. 	<p>Issues:</p> <ul style="list-style-type: none"> Dispute over RFI date between IP and USP over cable tray, security guard, punch point, power, EA etc. OPEX sharing by the USPs: IP insisted that OPEX should be paid in advance, but USPs disagreed and suggested that OPEX claims should be raised quarterly <p>CCA's effort:</p> <ul style="list-style-type: none"> Review meetings held with the IP and USPs Joint inspections conducted <p>Solution Found:</p> <ul style="list-style-type: none"> RFI disputes have been resolved at most places due to the joint inspections conducted by the CCA. <p>Lessons Learnt:</p> <ul style="list-style-type: none"> Law and order was a major hindrance in the naxal affected districts. The Agreement does not have provision for revival of blown up sites. <p>Suggestions:</p> <ul style="list-style-type: none"> In future schemes cost component of leased line/OFC/VSAT/MW may also be included in the subsidy For extremist affected areas, separate subsidy/schemes should be taken into consideration. IP or the implementing agency should be made one of the USPs. 	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> Non-observance of fire safety norms Non-deployment of security guards Single charging point instead of mandated three <p>Special Issues:</p> <ul style="list-style-type: none"> Inconvenient location of charging facilities Lack of awareness of charging facility amongst rural public <p>Suggestion:</p> <ul style="list-style-type: none"> Media campaign should be made so that rural people are made aware of free charging facility at USO sites. USP should inform the customer about charging facility while issuing a SIM card. (At the time of activation of SIM from an USOF tower, a customised system generated SMS can be sent to the subscriber in this regard, if technically feasible.) 	

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		Technical Issues	Administrative Issues	Inspection	
3	CCA GUJRAT; GUJRAT. Clusters: IP: USPs:	<p>1. Horizontal Cable Tray to the level of BTS was seldom provided by the IP. In such cases USPs has to put the horizontal cable tray Suggestion: In future agreement, USP should be made responsible for installation of horizontal cable tray.</p> <p>2. Electrical wing of BSNL has opined that present specification of 20 KVA Gen Set is too high. Suggestion: It needs to be reviewed.</p> <p>3. Diameter of Antenna Mounting pipe is 40 mm. Attimes USP requires pipes of different diameter. Suggestion: USPs may be asked to arrange the antenna mounting pipe as per their needs.</p> <p>4. Agreement specifies that Fire Alarm System is to be provided by IP but IP has no access in the BTS Cabin of USP. Suggestion: USP should be made responsible for installing Fire Alarm System.</p> <p>5. Agreement condition is for provision of 100 litre additional diesel tank. Suggestion: Due to issue of safekeeping and evaporating losses, keeping a separate 100 litre tank is not viable.</p>	<p>1. Tower site relocation requires prior approval of USOF HQ. This normally takes quite some time and often the people who have been approached for providing land for tower, back out within this time period. Suggestion: There should be a time frame within which approval for site relocation is to be intimated to IP and USPs.</p> <p>2. Land acquisition in tribal area is a problem due to law restricting sale of land to non-tribal. Suggestion: State govt. may be requested to support the scheme by issuing GRs for guidance of district level officers.</p> <p>3. The USPs face the problem of non communication of RFI date by the IP to them on time. Suggestion: O/o CCA should be involved in the process of RFI date intimation to USPs on real time basis.</p> <p>4. RCL is yet to fulfil the roll out obligation. Suggestion: Matter has been reported to USF HQ for necessary action.</p>		

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4	CCA: Haryana Clusters: 20 IP: BSNL USPs: BSNL, RCL, Vodafone.	<p>Issues:</p> <ol style="list-style-type: none"> 1. Site Relocation- at two sites i.e. Ramanna-Ramani and Alipur 2. Land for Malikpur Site 3. Provision of Boundary wall 4. Power Connection at Bhojnagal <p>CCA's effort and Solution Found:</p> <ol style="list-style-type: none"> 1. The matter referred to USOF HQ for relaxing the norms of min plot size and tower within 3 Km. IP got approval of dropping of these sites. 2. Matter was taken up with the State Govt. for providing Gram Panchayat land of Malikapur on lease, private land was procured by IP. 3. Wire fencing done after approval of USF HQ as the boundary wall was not possible due to steep height. 4. Matter was taken up with the SEB. Connection was provided as the matter was pursued vigorously. <p>Lessons Learnt: The role of facilitator of CCA office may be enhanced if some sort of autonomy in decisions like replacing boundary wall, relocation of towers and some deviation of land size can be taken at CCA level.</p> <p>Suggestions: The penalty clause in the agreement should be made strong enough to deter the delay especially by USPs.</p>	<p>Issues:</p> <ol style="list-style-type: none"> 1. Delay in signing of SLA. 2. Non-provision of cable tray by IP on towers. 3. Mechanism to attend the complaints of USPs by IP 4. Billing and payment of OPEX charges. 5. Land lord not allowing private operators to enter the site. <p>CCA's effort and solution found:</p> <ol style="list-style-type: none"> 1. USPs were motivated to sign the SLA in the monthly meeting. 2. Matter was taken up with the IP and cable trays were provided. 3. On the pursuance of CCA office one nodal officer was nominated by IP-BSNL and communicated to the USPs 4. After intervention of CCA office, some bills were paid. 5. At the time of taking over the land, security work was promised to be given to land lord, but it was given to someone else. In retaliation, land lord stopped the USPs to enter the site. After personal effort of CCA, matter was resolved. <p>Lessons Learnt: IP and USP tend to leave unnecessary tasks on CCA office whenever they find the task non-lucrative and penalties weak or absent.</p> <p>Suggestions: The penalty clause should be made stronger and implementable.</p>	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> • Non-provision of proper charging facility <p>Special Issues:</p> <ul style="list-style-type: none"> • It was noticed that charging points have been provided through extension cord instead of fixed switches. IP provided multiple charging boxes at all places after CCA's intervention. • But rural public is unaware of this facility. <p>Suggestion:</p> <ul style="list-style-type: none"> • IP and USP assesses compliance in terms of cost of compliance and not in terms of agreement which is diametrically opposite from CCA's point of view. <p>Penalty clause should be made stronger and deterrent, or the compliance should be rewarded.</p>	<p>USPs were reluctant to submit the information as per annexure-9.</p> <p>Presence of USPs during the Joint Physical Verification was not forthcoming.</p> <p>Some USPs have started to challenge the very rationale of the Physical Inspection on the plea that they are not getting any positive subsidy.</p>

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5	CCA Chhattisgarh; 16 revenue Districts of Chhattisgarh. Clusters: 14, 15, 16, 17 & 18. IP- KEC International (14) & BSNL (15-18) USPs: RTL, RCL, BSNL, BTA Cellcom Ltd.	<p>Issues: Site relocation, Land Acquisition, Power connection from State Electricity Board.</p> <p>CCA's effort: Regular contact was made with IP regarding site relocation and land acquisition. BSNL was pondering for a long about taking land on rent or on outright purchase. Regarding power issue letter was written to State Govt. Agencies. Meeting with chairman SEB was also organised.</p> <p>Solution Found: BSNL went for rented land as suggested by CCA office and the land acquisition for the scheme was expedited.</p> <p>Lessons Learnt: A quick decision made by IP can save lot of time.</p>	<p>Issues: Site which declared RFI were inspected jointly with IP and USPs. The deficiencies were brought to the notice of the IP and the compliance was vigorously pursued.</p> <p>CCA's effort: Monthly coordination meeting with IPs and USPs were held and dispute over RFI date were discussed in the meetings as well as in the joint physical verification and dates were decided.</p> <p>Solution Found: most of the issues resolved.</p> <p>Lessons Learnt: discussion of the issues across the table after the physical verification of the sites help in early resolution of the issues.</p> <p>Suggestions: During physical verification of the sites, presence of IP and USPs should be made mandatory.</p>	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> Site declared RFI by IP were inspected jointly with IP and USPs. The deficiencies were brought to the notice of the IP and their compliance was vigorously pursued. 	

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6	CCA: Kerala Cluster: 33 IP: RCIL USPs: Vodafone, Idea, RCOM	<p>Issues:</p> <ul style="list-style-type: none"> At Ambanad site, NOC was not given by the local body 3 sites fall in plantations and the IP faced problem in land acquisition SEB connection at the remote sites. In a meeting chaired by the Secretary IT on 2/4/09, it was minuted that 27 sites do not have SEB connection. <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ Several meetings with Secretary (IT) and concerned District Collectors. ➤ Meeting with Member of KSEB were held. ➤ The Ambanad issue was referred to USOF Hq <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ Except four sites, all the remaining sites have been provided with SEB connection. ❖ Regarding the Ambanad issue, Administrator-USOF has written a DO to the Pr. Secretary Revenue for resolution. 	<p>Issues:</p> <p>Discrepancy in RFI date between the IP and the USPs at four sites viz. Anapathi, Palakoyam, Varode and Kerala Estate</p> <p>CCA's effort:</p> <p>The disputes regarding the RFI dates at all the four sites were discussed by the CCA in the monthly meetings. Joint inspections were carried out.</p> <p>Solution Found:</p> <p>All the RFI disputes have been resolved with the intervention of the CCA</p>	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> Two DG sets have not been provided in four sites where power supply is not available. 	

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7	CCA: Punjab Clusters: 61 IP: BSNL USP: BAL, RCL BSNL	<p>Issues:</p> <ul style="list-style-type: none"> • Power Problem • Delay in tower erection • Site security: materials got stolen because of unauthorised access and inadequate security <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ For power connection, the CCA office coordinated with the Director-IT. He was requested to send representatives to the monthly meetings. The Director IT was also requested to provide 24 hr power supply to the remaining two sites viz. Qila Nathu Singh and Nangal Sohal ➤ As far as delay in construction and site security was concerned, the IP was requested to expedite the work in the monthly meetings. <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ Power connection was provided to all the sites including the two remaining sites at Qila Nathu Singh and Nangal Sohal. ❖ For security the IP agreed to the proposal of the CCA to issue ID cards with photos to the workers of the USPs 	<p>Issues:</p> <ul style="list-style-type: none"> • Date of Commissioning was disputed by the USPs • BSNL as IP had not entered into SLA, had not furnished SACFA clearance, NOC from airport authority, pollution certificate etc along with claim • Provision of pole mounts: BSNL had not provided pole mounts. <p>CCA's effort:</p> <p>All the issues were taken up in the monthly review meetings.</p> <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ Date of Commissioning: the issue was sorted out in accordance with the USOF Hq instructions of Feb'09. Two USPs (Bharti and BSNL) finally agreed to the date of commissioning as claimed by the IP. ❖ The IP was persuaded to provide pole mounts for Reliance. M/s Bharti provided its own pole mounts. ❖ The SLAs were finally signed on 18/09/08 only after CCA made it clear that claims would be admissible only if SLAs were signed. 	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> • Inaccessible charging points. • Non-functional aviation light and compound lights. • Only one phase connection provided by Bharti and Reliance • Bharti has not installed antenna at one site because it had its own pre-existing tower within 3 km distance 	

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8	<p>CCA: Uttarakhand Clusters: 72, 73 IP: BSNL USP: BSNL, Vodafone, Reliance</p>	<p>Issues:</p> <ul style="list-style-type: none"> • Power <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ Convened meeting with senior officers of Power Corporation of Uttarakhand for electricity connection <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ At 15 very remote sites, power connection was provided with CCA's intervention 	<p>Issues:</p> <ul style="list-style-type: none"> • RFI date • Cable tray, Antenna, Security guard, Diesel • Dispute over OPEX charges between BSNL and Reliance • At some places Huts for guards were not provided resulting in theft <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ Meetings held with IPs and USPs to resolve the RFI date ➤ Special meeting with BSNL and Reliance was held to sort out the OPEX issue <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ The dispute over OPEX between BSNL and Reliance was sorted out in the meeting ❖ RFI dispute was resolved at several sites 	<p>Special Issues:</p> <ul style="list-style-type: none"> • Sub-optimal location: At one site the location is at the base of a hill instead of at the top and signal is available only around the tower. People are using SIM of HP • QoS: at several sites though signal from the tower is present but no voice is received on mobile phone • Interference: at some sites signal from neighbouring non-USOF towers are causing interference resulting in poor quality of service 	

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9	<p>CCA UP West; 21 revenue Districts of UP West. Clusters: 78 and 79 IP- QTIL (78), BSNL(79). USPs: Idea Cellular, RCL, Vodafone, BSNL.</p>	<p>Issues: Delay in provision of Electricity connection from state electricity board. Owner's Issue:-Land owners not permitting the 2nd and the 3rd USPs to enter site. Agreement between IP and land owner is entered into English language. But most of the land owners are illiterate or very little educated. Maximum owner's issues arisen due to this language barrier.</p> <p>CCA's effort: Meeting with CMD electricity board and secretary IT and Electronics and with secretary Energy of State Govt. was held. Letters were also written to state govt. administrative authorities to intervene in the matter.</p> <p>Solution Found: Due to prompt effort made by CCA UP West, electricity connection has been provided to almost all the feasible sites.</p> <p>Owner issues have also been resolved. barring 3 sites</p> <p>Lessons Learnt: Proper interaction with state authorities, resolves issues.</p> <p>Suggestions: Land agreement should be made in local/provincial language.</p>	<p>Issues: Dispute of OPEX charges, Security Guards not provided by BSNL at some sites, Antenna Mounts and Cable trays were not provided by BSNL at some sites.</p> <p>CCA's effort: In quarterly and monthly meeting USPs were asked to pay the OPEX charges to IP as per SLA. IPs were told to resolve the guard's issue as per agreement clause</p> <p>Solution Found: Barring some issues related to OPEX charges all other issues are settled.</p> <p>Lessons Learnt: Most of the issues may be resolved if communicated properly.</p> <p>Suggestions: SLA should be suitably monitored by authorities of IPs and USPs. It was found that most of the representatives of IPs and USPs were unaware of the different clauses of SLA signed.</p>	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> • In cluster 78, some towers were found 3 legged. • Boundary wall at 2 sites of Cluster 78 were not constructed. • Sign Boards were not displayed at some sites. <p>Special Issues:</p> <ul style="list-style-type: none"> • Some sites were found not located in specific villages as mentioned in master data of USOF. 	

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10	CCA Bihar; 37 revenue Districts of Bihar. Clusters: 9, 10, 11, 12 & 13. IP- BSNL USPs: BSNL, RTL, RCL, DWL.	<p>Issues: Security Guard- IP's stand was that security guard will be provided from the date of commissioning of site, as USPs will pay the charge only after commissioning of the site. USPs main concern was that the security of the items put in the view of the preparation work of the radiation which they start even before the commissioning date.</p> <p>CCA's effort: CCA office persuaded IP to co-operate.</p> <p>Solution Found: IP agreed to provide security guard. Further a list of security guard, its agency and the contact nos. of all concerned were also circulated among USPs for better communication.</p>	<p>Issues: Diesel for E/A-USP wanted E/A to be ready before actual date of commissioning for testing of its equipment.</p> <p>Battery- Battery discharge due to non-use or delayed use.</p> <p>CCA's effort: In the review meeting, matter was discussed and it was agreed by all the USPs to pay Diesel cost for the period of testing on the basis of Meter reading.</p> <p>Regarding battery problem, it was advised that USPs will inform at least 3 days in advance to IP so that before the time of radiation, E/A and battery may be made operational.</p> <p>Solution Found: Issue resolved.</p>		Pole Mount antenna: IP requested USPs to arrange for pole mount antenna on their own and charge the cost from the IP. CCA office instructed both IP and USP to resolve the issue mutually. This issue is now resolved.

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11	CCA TN; Tamil Nadu Clusters: 67 to 70	<p>Issues:</p> <ul style="list-style-type: none"> There was a problem in acquisition of land falling under Forest area (Pattaraikkadu). <p>CCA's effort:</p> <ul style="list-style-type: none"> Permission was taken after coordination with state Govt. which is a very lengthy process. In Cluster-68, at Dharampuri, power connection was delayed and CCA office took up the case with EB chairman. <p>Solution Found: Chairman EB was very helpful. Connection was provided.</p> <p>Suggestions: Policy decision may be taken centrally for the sites falling under forest area.</p>	<p>Issues: OPEX Charges, Standardisation of documents at the site regarding shut-down period, diesel usage etc.</p> <p>CCA's effort: After intervention of CCA office, USPs agreed to pay OPEX charges to IP.</p> <p>Solution Found: Cases where radiation is pending for long could not be effectively discussed, due to prolonged absence of USP.</p> <p>Suggestions: USP should be advised on this issue.</p>		During inspections, the USP representative were not present. Their presence should be made mandatory.
12	CCA UP East; 45 revenue districts of Uttar Pradesh East Clusters Covered: 74,75,76 & 77 IP: GTL (74), BSNL (75-77)	<p>Issues: Problem faced in acquisition of Land and Power, getting Local Permission, Insurgencies in Sonbhadra and Mirzapur districts, Site relocation.</p> <p>CCA's Effort: Meeting held with IPs and USPs and local bodies to solve the issues.</p> <p>Solution Found: Positive attitude shown by state govt. and power connection demand note received from IP for almost all the sites.</p> <p>Lessons Learnt: Close coordination with IPs and different state authority is desirable.</p>	<p>Issues: Dispute over No. of sites, RFI Date, OPEX Charges, antenna mount (BAL and BSNL cluster-75).</p> <p>CCA's Effort: Issues discussed in monthly and quarterly meetings.</p> <p>Solution: Many of the issues resolved through discussion.</p> <p>Suggestion: Power of arbitration may be delegated to CCAs, mechanism for award and punishment for encouraging timely completion of scheme.</p>	<p>Special Issues:</p> <ul style="list-style-type: none"> Security person and land owner is the same person where BSNL is IP. Land owner is not allowing the private operators to enter the premises. Many such issues have already been resolved by intervention of CCA office except at Barbaspur in Chandauli District. Lack of awareness about charging facility among rural people. <p>Suggestion: Separate security arrangement at BSNL sites was suggested.</p>	

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		Initial Stage (Construction)	Advanced Stage		
13	CCA- West Bengal, States Covered- WB and Sikkim Clusters Covered: 80, 81, 66	<p>Issues:</p> <ul style="list-style-type: none"> Power supply <p>CCAs effort:</p> <ul style="list-style-type: none"> ➤ Regarding Power Supply , issue was taken up with State Govt., letters issued to Pr. Secretary , I.T. and Chairman WB Electricity Board. ➤ For Sikkim also the matter was taken up with the State Govt. <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ In West Bengal, SEB connection has been provided at 90 sites with the efforts of the CCA. In many cases despite payment made by BSNL to SEB, supplies were not forthcoming. The CCA office intervened and pursued with the WBSEB authorities. ❖ In Sikkim, out of 6 sites, one site has been provided with permanent SEB connection and two sites have been provided with temporary connection. Another site will get connection within 15 days. In the remaining two sites there is a dispute between the IP and the SEB about the amount to be paid and the CCA office is looking into the matter. <p>Lessons Learnt: Communication with local authority is fruitful. Issues related to land and power should have been taken up with local authority much earlier.</p>	<p>Issues:</p> <ul style="list-style-type: none"> Dispute regarding no. of sites commissioned, OPEX Charges, cable tray, security guard etc. Date of Commissioning in 163 sites of cluster 80 and 81 <p>Effort: Joint meeting with IPs and USPs.</p> <p>Solution:</p> <ul style="list-style-type: none"> ❖ Matters related with Horizontal Cable tray, security guards and diesel are settled ❖ RFI disputes in 143 sites have been resolved by the CCA office <p>Lessons Learnt: Frequent joint inspections will be helpful.</p>	<p>Aspects of agreement not being adhered to:</p> <ul style="list-style-type: none"> Charging boards are not installed and/or out of order at some sites. E/A were found out of order for quite some time at some sites. At few sites USP has not started radiation even after tower was commissioned by IP a long time ago. This is true for all the USPs in the whole WB in general. But the situation was worst in Naxal affected areas (West & East Midnapur, Purulia, Bankura and Birbhum). 	

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14	CCA J&K; Jammu & Kashmir Clusters: 24 & 25 IP: BSNL USPs: RCL, DWL, BSNL.	<p>Issues: Power Problem, statutory clearance from the J&K Govt.</p> <p>CCA's effort: Necessary possible solutions were worked out in presence of the representatives of J & K State Govt. Also problems between IP and USPs were sorted out in the meetings.</p> <p>Solution Found: All the problems were sorted out after due deliberation.</p> <p>Lessons Learnt: Personal liaison with the state Govt. authorities with close follow up helps to solve the problems.</p> <p>Suggestions: As above.</p>	<p>Issues:</p> <ul style="list-style-type: none"> • Non payment of OPEX charges to IP by USPs. • Problems being faced by USPs due to non-provision of electricity. <p>CCA's effort: IP and USPs were advised to sort out their mutual problem. IP BSNL was advised to get the power regulated in consultation with the PDD (Power Development Department).</p> <p>Solution Found: CE (Electrical), BSNL assured USPs to get the power supply regulated.</p> <p>Lessons Learnt: Coordination between IP and USPs is essential for mutual benefit.</p>	<p>Special Issues:</p> <ul style="list-style-type: none"> • Lack of knowledge about the charging facility among people. • Land lord was not allowing people to enter the premises for the use of charging facility. <p>Suggestion:</p> <ul style="list-style-type: none"> • Charging board should be installed outside the premises to facilitate mobile customers. 	<ul style="list-style-type: none"> • Roll out by USPs are very slow especially by RCL. • Radiation not started by USPs in almost 50% of the sites which are already commissioned.

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15	<p>CCA: Maharashtra Clusters:-44-52 IP: BSNL, VECL USPs: BSNL, BTA, RTL,, ICL, RCL, VECL</p>	<p>Issues:</p> <ul style="list-style-type: none"> • Acquisition of land in rural and remote area due to conversion of agricultural land into non-agricultural land for commercial purpose. • SEB connection <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ For sorting out acquisition of land, the matter was taken up with the Secretary of Maharashtra govt. ➤ For SEB connection, a meeting was held with M.D Mahavitaran along with the representatives of the IPs. <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ In respect of land, no fruitful result achieved, IPs were forced to drop the sites after getting permission from USF HQ. ❖ Due to the initiative of the MD, the multiple step process in getting power connection was reduced to a two step process. 855 out of 863 BSNL sites have been provided with SEB connection. <p>Suggestions: A nodal officer should be appointed in each state govt.</p>	<p>Issues: USPs are not agreeing to the RFI date of IPs. USPs are also not paying OPEX charges to IPs.</p> <p>CCA's effort: Matter was discussed in the review meetings and USPs were instructed to clear the dues by the due date.</p>		
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Sl. No.	Basic Details	Implementation Experience			Other Remark
		Initial Stage	Advanced Stage	Inspection	
16	<p>CCA: Jharkhand Clusters: 26, 27, 28 IP: BSNL, KEC USP: RCL, RTL, Bharti</p>	<p>Issues:</p> <ul style="list-style-type: none"> • Tower not properly grounded • Designated height of platforms/antenna mount not adhered to by IP • Violent attack on sites • Land owners not allowing work at sites • Non-availability of land because of naxal problem • EB connection not available • Site security <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ Regarding the first two issues relating to non-adherence of technical conditions of the agreement, joint visits of CCA and IP/USPs were undertaken ➤ For issues relating to naxal problem, a meeting with the Chief Secretary and DGP was arranged and as a follow up, letters were written to all DMs along with a list of sites ➤ For resolving the power connection issue, the matter has been taken up with the State Govt. authorities <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ Some problems solved. <p>Lessonss Learnt:</p> <ul style="list-style-type: none"> ▪ IP has to regularly monitor the construction activity ▪ SLA between IP and USP is crucial to have early result <p>Suggestions:</p> <ul style="list-style-type: none"> 🚧 In naxal affected sites, towers can be erected at police stations/police camps whereby coverage can be ensured 	<p>Issues:</p> <ul style="list-style-type: none"> • Dispute over specifications like antenna mount not of 'sufficient' strength, positioning of mount/HCT. Such disputes have resulted in modifications after commissioning. Issue of cost sharing on such issues remain unresolved. • 91 RCIL sites declared infra ready but radiation not started by RCOM and RTL deliberately indirectly delaying radiation by third USP • USPs not able to arrange backhaul in few cases • EB connection not made available despite invoices being paid by the IP. • Naxal attack at some sites • Lack of coordination between IP and USPs. • USPs not countersigning Annex-9 over minor issues • Irregular power supply <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ Joint visits were conducted to sort out the issues regarding specifications and non-radiation ➤ Issue regarding non-radiation of Reliance, was taken up with the CEO and in the last meeting it has been agreed by RTL to radiate from all sites ➤ Regarding naxal attack, the State authorities have promised to provide all 	<p>Special Issues:</p> <ul style="list-style-type: none"> • Inconvenient location and lack of awareness about charging facility amongst rural public 	

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			<p>help.</p> <p>➤ Monthly/Fortnightly meetings with IPs and USPs to sort out coordination issues. Even weekly meetings were held at the instruction of the Administrator which resulted in radiation from 90 sites. Special exemption was given to USO related vehicles of IP and USPs from election duty.</p> <p>Solution Found:</p> <p>❖ Some of the problems got solved but some are yet to be resolved</p> <p>Suggestions:</p> <p>✚ Some flexibility of midway review of operational and financial conditions of the USO Agreement for geographically difficult states may be thought of to take care of losses of the IP attributable to unforeseen reasons.</p>		
17	<p>CCA: AP Clusters: 1 to 7 IP: GTL, VESL, BSNL USPs: RCL, RTL, BSNL, VESL, DWL, ICL, HESL</p>	<p>Special Efforts made by the CCA:</p> <ul style="list-style-type: none"> • Continuous communication with the IPs has resulted in almost 100% commissioning of all Part-A sites. Only two sites of GTL are yet to be commissioned, for which the IP has requested for dropping • At GN Kandriga site of Chittor district, the villagers objected to the erection of tower. The matter was resolved only after the CCA office took up the matter with the Secretary IT vide a DO. This site was commissioned on 22/12/09 • M/s RCL is a laggard. Because of the continuous persuasion by the CCA the USP has started radiating from 150 sites as on 31/12/09. It has also started paying negative subsidy. 			

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Sl. No.	Basic Details	Implementation Experience		Inspection	Other Remark
		Initial Stage	Advanced Stage		
18	CCA Assam; 8 revenue Districts of Assam. Clusters: 8 IP- RCIL USPs: RTL, DWL, BSNL	<p>Issues: Land and Power problem for sites, security problem.</p> <p>CCA's effort: Correspondence made with the local authority.</p> <p>Solution Found: Problem Solved.</p> <p>Suggestions: Necessary action may be taken to avoid problems.</p>	<p>Issues: Extremists issues at two sites, land problem at one site and local issue at two sites.</p> <p>CCA's effort: Correspondence made with the local authority and liaison officer.</p> <p>Solution Found: Yet to be resolved.</p> <p>Suggestions: USOF, DOT (HQ) should strive to resolve the issues with the help of State Govt.</p>	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> • Very few inspections, so cannot be said. <p>Special Issues:</p> <ul style="list-style-type: none"> • People in the rural area are not aware of the charging facility. <p>Suggestion:</p> <ul style="list-style-type: none"> • Frequent meeting are required to be held by the IP with USPs. 	
19	CCA HP; Himachal Pradesh Clusters: 21, 22 & 23 IP- RIL (21), BSNL	<p>Issues: Non release of Power Connection despite submission of demand note by IP. Problem still persists.</p> <p>CCA's Effort: CCA has contacted with HP state electricity board and State Govt. for release of power connection.</p> <p>Solution Found: Power connection provided at 68 out of 255 sites.</p>	<p>Issues: IP (RIL) is neither attending meeting nor submitting MIS-A on due date.</p> <p>CCAs Effort: Monthly review meeting held to settle dispute between IP and USPs.</p> <p>Solution Found: Follow up action on irregularities pointed out in Joint physical verification is not forthcoming; letter written to next higher authority of IP for attending meeting and submitting the required document.</p>	<p>Aspects of Agreement not being adhered to:</p> <ul style="list-style-type: none"> • At most of the places Sign Board was not found, • Levelling of ground under tower is not being done. • Power connections yet to be provided at many (204) sites. <p>Suggestion: Availability of charging facility may be put on Sign board for general awareness.</p>	

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Sl. No.	Basic Details	Implementation Experience		Inspection	Other Remark
		Initial Stage	Advanced Stage		
20	CCA: Rajasthan Clusters: IP: USPs:	<p>Issues:</p> <ul style="list-style-type: none"> Dispute over RFI date Non-provision of antenna pole mounts on many towers. Non payment of OPEX charges. Non-payment of negative subsidy. <p>CCA's effort: Issues were discussed in the monthly review meetings and IPs and USPs were asked to settle all the issues mutually in a time frame.</p> <p>Solution Found: Positive response from both the sides.</p> <p>Lessons Learnt: Frequent effective communication is essential to resolve the issues.</p> <p>Suggestions:</p> <ul style="list-style-type: none"> USPs may be advised to read all the aspects of SLA carefully before signing it. Agreements provisions should be comprehensive and explicit to avoid the disputes. 		<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> Two BTSes have been installed by Bharti Hexacom instead of one. No battery backup at some sites of Bharti Hexacom. At some other sites the backup is only for two hours. Sign Board at several sites do not have date of installation. <p>Special Issues:</p> <ul style="list-style-type: none"> Leakage of diesel from EA at several sites. Villagers complained that coverage and signal strength is inadequate at many sites. 	
21	CCA: MP Cluster: 34 to 43 IP:BSNL, RCIL USP: RTL, RCL, BSNL, BTA	<p>Issues:</p> <ul style="list-style-type: none"> Land availability was a problem in 10 sites. At 17 sites the allotted land was found unsuitable. Relocation Power: At 22 sites, SEB was not to provide connections as they were very remote Local permissions: were not given for 9 sites Insurgency <p>CCA's effort: The CCA intervened and discussed the issues with the authorities concerned and the importance of the scheme was explained.</p> <p>Solution Found: With the intervention of the CCA office, all the pending issues, mentioned above were solved amicably.</p>	<p>Issues:</p> <ul style="list-style-type: none"> RFI dispute Diesel supply to the sites <p>CCA's effort: Meeting with the head of all the USPs and IPs convened so that a mutually acceptable date is arrived at.</p> <p>Solution Found:</p> <ul style="list-style-type: none"> ❖ RFI dispute of 68 sites were resolved <p>Suggestions:</p> <ul style="list-style-type: none"> Even if one USP accepts the RFI, the RFI date as declared by IP should be treated as final instead of the acceptance by two USPs Amount of penalty, in case of non-radiation within the prescribed roll out period may be increased suitably so that it acts as a deterrent 	<p>Aspects of Agreement not being Adhered to:</p> <ul style="list-style-type: none"> USPs have not started services within the stipulated period Subsidy claim not submitted <p>Special Issues:</p> <ul style="list-style-type: none"> Inconvenient location & lack of awareness about charging facility amongst rural public 	

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Sl. No.	Basic Details	Implementation Experience		Inspection	Other Remark
		Initial Stage	Advanced Stage		
22	CCA: NE Clusters: 54, 55, 71, 7, 53, 56 IP:KEC, BSNL USP: DWL, RTL, BSNL	<p>Issues:</p> <ul style="list-style-type: none"> • Land availability • Security problem due to insurgency • Power: Huge delay in getting EB connection in Meghalaya • Clearance from forest authorities <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ For land, meeting was held with the Dy Commissioners of respective states and issue got resolved. ➤ For resolving the power issue, meeting was held with Secretary-IT of Meghalaya. At the initiative of the Secretary-IT a nodal officer from SEB was appointed. EB connection in most of the sites of Meghalaya has been provided. Connection to remaining sites are in progress ➤ Regarding security issue, meetings were held with respective police authorities and this issue was resolved by and large in all states except Manipur <p>For getting clearance from forest deptt, meetings were held with Chief Conservator of the respective states and issue was resolved by and large.</p>	<p>Issues:</p> <ul style="list-style-type: none"> • RFI date • Cable tray, Antenna, Security guard, Diesel • Media problem • Dispute over OPEX charges <p>CCA's effort:</p> <ul style="list-style-type: none"> ➤ Monthly/Fortnightly meeting with IPs and USPs <p>Solution Found:</p> <p>Some of the problems got solved but some are yet to be resolved</p> <p>Suggestions:</p> <p>Office of the CCA should be given more power to resolve the issues</p>		

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