

**Standard Operating Procedure (SoP) for Processing of Over-ground Telegraph Infrastructure  
Permission for Application Processing Stakeholders at District**

Sl.	Application Processing Stakeholder	Application Entry Stage at Stakeholder	Process/Procedure/Activities
1	Nodal Officer (Deputy Commissioner)	1 <sup>st</sup>	<ul style="list-style-type: none"> <li>a) NO finds fresh RoW applications under the section “New Applications Received” in his/her Dashboard.</li> <li>b) NO clicks on the “Details” button on the row of the application he/she wants to process.</li> <li>c) The detailed application with the entire uploaded documents gets displayed.</li> <li>d) NO scroll down to “Actions” segment in that page and selects the name of the name of the Branch Officer/Dealing Assistant (as the workflow is configured), fills in the comments input, and forwards to the selected stakeholder by clicking the “Forward Button”.</li> </ul>
2	Branch Officer (Addl. Deputy Commissioner or Asst. Commissioner, DC office)	1 <sup>st</sup>	<ul style="list-style-type: none"> <li>a) BO finds applications forwarded by NO under the section “Applications Pending at your end”</li> <li>b) BO clicks on the “Details” button on the row of the application he/she wants to process.</li> <li>c) The detailed application with the entire uploaded documents gets displayed.</li> <li>d) BO checks remarks of NO in the “<b>Last Remark</b>” section</li> <li>e) BO scrolls down to “Actions” segment in that page and mandatorily fills in the comments input, and forwards to the selected Dealing Assistant by clicking the “Forward Button”.</li> </ul>
3	Dealing Assistant (Jr./Sr. Asst., DC Office)	1 <sup>st</sup>	<ul style="list-style-type: none"> <li>a) DA finds applications forwarded by BO under the section “Applications Pending at your end”</li> <li>b) DA clicks on the “Details” button on the row of the application he/she wants to process.</li> <li>c) The detailed application with the entire uploaded documents gets displayed.</li> <li>d) DA checks remarks of BO in the “<b>Last</b></li> </ul>

			<p><b>Remark</b>” section</p> <p>e) DA scrolls down to “Actions” segment in that page and fills in the comment box with necessary input.</p> <p>f) In case application in rural area, DA forwards application for verification to pre-filled circle office®, PWD EE &amp; GP Secretary(only if enabled in process-flow)</p> <p>g) In case of application in Urban area, DA forwards application for verification to pre-filled EO at ULB.</p>
<b>RURAL</b>			
4	PWD EE	1 <sup>st</sup>	<p>a) PWD EE finds applications forwarded by DC Office DA under the section “Applications Pending at your end”</p> <p>b) PWD EE clicks on the “Details” button on the row of the application he/she wants to process.</p> <p>c) PWD EE checks remarks of DC Office in the “<b>Last Remark</b>” section</p> <p>d) PWD EE submits report in the Submit Report section pertaining to:</p> <ol style="list-style-type: none"> <li>i. <b>The detailed technical design and drawing of tower/post or other above ground telegraph structure including the specification of foundation. In case the tower/post etc is in the vicinity or adjoining to high or low tension line, drawings showing its distance from the line.</b></li> <li>ii. <b>Copy of Structural Stability Certificate</b></li> <li>iii. <b>Copy of Certificate issued by Automotive Research Association of India (ARAI) to the manufacturer of DG sets</b></li> </ol> <p>e) PWD EE fills in the overall comment text area and submits the application back to DC Office DA.</p>
5	Circle Officer	1 <sup>st</sup>	<p>a) CO finds applications forwarded by DC Office DA under the section “Applications Pending at your end”</p> <p>b) CO clicks on the “Details” button on the row of the application he/she wants to process.</p>

			<ul style="list-style-type: none"> <li>c) CO checks remarks of DC Office in the <b>“Last Remark”</b> section</li> <li>d) CO scrolls down to “Actions” segment in that page and fills in the comment box with necessary input.</li> <li>e) CO forwards the application to the Supervisor Kanungo (SK) or directly to the concerned Lot Modal (LM) as per configuration in the process-flow.</li> </ul>
6	Supervisor Kanungo	1st	<ul style="list-style-type: none"> <li>a) SK finds applications forwarded by CO under the section “Applications Pending at your end”</li> <li>b) SK clicks on the “Details” button on the row of the application he/she wants to process.</li> <li>c) SK checks remarks of CO in the <b>“Last Remark”</b> section.</li> <li>d) SK scrolls down to “Actions” segment in that page and fills in the comment box with necessary input.</li> <li>e) SK forwards the application to the concerned Lot Mondal.</li> </ul>
7	Lot Mondal	1 <sup>st</sup>	<ul style="list-style-type: none"> <li>a) LM finds applications forwarded by CO under the section “Applications Pending at your end”</li> <li>b) LM clicks on the “Details” button on the row of the application he/she wants to process.</li> <li>c) LM checks remarks of SK in the <b>“Last Remark”</b> section.</li> <li>d) LM proceeds to submit the report as follows: <ul style="list-style-type: none"> <li>i. In the section <b>“Other Related Information”</b> LM mandatorily examines the following as reported by the licensee and Comment/Report on the same: <ul style="list-style-type: none"> <li>✓ <b>The mode of and time duration for, execution of work</b></li> <li>✓ <b>The inconvenience that is likely to be caused to the public and the specific measure to be taken to mitigate such inconvenience</b></li> <li>✓ <b>The measure proposed to be taken to ensure public safety during the execution of the work</b></li> </ul> </li> </ul> <p style="margin-left: 40px;">The LM also inputs comments in the section for the following:</p> </li> </ul>

			<ul style="list-style-type: none"> <li>✓ Any other matter relevant, in the opinion of the licensee, connected with or relative to the work proposed to be undertaken.</li> <li>✓ Any other matter specified by DoT, or State Govt. or the local body</li> <li>✓ The name and contact details of the employees of the licensee for the purpose of communication in regard to the application made.</li> </ul> <p>ii. In the section "<i>List of Documents</i>" LM mandatorily verifies the veracity of the following documents (whichever is uploaded in the case) as uploaded by the licensee and comments:</p> <ul style="list-style-type: none"> <li>✓ <b>Location Plan – ( Scale 1:1000)</b></li> <li>✓ <b>Copy of No-objection Certificate issued by the Fire Safety Department in case of high rise building where fire clearance is mandatory</b></li> <li>✓ <b>Copy of clearance from State Environment &amp; Forest Department ( if Applicable )</b></li> <li>✓ <b>Ownership Document of the building site ( Attested Copy)</b></li> <li>✓ <b>Attested copy of Lease Agreement Deed/Consent Agreement Deed</b></li> <li>✓ <b>Copy of No Objection Certificate (NOC) from Building Owner/entities having roof top rights or roof top tenants.</b></li> <li>✓ <b>Prior written consent from the authority having legitimate right over the land/premises belonging to Central Govt./PSUs ( if Applicable )</b></li> </ul> <p>The LM also inputs comments in the section if valid documents are uploaded for:</p> <ul style="list-style-type: none"> <li>✓ <b>Copy of SACFA clearance/copy of SACFA application for the said location submitted to WPC wing</b></li> </ul>
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			<p>of DoT with registration number as WPC acknowledgement</p> <p>✓ Acknowledgement receipt issued by TERM Cell of the self-certificate submitted by licensee. ( to be submitted within 30 days after radiating tower )</p> <p>iii. In the section "<b>To be filled by Officials</b>", the following needs to be mandatorily verified (Yes/No) and commented (as applicable):</p> <p>✓ "Is the extent of land required for infrastructure is verified &amp; found correct?"</p> <p>✓ "Is the below mentioned location details filled by the licensee correct?"</p> <p>✓ "Any cost to local body for repairing the damage done for establishing this infrastructure?" [Only if GP (Secretary) is disabled in the process flow, this will display]</p> <p>e) LM Submits the Report with an <i>overall comment</i> to SK or CO (as it was forwarded by) as is defined in the process-flow.</p>
8	Supervisor Kanungo	2 <sup>nd</sup>	<p>a) SK finds applications processed and submitted by LM under the section "Applications Pending at your end"</p> <p>b) SK clicks on the "Details" button on the row of the application he/she wants to process.</p> <p>c) The application with <b>section wise report/comments</b> submitted by the LM gets displayed.</p> <p>d) Also overall comment of LM may be seen on the "<b>Last Remark</b>" section.</p> <p>e) Based on the report of the LM, the SK puts his overall comment and submits it to the CO.</p>
9	Circle Officer	2 <sup>nd</sup>	<p>a) CO finds applications processed and submitted by SK/LM (as per process-flow) under the section "Applications Pending at your end"</p> <p>b) CO clicks on the "Details" button on the row of the application he/she wants to process.</p> <p>c) The application with <b>section wise</b></p>

			<p><b>report/comments</b> submitted by the SK/LM gets displayed.</p> <p>d) Also CO checks overall comment of LM on the "<b>Last Remark</b>" section.</p> <p>e) Based on the report of the SK/LM, the CO puts his overall comment and submits it to the DC Office (Dealing Assistant).</p>
10	GP Secretary	1 <sup>st</sup>	<p>a) GP Secy. finds applications forwarded by DC Office DA under the section "Applications Pending at your end"</p> <p>b) GP Secy. clicks on the "Details" button on the row of the application he/she wants to process.</p> <p>c) GP Secy. checks remarks of DC Office in the "<b>Last Remark</b>" section.</p> <p>d) GP Secy. submits report in the pertaining to "<b>Any cost to local body for repairing the damage done for establishing this infrastructure?</b>"</p> <p>e) Here the Repairing Cost estimated as per latest PWD BSR (in Rs) needs to be input along with necessary comments in the comment box and Saved.</p> <p>f) The GP Secy. then submits the application with an overall comment back to DC Office (Dealing Assistant).</p>
<b>URBAN</b>			
11	Executive Officer of ULB	1 <sup>st</sup>	<p>a) EO ULB finds applications forwarded by DC Office DA under the section "Applications Pending at your end"</p> <p>b) EO ULB clicks on the "Details" button on the row of the application he/she wants to process.</p> <p>c) The detailed application with the entire uploaded documents gets displayed.</p> <p>d) EO ULB checks remarks of DC Office in the "<b>Last Remark</b>" section.</p> <p>e) EO ULB fills in the comment box and forwards the application to Engineer/Asst. Engg. of Planning</p>

			Cell of the ULB.
12	Engg./Asst. Engg. of Planning Cell of ULB	1 <sup>st</sup>	<p>a) Engg./Asst. Engg. finds applications forwarded by CO under the section “Applications Pending at your end”</p> <p>b) Engg./Asst. Engg. clicks on the “Details” button on the row of the application he/she wants to process.</p> <p>c) Engg./Asst. Engg. checks remarks of EO ULB in the “<b>Last Remark</b>” section</p> <p>d) Engg./Asst. Engg. proceeds to submit the report as follows:</p> <p>i. In the section “<b>Other Related Information</b>” Engg./Asst. Engg mandatorily examines the following as reported by the licensee and Comment/Report on the same:</p> <ul style="list-style-type: none"> <li>✓ <b>The mode of and time duration for, execution of work</b></li> <li>✓ <b>The inconvenience that is likely to be caused to the public and the specific measure to be taken to mitigate such inconvenience</b></li> <li>✓ <b>The measure proposed to be taken to ensure public safety during the execution of the work</b></li> </ul> <p>The Engg./Asst. Engg also inputs comments in the section for the following:</p> <ul style="list-style-type: none"> <li>✓ <b>Any other matter relevant, in the opinion of the licensee, connected with or relative to the work proposed to be undertaken.</b></li> <li>✓ <b>Any other matter specified by DoT, or State Govt. or the local body</b></li> <li>✓ <b>The name and contact details of the employees of the licensee for the purpose of communication in regard to the application made.</b></li> </ul> <p>ii. In the section “<b>List of Documents</b>” Engg./Asst. Engg mandatorily verifies the veracity of the following documents (whichever is uploaded in the</p>

			<p>case) as uploaded by the licensee and comments:</p> <ul style="list-style-type: none"> <li>✓ <b>Location Plan – ( Scale 1:1000)</b></li> <li>✓ <b>The detailed technical design and drawing of tower/post or other above ground telegraph structure including the specification of foundation. In case the tower/post etc. is in the vicinity or adjoining to high or low tension line, drawing showing its distance from the line.</b></li> <li>✓ <b>Copy of Structural Stability Certificate.</b></li> <li>✓ <b>Copy of No-objection Certificate issued by the Fire Safety Department in case of high rise building where fire clearance is mandatory</b></li> <li>✓ <b>Copy of clearance from State Environment &amp; Forest Department ( if Applicable )</b></li> <li>✓ <b>Ownership Document of the building site ( Attested Copy)</b></li> <li>✓ <b>Attested copy of Lease Agreement Deed/Consent Agreement Deed</b></li> <li>✓ <b>Copy of No Objection Certificate (NOC) from Building Owner/entities having roof top rights or roof top tenants.</b></li> <li>✓ <b>Prior written consent from the authority having legitimate right over the land/premises belonging to Central Govt./PSUs ( if Applicable )</b></li> </ul> <p>The Engg./Asst. Engg also inputs comments in the section if valid documents are uploaded for:</p> <ul style="list-style-type: none"> <li>✓ <b>Copy of SACFA clearance/copy of SACFA application for the said location submitted to WPC wing of DoT with registration number as WPC acknowledgement</b></li> <li>✓ <b>Acknowledgement receipt issued by TERM Cell of the self-certificate submitted by licensee. ( to be submitted within 30 days after radiating</b></li> </ul>
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			<p>tower )</p> <ul style="list-style-type: none"> <li>✓ Copy of Certificate issued by Automotive Research Association of India (ARAI) to the manufacturer of DG sets.</li> </ul> <p>iii. In the section "<b>To be filled by Officials</b>", the following needs to be mandatorily verified (Yes/No) and commented (as applicable):</p> <ul style="list-style-type: none"> <li>✓ "Is the extent of land required for infrastructure is verified &amp; found correct?"</li> <li>✓ "Is the below mentioned location details filled by the licensee correct?"</li> <li>✓ "Any cost to local body for repairing the damage done for establishing this infrastructure?"</li> </ul> <p>e) Engg./Asst. Engg. Submits the Report with an <i>overall comment</i> back to the EO of the ULB.</p>
13	Executive Officer of ULB	2 <sup>nd</sup>	<ul style="list-style-type: none"> <li>a) EO finds applications processed and submitted by Engg./Asst. Engg. under the section "Applications Pending at your end"</li> <li>b) EO clicks on the "Details" button on the row of the application he/she wants to process.</li> <li>c) The application with <b>section wise report/comments</b> submitted by the Engg./Asst. Engg. gets displayed.</li> <li>d) EO ULB checks remarks of Engg./Asst. Engg. in the "Last Remark" section</li> <li>e) Based on the report of the Engg./Asst. Engg., the EO puts his <i>overall comment</i> and submits it to the DC Office (Dealing Assistant)</li> </ul>
14	Dealing Assistant, DC Office	2 <sup>nd</sup>	<p><b>For Urban</b></p> <ul style="list-style-type: none"> <li>a) DA finds applications processed and submitted by <b>EO ULB</b> under the section "Applications Pending at your end".</li> <li>b) DA clicks on the "Details" button on the row of the application he/she wants to process.</li> <li>c) The application with <b>section wise report/comments</b> submitted from the ULB gets displayed.</li> </ul>

			<p>d) DA checks remarks/ comments from ULB in the “<b>Last Remark</b>” section.</p> <p>e) Based on the comments from the ULB, DA puts his/her <b>overall comment</b> and forwards it to the BO or submits it to the Nodal Officer (as per defined workflow).</p>
			<p><b>For Rural</b></p>
			<p>a) DA finds applications <b>jointly</b> processed and submitted by <b>PWD EE, Circle Office &amp; GP Secretary</b> (only if configured in process-flow) under the section “Applications Pending at your end”.</p> <p>b) DA clicks on the “Details” button on the row of the application he/she wants to process.</p> <p>c) The application gets displayed with <i>collated</i> <b>section-wise report/comments</b> submitted from the <i>reporting/field offices</i> viz. PWD, Circle Office, GP office (only if configured in process-flow).</p> <p>d) DA checks each remarks / comment from the <b>field offices</b> in the “<b>Last Remarks</b>” section.</p> <p>e) Based on the comments from the <i>reporting/field offices</i>, DA puts his / her overall <b>comment</b> and forwards it to the BO or submits it to the Nodal Officer (as per defined workflow).</p>
15	Branch Officer	2 <sup>nd</sup>	<p>a) BO finds applications processed and forwarded by DA under the section “Applications Pending at your end”.</p> <p>b) BO clicks on the “Details” button on the row of the application he/she wants to process.</p> <p>c) The application with <b>section wise report/comments</b> submitted from the <i>reporting/field office(s)</i> gets displayed.</p> <p>d) BO checks remarks / comments of DA in the “<b>Last Remarks</b>” section. If deemed necessary, BO may also check directly the <i>Remarks</i> from the <i>field office(s)</i> in the “<b>Processing History</b>” section.</p> <p>e) Based on the above, BO formulates his <b>overall comment</b> and submits</p>

			the application for final approval by the Nodal Officer.
16	Nodal Officer	2 <sup>nd</sup>	<p>a) NO finds applications processed and submitted by DA or BO (if enabled in process-flow) under the section “Applications Pending at your end”.</p> <p>b) NO clicks on the “Details” button on the row of the application he/she wants to process.</p> <p>c) The application with <b>section wise report/comments</b> submitted from the <i>reporting/field office(s)</i> gets displayed.</p> <p>d) NO checks remarks / comments of DA or BO (if enabled in process-flow) in the “<b>Last Remarks</b>” section. If deemed necessary, NO may also check directly the <i>Remarks</i> from the <i>field office(s)</i> in the “<b>Processing History</b>” section.</p> <p>e) Based on the above, NO formulates his <i>overall comment</i> and takes decision with the following recourses:</p> <ul style="list-style-type: none"> <li>➤ <b>Send Back:</b> If application-processing is deemed not adequate, NO may send back the application to subordinate with instructions for comprehensive processing at their level or from the field office(s).</li> <li>➤ <b>Generate Lol:</b> If application-processing is deemed satisfactory, NO may approve the application to generate the Letter of Intent (LoI) to the Licensee for <i>online payment</i> of required amount.</li> <li>➤ <b>Reject:</b> If application-processing divulge major discrepancies/inconsistencies/fraudulence in the application information or in the list of enclosures, or any major <i>accredited</i> public safety reasons, or any other major reason deeming the telecom infrastructure to be infeasible for set up, NO may reject the application.</li> <li>➤ <b>Revert Back :</b> NO can revert the application back to the Licensee</li> </ul>

			<p>with three options as below:</p> <p><u>Need Correction</u>: If application-processing reveals some correction on the submitted information by the Licensee is necessary, NO may choose this option.</p> <p><u>Require Additional Information</u>: If some additional information is deemed required for adequate application processing, NO may choose this option.</p> <p><u>Complete</u>: NO may choose this option when Licensee has mistakenly placed the application with wrong location parameters like District, Circle, Local Body, etc.</p> <p>It is to be noted that the <i>Revert Back</i> can be used only once.</p>
			<p><b>Re-Submitted Application</b></p>
		<p><del>3rd</del></p>	<p>f) If applications are reverted to the Licensee, after being processed on the required and re-submitted by them, they show up under the section “Application Resubmitted by Licensee/Service Provider” at NO dashboard.</p> <p>g) NO clicks on the “Details” button on the row of the application he/she wants to process.</p> <p>h) The application would have three processing options in the “<b>Actions</b>” section viz:</p> <ul style="list-style-type: none"> <li>• <u>Send Back</u> : If NO deems reprocessing is necessary for the corrected or additional information, he/she may send it back to subordinate with instructions for adequate processing at their level or from the field office(s).</li> <li>• <u>Generate Lol</u>: NO may directly approve the resubmitted application generating Lol if he/she is convinced with the corrected or additional information in the application.</li> </ul>

			<ul style="list-style-type: none"> <li>• <b>Reject:</b> If the corrected or additional information in the resubmitted application is not satisfactory, NO may directly reject the application.</li> </ul>
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## **Assam RoW Portal District Administrator**

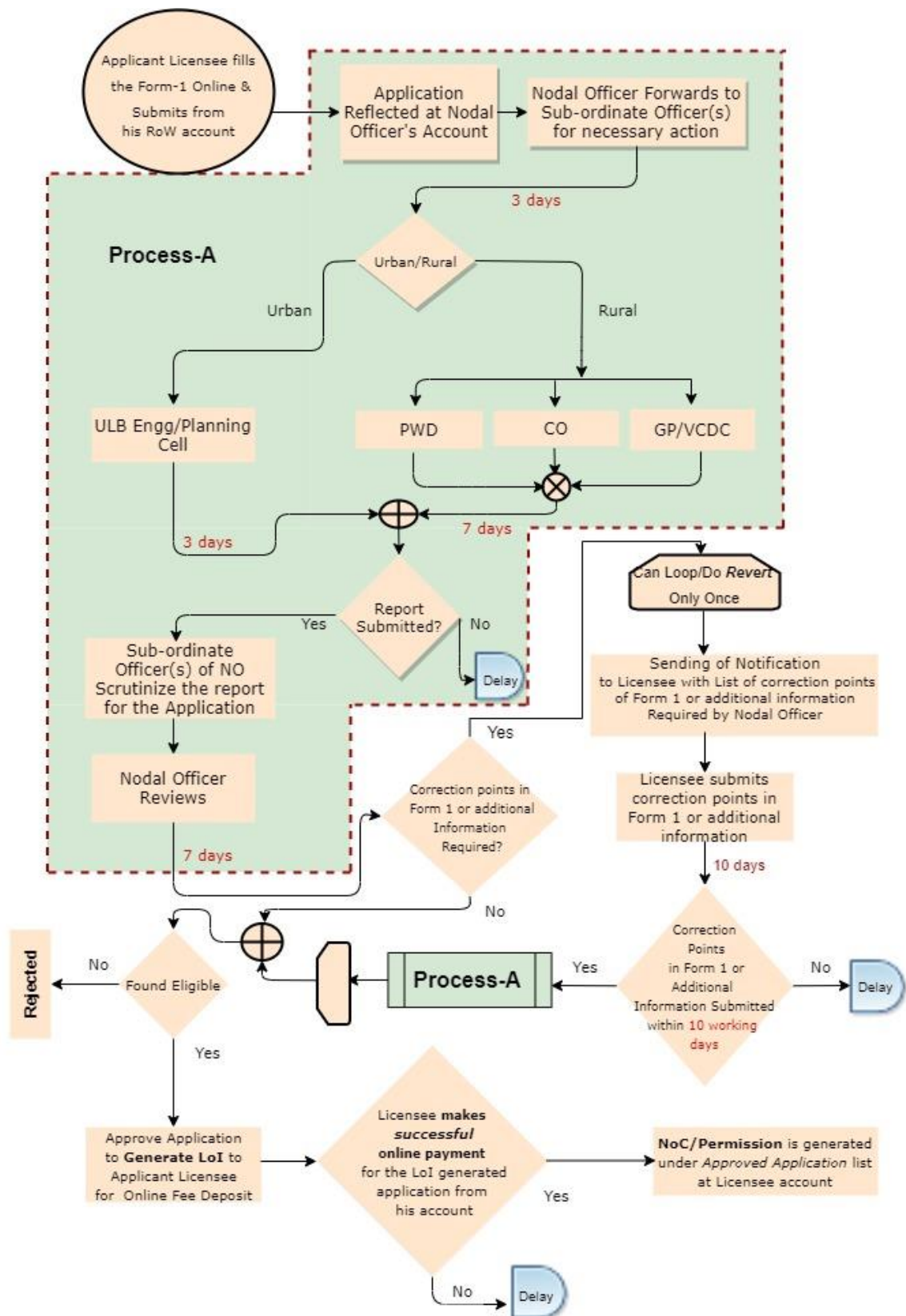
The DITEC District Manager (DM) as per mandate vide letter no.IT.56/2018/273 dated 25<sup>th</sup> September, 2020 has been mandated to be District Administrator of the *Assam RoW Portal* and to ensure its smooth functioning and operation. In view of the same, the responsibilities of the DM would include but not limited to the following:

- Defining the Process-Flow in consultation with DC or ADC
- Creation or Updation of office entities/location master data in the district if needed
- Creation of users for application processing stakeholders of all concerned offices in the district.
- Sensitization and Training of all the application processing stakeholders in the district.
- Ensuring end to end support from application reception till Lol generation in the portal.
- Ensure no new manual RoW application is accepted by the District Administration.
- Support to Assam RoW SPMU at DITEC HQ pertaining to matters on fund reconciliation to DeGS account subject to online payment/transaction by Licensees through Assam RoW Portal.
- Assistance in any administrative matter at district pertaining to the operation of the portal.

## **Practical Suggestions**

- ✓ If GP Secretaries are enabled in the process flow for your district, it is recommended to connect with them only through O/o CEO Zilla Parishad for their sensitization, training and their user creation.
- ✓ As the bulk number of users in a district is made up by GP Secretaries and Lot Mondals, while creating their user accounts, it is recommended to do so in the very training or sensitization workshop where they would be readily available. This would enable to **confirm their user creation** without any hassle.
- ✓ As a rule, valid email ids are needed to be provided by the users or by their authorities (head of offices). However, it is suggested that for those GP Secretaries and Lot Mondals **only** who might not have any email id readily available, dummy sequential email ids, for e.g. [morigaongpsecy1@gmail.com](mailto:morigaongpsecy1@gmail.com), [morigaongpsecy2@gmail.com](mailto:morigaongpsecy2@gmail.com), [nagaonlotmondal1@yahoo.com](mailto:nagaonlotmondal1@yahoo.com), [nagaonlotmondal2@yahoo.com](mailto:nagaonlotmondal2@yahoo.com) etc. may be used. However, their mobile numbers are important and must be carefully collected from them and cautiously input while user creation. As the user credentials of the created user is sent by the system to both his/her *email and mobile number*, at least one need to be valid for getting the credentials.
- ✓ Moreover, it is recommended that the sensitization and training workshop be conducted batch-wise, so that proper and attentive capacity building can ensue with the application processing stakeholders along with their user creation at production instance (<https://row.ditec-assam.in>)
- ✓ The training demos are to be conducted on the UAT instance (<https://rowtestditec-assam.in>)

## Illustration of the application processing workflow



\*The timelines marked in red are defined in the "Guidelines for granting Right of Way (RoW) to telegraph infrastructure in Assam, 2018" and needs to be strictly adhered to during processing of the applications by the concerned stakeholder offices/users and also by the Licensees.

\*\* The total allowed duration from landing of the application at NO's account to its LoI Generation is mandatorily lesser than 60 days which allows the Licensee to make online payment on the LoI and immediately generate the NoC/Permission under Approved Application list at his/her account within the 60 days timeframe