

# CITIZEN'S CHARTER



## BROADCAST ENGINEERING CONSULTANTS INDIA LIMITED

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A#7, Ranka Villa, Opposite to  
Ranka Colony, Bilekahalli,  
Off Bannerghatta main Road,  
Bangalore, 560076  
Contact: 080-26685853,

### **INTRODUCTION**

Broadcast Engineering Consultants India Limited (BECIL) an ISO 9001:2008 certified, Mini Ratna, public sector enterprise of Government of India under Ministry of Information & Broadcasting was established on 24th March, 1995 for providing consultancy services of international standards for broadcasting in transmission and production technology including turnkey solutions in the specialized fields of Terrestrial & Satellite Broadcasting, Cable and various IT related fields, including acoustics & audio-video systems.

BECIL also undertakes operation and maintenance of broadcast stations of all types and descriptions. BECIL has a pool of in-house expertise and vast reservoir of experts drawn from various fields in broadcasting. It has been constantly improving its skills to keep itself abreast with the latest technology. In addition to the projects operation and maintenance of broadcast systems, BECIL also provides training and undertakes placement of technical manpower and experts to various departments in India for development as well as operation of broadcasting set up of all types.

BECIL client list includes Government, Semi Government, Overseas and Private organizations. It has many firsts to its credit like establishment of first teleport in India, first to establish infrastructure, first to set-up multi channel FM transmission in India combining up to 7 FM channels at Bengaluru, first to design and establish HDTV studio set-up for Presidential Secretariat and Lok Sabha TV, to name a few.

### **REGIONAL OFFICE**

BECIL is also operating from its Regional Office, Bangalore headed by Manager with 4 Junior Managers.

### **MANAGEMENT & ORGANISATION**

The Board of Directors comprises of full-time Chairman & Managing Director, whole time Director (Operations & Marketing) and two Directors nominated by the Government of India and One Independent Director. Below Broad level there is One General Managers, who in turn are assisted by middle and junior managerial officers. External expertise, wherever found necessary, is obtained through contractual engagement of Consultants and Project Managers.

### **OUR VISION**

To be a world class consultancy organization recognized as a "BRAND" in the specialized fields of Broadcast Engineering & Information Technology and infrastructure development for total project solution in India and Abroad

### **OUR MISSION**

To play a pivotal role in modernization and growth of radio and television broadcasting through terrestrial, cable and satellite transmission in India and abroad, and achieve excellence.

## AREAS OF OPERATION

- ◆ Areas of Operation
  - Broadcast Engineering
  - Providing Technical inputs to Ministry of Information & Broadcasting
- ◆ Modes of Operations
  - Consultancy
  - Turnkey Solutions
  - System Integration
  - Deposit Work

## KEY ACHIEVEMENTS

BECIL has many firsts to its credit like establishment of first teleport in India, first to establish all digital private FM studio at Bangalore, first to set-up multi channel FM transmission stations in India combining up to 87 FM channels, first to design and establish HDTV studio set-up for Presidential Secretariat, Rajya Sabha and Lok Sabha TV, to name a few.

## SERVICES UNDER CITIZEN'S CHARTER

BECIL is committed to provide prompt services as set forth by itself from time to time in the following areas:

Area (A) Projects / Finance / Accounts:

S. No.	Activities involved	Time limit for service rendered and receipt of final payments
a.	Bank Guarantee / EMD refund	Within one week, subject to fulfillment of terms and conditions prescribed.
b.	Payment of bills and settlement	Within one month after raising the final invoice, subject to fulfillment of terms and conditions prescribed.
c.	Release of payments against invoice/bills received from the clients/staff	Within 10 working days on receipt of such invoice/bills.

Area (B) Employment:

S.No.	Activities involved	Time limit for service rendered
a.	Declaration of Final Result	Within 5 working days after conduction of selection process.
b.	Issue of appointment letters to the selected candidates	Within 7 working days after final selection

Area (C) Administration/Establishment:

S. No.	Activities involved	Time limit for service rendered
a.	Redressal of Grievances if any, either from clients or staff	Within 10 working days after receipt of such information

### STAKEHOLDERS / CLIENTS:

1. Government, Semi Government, Autonomous, Overseas and Private organizations.
2. General Public.

### LIST OF RESPONSIBILITY CENTRES:

S. No.	Responsibility	Officer	Phone No.	Email	Mobile Nos.
1.	Project & Consultancy				
	- Communication	Shri D.R. Gogai, (GM)	0120-4177850	dr.gogoi@becil.com	9560265266
	- Radio/FM	Shri Ravindra Jagtap (DGM)	0120-4177850	rbjagtap@becil.com	8130190433
	- TV	Shri V.P.Singh (DGM)		vpsingh@becil.com	8130190432
2.	Regional Office (South)	Ms. Usha Mangalgi (Assistant General Manager)	080-26685853	usha@becil.com	09558464503
3.	Employment & establishment	Shri Mahesh Chand Assistant General Manager (HR)	0120-4177850	maheshchand@becil.com	9810643075
4.	Finance & Accounts	Shri Awadhesh Pandit Assistant General Manager (F&A)	0120-4177850	panditmd@becil.com	8802498245

### INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS:

S. No.	Indicative Expectations from Service recipients.
1.	Approach in the Department concerned directly for obtaining service included in the Citizen's Charter.
2.	Apply for the service in the prescribed format giving complete information along with documents and fee as prescribed in the Citizen's Charter.
3.	Await the decision of the competent authority on his application up to the timelines prescribed in the Charter.
4.	In case of any failure or delay in service delivery in accordance with the timelines prescribed in the Charter approach the designated officer directly to deliver such service in the Department.
5.	Await decision of the Public Grievance Officer upto prescribed timeline.
6.	In case service applied for are not delivered even after approaching the designated officer, a clear statement of Grievance indicating the background and officials/channels previously approached may be filed before the CVO/Director (O&M) of BECIL.

### GRIEVANCES REDRESSAL MECHANISM:

Any complaints of corruption against the officers can be logged with CVO/Director (O&M), BECIL. The contact details of the Director (O&M) to whom such postal complaints may be sent are given below:

Shri George Kuruvilla  
Chairman & Managing Director  
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