

# CITIZEN'S CHARTER



## **Broadcast Engineering Consultants India Limited**

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**Head Office:**

14-B, Ring Road,  
Indraprastha Estate,  
New Delhi – 110002  
Phone: 011-23378823-25  
Fax: 011-23379885

**Registered Office:**

C-56, A-17, Sector – 62,  
Noida – 201301  
Phone: 0120 – 4177850  
Fax: 0120 – 4177879

**Regional Office (South):**

No.162, 2<sup>nd</sup> Main, 1 Cross,  
AGS Layout, RMV 2<sup>nd</sup>  
Stage, Bangalore – 560094  
Phone: 080-23415853

Website: [www.becil.com](http://www.becil.com)

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## **INTRODUCTION**

**Broadcast Engineering Consultants India Limited (BECIL)**, a Mini Ratna Central Public Sector Enterprise (CPSE) was incorporated on 24th March, 1995 under the Companies Act, 2013 (erstwhile the Companies Act, 1956) by Government of India with 100% equity share capital of BECIL held by President of India through Secretary and Joint Secretary of Ministry of Information & Broadcasting.

The Company was initially set up for providing project consultancy services and turnkey solutions encompassing the entire gamut of radio and television broadcast engineering, establishment of transmission facilities i.e content production facilities, terrestrial, like satellite and cable broadcasting in India and abroad.

The company has now diversified into the fields of Strategic Projects such as Information Communication Technology, Electronic Surveillance (namely CCTV, Access Control, Intrusion, Fire Safety, Hydrants, etc.), Electronic Media contents including films, Sentinel Analytics, Counter Drones/UAV etc. The activities include but not limited to Supply, Installation, Testing & Commissioning, Consultancy Services, Technical Audit, Media Analysis, R&D, projects pertaining to Digital India, City Surveillance, Safe City, Smart City, Make in India, Made in India, Manufacturing, Audio Video & Data Analysis, Cyber Security, Engineering, Procurement & Construction, Project Management Services, Operation and Maintenance, Manpower Placement, AMC and providing the total turnkey project for the critical information infrastructure.

BECIL has its Head Office in New Delhi, Corporate Office in Noida and Regional Office in Bangalore and Kolkata. BECIL is exploring geographical expansion in many states due to diversification in business portfolios.

Over the years, BECIL has consciously groomed and developed a team of in-house, versatile and dedicated engineers and also cultivated and harnessing a vast reservoir of professionals drawn from various fields of Broadcasting Industry which includes public and private Broadcasters, Defense and Cable Industry. Through this network of

resourceful technical professionals, BECIL has established its pan India presence to serve the needs of the industry.

BECIL has a vast reservoir of experts and integrates the expertise of All India Radio (AIR) and Doordarshan (DD), the national broadcaster of India, creating one of the largest Radio Networks catering to more than a billion people and the world's largest Terrestrial Television Network supplemented by Analogue and Digital satellite Broadcasting services reaching out to millions of TV homes in India and abroad.

### **REGIONAL OFFICE**

BECIL is also operating from its Regional Office, Bangalore headed by 1 (One) General Manager, 1 (One) Sr. Manager and 1 (One) Manager.

### **MANAGEMENT & ORGANIZATION**

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 two independent Directors. Below Board level there is 4 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
  - Strategic Projects (Defence, Para-Military, LEA'S and Others)
  - Manufacturing and Training of Drones/Counter Drones/UAV
  - Solution related to Aerospace Security
  - Maintenance, Repair & Overhaul (MRO)
  - Solar & Renewable Energy
  - EV Station + Parking App
  - Security Surveillance technology based
  - Smart City/Safe City Solutions
  - Online Exams, CBT based
- **Modes of Operation**
  - Consultancy
  - Turnkey Solutions
  - System Integration
  - Deposit Work

## **KEY ACHIEVEMENTS**

BECIL has many first 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:**

Sl. 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 and availability of funds.
b.	Payment of bills and settlement	Within one month after raising the final invoice, subject to fulfillment of terms and conditions prescribed and availability of funds
c.	Release of payment against invoice/bills received from the clients/staff	Within 10 working days on receipt of such invoice/bills subject to availability of funds.

**Area (B) Employment:**

Sl. No.	Activities Involved	Time limit for service rendered
a.	Declaration of Final Result	a) For direct interview – within 5 working days after conduction of selection process. b) For examination based selection process – within 30 working days
b.	Issue of appointment letters to the selected candidates	Within 7 working days after final selection

**Area (C) Administration/Establishment:**

Sl. No.	Activities Involved	Time limit for service rendered
c.	Redressal of Grievances if any, either from client or staff	Within 45 working days after receipt of such information

**A. STAKEHOLDERS/CLIENTS/BENEFICIARY:**

- Stakeholder – Government of India + Investor
- Client – Government Departments, PSUs, Government Owned Bodies, State Government Departments, Corporate & Private Sector
- Beneficiary – General Public

## B. LIST OF RESPONSIBILITY CENTERS:

Sl. No.	Responsibility	Officer	Phone No.	Email
1.	HR & Legal + Projects - I	Sh. W.B. Prasad General Manager	0120-4177850	<a href="mailto:wbprasad@becil.com">wbprasad@becil.com</a>
2.	Project-III Admin	Sh. R.B. Jagtap General Manager	0120-4177850	<a href="mailto:rbjagtap@becil.com">rbjagtap@becil.com</a>
3.	1. Finance & Accounts Department 2. Company Secretary	Sh. Awadhesh Pandit General Manager	0120-4177850	<a href="mailto:gmfinance@becil.com">gmfinance@becil.com</a>
4.	Regional Office (Bangalore) All projects of Regional Office (Bangalore)	Ms. Usha Managlagi General Manager	080-26685853	<a href="mailto:usha@becil.com">usha@becil.com</a>
5.	Defence & Strategic Affaris	Maj. Gen. R.K. Singh (Retd.)	0120-4177850	<a href="mailto:rksingh@becil.com">rksingh@becil.com</a>
6.	Vigilance	Sh. K.S.Bhatia (Deputy General Manager)	0120-4177850	<a href="mailto:khuswindersingh@becil.com">khuswindersingh@becil.com</a>

## **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 Chairman & Managing Director of BECIL

## **GRIEVANCES REDRESSAL MECHANISM:**

Any complaints of corruption against the officer can be logged with Chairman & Managing Director (CMD), BECIL. The contact details of the Chairman & Managing Director (CMD) to whom such postal complaints may be sent are given below:

**Shri Sanjiv Shankar,**

**Chairman & Managing Director,**

Broadcast Engineering Consultants India Limited

14-B, Ring Road, Indraprastha Estate, New Delhi – 110002

Phone: (New Delhi) 011 – 23378823

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