

# CITIZEN'S CHARTER



## BROADCAST ENGINEERING CONSULTANTS INDIA LIMITED

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### **INTRODUCTION**

**Broadcast Engineering Consultants India Limited (BECIL)** an ISO 9001:2015, ISO 27001:2013 and ISO/IEC 20000:2012 certified, Mini Ratna, Central Public Sector Enterprise of Government of India was established on 24th March 1995. BECIL provides project consultancy services and turnkey solutions encompassing the entire gamut of radio and television broadcast engineering viz; content production facilities, terrestrial transmission facilities, satellite and cable broadcasting facilities in India and abroad. It also provides associated services like building design and construction related to broadcasting, human resource related activities like training and providing man power. BECIL also undertakes supply of specialized communication, monitoring, security and surveillance systems to defence, police and para-military departments. BECIL has its head office in New Delhi and corporate office in Noida. The regional office is in Bangalore.

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, defence 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 nearly 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.

BECIL works as consultancy agency, system integrator as well as a turnkey solution provider in the fields of Broadcast Engineering and Information & Communication Technology.

### **REGIONAL OFFICE**

BECIL is also operating from its Regional Office, Bangalore headed by 1 Dy. General Manager, 1 Senior Manager and 1 Manager.

## 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 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 & Others)
  - Manufacturing and Training of Drones/Counter Drones/UAV
  - Solution related to Aerospace Security
  - Maintenance, Repair & Overhaul (MRO)
  - Solar & Renewable Energy
- ◆ **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 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 payments 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:**

S. 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:**

S. No.	Activities involved	Time limit for service rendered
a.	Redressal of Grievances if any, either from clients 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 CENTRES:**

S. No.	Responsibility	Officer	Phone No.	Email
1.	Strategic Department	Dr. (Prof.) Nishakant Ojha, Advisor (Cyber & Aerospace Security) & Chief Strategic Officer	0120- 4177850	nishakant.ojha@becil.com
2.	Broadcasting, IT & ITES, Security Surveillance, Online Exam, HRD etc.	Shri W. B. Prasad, General Manager	0120- 4177850	wbprasad@becil.com
3.	Broadcasting, IT & ITES, Security Surveillance, Online Examination etc.	Shri V. P. Singh, General Manager	0120- 4177850	vpsingh@becil.com
4.	Non-Strategic - Manufacturing, IT & ITES, Security Surveillance, Online Examination etc.	Shri Mazhar Umer, General Manager	0120- 4177850	mazhar.umer@becil.com
5.	Non-Strategic - Manufacturing, IT & ITES, Security Surveillance, Online Examination etc.	Shri R.B. Jagtap, General Manager	Under posting to Mumbai	rbjagtap@becil.com
6.	Finance & Accounts	Shri Awadhesh Pandit (Dy. General Manager)	0120- 4177850	panditmd@becil.com
7.	Regional Office (South)	Ms. Usha Mangalgi (Dy. General Manager)	080- 26685853	usha@becil.com
8.	General Administration	Shri Harmohan Sharma, Assistant General Manager	0120- 4177850	harmohan@becil.com

## **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 officers 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 George Kuruvilla, CMD  
Broadcast Engineering Consultants India Limited  
14-B, Ring Road, Indraprastha Estate, New Delhi-110002  
Phone: (New Delhi) 011-23378823 (Noida) 0120-4177850  
Fax: (New Delhi) 011-23379885 (Noida) 0120-4177879  
Email: [george@becil.com](mailto:george@becil.com)  
Website: [www.becil.com](http://www.becil.com)