CITIZEN'S CHARTER

Broadcast Engineering Consultants India Limited

Head Office:
14-B, Ring Road,
Indraprastha Estate,
New Delhi – 110002
Phone: 011-23378823-25
Fax: 011-23379885
Website: www.becil.com

Registered Office:
C-56, A-17, Sector – 62,
Noida – 201307
Phone: 0120 – 4177850
Fax: 0120 – 4177879

Regional Office (South):
No.162, 2nd Main,
1st Cross, AGS Layout,
RMV 2nd Stage,
Bangalore – 560094
Phone: 080-23415853

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. BECIL is ISO 27001:2013, ISO 9001:2015, ISO 20000-1:2018, ISO/IEC 17025:2017 and CMMI L3 certified Company. BECIL is also recognized by NCVET as a dual awarding body for Skills Development.

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, Detection etc.), Electronic Media contents including films, Sentinel Analytics, Counter Drones/UAV etc. The activities include, but are 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 total turnkey project for 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 harnessed a vast reservoir of professionals drawn from various fields of the Industry. Through this network of

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

BECIL also has a reservoir of experts and integrates the expertise of All India Radio (AIR) and Doordarshan (DD), the national broadcaster of India, catering to one of the largest Radio Networks reaching out 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, 2 (Two) Sr. Managers.

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 one Independent Director. Below Board level there are 2 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 related 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)
  - IT/ICT/ITES
  - Electronics Surveillances & Monitoring Systems/CCTV & Access Control
  - Smart City
  - Civil Work
  - Job oriented skill Development Training
  - Manpower Services

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 15 days of receipt of payment from the client, subject to fulfillment of terms and conditions prescribed, and availability of funds.
c.	Release of payment against Invoice/bills received from the 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 21 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.	Admin & IT	Sh. AwadheshPandit (General Manager (Fin.) & Secretary to the Board)	0120-4177850	gmfinance@becil.com
2.	HR & Legal	Ms. Usha Mangalgi (General Manager)	0120-4177850	usha@becil.com
3.	1. Finance & Accounts Department 2. Company Secretary	Sh. AwadheshPandit (General Manager (Fin.) & Secretary to the Board)	0120-4177850	gmfinance@becil.com
4.	Regional Office (Bangalore) All projects of Regional Office	Ms. Usha Mangalgi (General Manager)	080-26685853	usha@becil.com
5.	Defence & Strategic Affairs	Maj. Gen. R.K. Singh (Retd.)	0120-4177850	rksingh@becil.com
6.	Vertical Head (MR Vertical)	Sh. Binay Kumar Tiwari (Deputy General Manager)	0120-4177850	binaytiwari@becil.com
7.	Vigilance	Sh. K.S.Bhatia (Deputy General Manager)	0120-4177850	khuswindersingh@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 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:

Cmde D.K.Murali, IN (Retd.),
Chairman & Managing Director,
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
Complaint Form: https://www.becil.com/Complaint

Website: www.becil.com

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