

**C I R C U L A R**

Sub: - Agriculture Development and Farmers' Welfare Department - Annual Plan 2020-21 - **Scheme for Office Automation and IT Infrastructure**- Working Instructions issued- Reg.

- Ref :-
1. G.O (Rt) No.547/2020/AGRI, Dated:18/06/2020 of Agriculture (Farms) Dept.
  2. G.O (Rt) No.572/2020/AGRI, Dated:25/06/2020 of Agriculture (Farms) Dept.
  3. Proposal No. EB/4-1/Proposals/20218-19/(Pt)/103 & EB/4-1/Proposals/20218-19/(Pt)/105 dated 30/07/2020 from Sub Divisional Engineer (Enterprise Business Cell) BSNL, Kerala Circle, Trivandrum-33.
  4. G.O (Rt) No. 80/2020/ITD dated 15/07/2020

As per reference cited 1<sup>st</sup> and 2<sup>nd</sup> above, Government of Kerala has accorded Administrative Sanction for the Scheme "Office Automation and IT Infrastructure". Maintaining and strengthening of e-office in the Directorate of Agriculture, Cyber Extension, Connectivity to various offices and Development of Management Information System and Direct Benefit Transfer are the 4 major components of the scheme. An amount of **Rs.131.25439 lakhs** under the **Head of Account 2401-00-001-86-00-99-00 (P)** is available for the above components for the year 2020-21.

**1. Maintenance and Strengthening of e-Office in the Directorate of Agriculture Development and Farmers' Welfare (Rs. 5.50 Lakhs)**

'e-Office' which is an integrated solution for the organizational effectiveness of the Department. e-Office aims to improve productivity, quality, resource management, turn-around time and increase transparency by replacing the old manual file handling system to a digital platform. As 1<sup>st</sup> phase, e-office has already been implemented in the Directorate of Agriculture Development and Farmers' Welfare. For maintaining and strengthening e-office in the Directorate and to get the better outcome of the implementation, following sub-components are necessary.

**1.1. Software Application Support – Support Engineer from NIC**

For the successful running of e-Office in the Directorate, manpower support from NIC is inevitable. Service of one Software Support Engineer from NIC, to be recruited

through NICS I can be appointed for one year for providing assistance to the users of e-Office in the Directorate. An amount of **Rs.4.80 Lakhs** is earmarked for this sub-component.

Implementation of this sub-component is through the IT Division of the Directorate.

### **1.2. Digital Signature Certificate Cost**

For the approval and dispatch of documents through digital signature, will ensure more security of the document and improve the efficiency. An amount of **Rs.0.70 Lakhs** is earmarked for this sub-component for availing digital signature to the officers in the Directorate. For availing the facility of digital signature to the officers, guidelines of Kerala State IT Mission should be observed strictly.

Implementation of this sub-component is through the IT Division of the Directorate.

### **Total Financial Outlay of the component (Maintenance and strengthening of e-Office at the Directorate)**

Sl. No.	Item	Quantity	Approx. Rate (Rs.)	Approx. Amount (Rs.)
1.1	Software application Support-Support Engineer from NIC For 1 Year @Rs.40,000 per month (inclusive of GST)	1	40,000 x 12	4,80,000
1.2	Digital Signature Certificate Cost (Class II Signing and encryption with Support charge)	100	700	70,000
<b>TOTAL</b>				<b>5,50,000</b>

### **2. Cyber Extension (Rs.30 lakhs)**

To strengthen the existing cyber extension facilities following activities are to be performed utilising the amount allotted kept under this component.

- a) Upgradation, Repair of computer and Procurement of Accessories and Consumables for existing computers based on actual needs.

- b) Maintenance of Department website, Applications Development and expenses related to hosting website, security auditing of various applications of Department of Agriculture Development and Farmers' Welfare.
- c) Purchase of books, magazines and other publications related to IT, e-Governance, modern digital extension techniques, social media applications in Agriculture etc for Cyber Extension Centers. Purchase of Equipments, Hardware and Software for IT and e-Governance training infrastructure, Agricultural Knowledge Management and Repair and Maintenance & AMC of computer Lab items, Extra Connectivity/bandwidth pumping to network for training and Special connections for Computer Labs from high speed connectivity providers, Connectivity Account Charges etc
- d) Purchase of books, Subscribing Magazines, CD's, DVDs, Blue Ray discs Training Materials etc related to IT and e-Governance subjects.
- e) AMC for IT and Communication Infrastructure, Hardware Items at Directorate and Computer Labs/other offices, Software licenses and AMC for virtual Class rooms, Purchase of Software for extension and Security in offices of Agriculture Department.
- f) Site preparation including furniture and Networking of the present infrastructure at various offices for optimum efficiency and synergy in IT and e-Governance operations.
- g) Security Auditing of Department Software Assets and regular maintenance

Implementation of this component is through the IT Division of the Directorate of Agriculture and 14 Principal Agricultural Offices

**Financial Outlay of the component (Cyber Extension)**

SI No	Item	Amount (Rs lakhs)
2	Cyber Extension	30.00
	<b>Total</b>	<b>30.00</b>

The following amounts are allotted under the component 'Cyber Extension' under the head of account 2401-00-001-86 (Plan), to the Principal Agricultural Officers for the implementation of the component for the year 2020-21. The amount can be utilised for performing the above-mentioned activities. The amount includes the allotment for all offices under the Department of Agriculture Development and Farmers' Welfare, in the districts.

Sl. No	Office	Amount (Rs. in lakhs)
1	Principal Agricultural Officer, Thiruvananthapuram	2.00
2	Principal Agricultural Officer, Kollam	2.00
3	Principal Agricultural Officer, Pathanamthitta	2.00
4	Principal Agricultural Officer, Alappuzha	2.00
5	Principal Agricultural Officer, Kottayam	2.00
6	Principal Agricultural Officer, Idukki	2.00
7	Principal Agricultural Officer, Ernakulam	2.00
8	Principal Agricultural Officer, Thrissur	2.00
9	Principal Agricultural Officer, Palakkad	2.00
10	Principal Agricultural Officer, Malappuram	2.00
11	Principal Agricultural Officer, Kozhikode	2.00
12	Principal Agricultural Officer, Wayanad	1.00
13	Principal Agricultural Officer, Kannur	2.00
14	Principal Agricultural Officer, Kasaragod	1.00
<b>TOTAL</b>		<b>26.00</b>

At the time of implementation, the actual requirement of funds may vary depending on the field level requirements. Resumption /re-allotment of funds, if needed, shall be done by Director of Agriculture based on actual field requirements at the time of implementation.

### 3. Connectivity to Various offices of the Department (Rs.66.98150 Lakhs)

Connectivity to various offices of the Department of Agriculture Development and Farmers' Welfare is one of the major components of the scheme for which an amount of **Rs.66.98150 lakhs** is set apart under the **Head of Account 2401-00-001-86-00-99-00(P)**. The objective of the scheme is to provide internet connectivity (BSNL) to offices of the Department and to provide / renew the BSNL SIM Cards to all officers / offices under the Department.

#### 3.1. Providing Internet Connectivity to Various offices of the Department

The objective of this sub-component of the scheme is to provide BSNL connectivity with average internet speed of 10 Mbps and above to various offices of the Department. An amount of Rs.30.00 Lakhs is earmarked for the implementation of this sub-component.

Under this component of the scheme, internet connectivity to offices under the following BSNL plans are available based on field level feasibility

SL No	Type of Plan	Annual Amount	Eligible Offices
1	<b>Bandwidth (Base Plan 4GB Call Unlimited with 4GB/day @ 10 Mbps and 2 Mbps beyond)</b>	Renewal in Existing Land line under <b>Bandwidth Base Plan 4 GB CUL with 4 GB/day @ Rs.9982 /year</b>	All Offices of Agriculture Department where broadband connection is feasible
2	<b>BSNL 22 GB (Call Unlimited with 22 GB @ 10 Mbps upto 22 GB and 2 Mbps beyond)</b>	Rs.20121/- per year	Computer Labs, Virtual Class Rooms, Training Centers of Agriculture Department /Offices in High rages/Remote areas where this plan is feasible/ Heavy internet usage required offices having annual expenditure above Rupees 20 Crores in a year including peoples plan project can shift to this plan directly with the approval of PAO based on fund availability at District. <b>For other offices which require high-end connection in Special Agriculture Zones/other offices with special requirement, this plan</b>

			<b>can be implemented based on prior sanction from Directorate whenever sufficient funds are available at District.</b>
3	Plan 749 (FTTH) Upto 50 Mbps till 300 GB and upto 2 Mbps beyond	Rs.11868/- per annum + GST extra	FTTH connection can be obtained only with the prior permission of the Director of Agriculture. Those offices, where currently using FTTH connection with the permission of the Director of Agriculture, can renew the connection as per their requirement from these two plans.
4	Plan 849 (FTTH) Upto 50 Mbps till 600 GB and upto 2 Mbps beyond	Rs.13068/- per annum + GST extra	

In offices where high speed and high-volume unlimited connection with faster connectivity up to 22 GB per day and Wifi Modems are required **BSNL 22 GB Call Unlimited Anywhere in India** is envisaged in existing land line having broad band plan. In offices where special needs /infrastructural bottlenecks prevent mobile Governance and multimodal service delivery using broadband, the following need-based options – RF Modem Technologies or special leased line or fibre optic cable etc can be selected. In case of Virtual Classrooms/Computer Labs/Training Centres/offices in remote locations where other options are not technically feasible special leased line or fibre optic cable, etc are permitted based on sanction from Directorate.

**Any other Plan except those available in the above list require special sanction from Directorate.** Internet charges of Agro Service Centres, Krishi Bhavans, Offices of Assistant Directors of Agriculture, PAO Offices, Training centers of Agriculture Department and other Offices of Agricultural Department are payable from this scheme.

Allotment as detailed below is given to Principal Agricultural Officers (allotment includes amount required for connectivity to RATTCs of the concerned districts) under the **Head of Account 2401-00-109-80 (P)** to meet the cost of internet charges of Krishi Bhavans, Offices of Assistant Directors of Agriculture, PAO Offices, Virtual Classrooms, Computer Labs, Training Centers and all other Offices of Agricultural Department under the revised BSNL plans given as Annexure - I and Government Order for FTTH as Annexure - III for a period of one year from the Scheme **“Strengthening of Agriculture Extension – Connectivity to various offices of the Department”**.

Sl No	Name of District	Amount Allotted (Rs. in lakhs)
1	Kozhikode	10.00
2	Kannur	10.00
3	Kasaragod	3.00
4	Headquarters	2.00
	<b>Total</b>	<b>25.00</b>

Features of the Special Plans for the year 2019-20 are attached as **Annexure -I** and the list of Nodal Officers of BSNL is attached as **Annexure-II**

The excess telephone calls made by the officers during past years are likely to be reflected in telephone bills and such excess amounts to be paid by the officers concerned, who are responsible for excess usage. **Before renewing the internet charges for 2020-21, Principal Agricultural Officers have to ensure that all excess amount accrued to the internet account due to excess usage of telephone calls are cleared.**

Demand note/invoice for internet charges of offices of Agricultural Department are to be collected from District Nodal Officer of BSNL and the amount to be transferred online through BiMS to the Bank Account of Administrative Officer, Cash, BSNL of the District. Online Transfer Details from BiMS to BSNL Account is to be submitted to BSNL Nodal officers in charge of the District for proper credit of amount to the respective plan account approved for Agriculture Department.

DDA (E& T) of the District is directed to prepare a database of all phone numbers internet connections-Broadband /leased line/FTTH, etc. at the time of renewal including all the new connections in their district in consultation with District level Nodal Officers of BSNL and the details should be e-mailed to the e-mail id: **krishidirector@gmail.com**. They are also directed to collect complaints regarding the connectivity and to settle them in consultation with the District level BSNL authorities then and there and continuous follow up will have to be made from District level to ensure timely action and efficient working of internet infrastructure.

Implementation of this sub-component is through the IT Division of the Directorate of Agriculture and Principal Agricultural Officers of the districts.

### **3.2. Mobile SIM Cards to Department Officials / Offices**

This sub-component aims to provide mobile connectivity of all Office / Officers under the Department. Rs.36.98150 lakhs earmarked for this sub-component can be

utilised for renewing the BSNL SIM Cards for officials, for uninterrupted service for one year. Implementation of this sub-component is through IT Division of the Directorate of Agriculture.

**Total Financial outlay of the component (Connectivity to Various offices of the Department)**

SI No	Item	Amount (Rs Lakhs)
3.1	Providing Internet Connectivity to various Offices under the Department of Agriculture Development and Farmers' Welfare	30.00000
3.2	Mobile SIM Cards to 1825 Offices / Officials	36.98150
	<b>Sub-Total</b>	<b>66.98150</b>

The expenditure in this regard will be met from the budget provision available under the **Head of Account 2401-00-001-86-00-99-00 (P)**.

**4. Development of Management Information System and Direct Benefit Transfer (Rs. 28.77289 Lakhs)**

The Department of Agriculture Development & Farmers Welfare is using various ICT tools for providing services to farming community. There is a strong demand in the Department for the development of a Reporting Module which can cater to the demand of all tiers right from Krishi Bhavans. Integrated Central MIS enable higher level officials in monitoring the scheme progress and expenditure status in real time to take administrative decisions. Duplication of data entry for the same scheme for meeting specific requirements or generating special reports can be avoided, for effective and efficient use of human resources and saving time, and efforts. Integrated MIS will help in monitoring and issuing Utilization certificates to the Government of India and Government of Kerala in time.

The AIMS will feature a Reporting module which will help to convert all present-day reporting formats to online formats with automatic aggregation and drill down features for effective supervision, monitoring and control. The System will feature a Profile module for mapping all offices, its staff details, location, and services offered and



will enable the officials to enter the basic data on to Crops and Cropping pattern, Soil Fertility, Soil types, Success stories. MIS will be integrated with a **DBT compliant Central Online claim processing Suite module** being developed by NIC for Agriculture Department. On successful payment to beneficiaries through the **Online claim processing Suite**, system will generate reports for Central MIS, DBT and PFMS modules on receiving authorization from competent officers through web services. These data will be aggregated at different tiers like Krishi Bhavan, Block, District and State level for real time status monitoring. As the system is able to see all the Head of Accounts/ Schemes/ and components its real time status will be available at specific Dash Boards for users at different tiers. The Dashboard will have facility to view the status in numerical and Graphical forms. Dash Board will have drill down features and ALERTS for pre-defined conditions. This will also have a facility to push "Real time Report Acquisition Forms" for immediate requirements.

The MIS will be able to show the current position of expenditure against funds allotted and generate Utilization Certificates based on expenditure feed/authorized from lower tiers with forward and backward linkages to **Online claim processing Suite, BiMS, BAMS and other software modules**. Component wise physical and financial achievements details will also be incorporated in the system.

Department is developing a SMART Farmer Database for State of Kerala and hosted at State Data Centre Kerala with a separate domain name. A software package **Claim Processing Suite** is being developed with the help of National Informatics Centre (NIC) for processing all schemes online, from online application to Online Auditing. The First module under **Claim Processing Suite (SMART)** is being implemented starting from online application and online claim processing and transfer of funds to beneficiary accounts through BiMS. Farmer's data is to be pulled from SMART Farmer Database of Agriculture Department. Streamlining process flow in transfer of funds through BiMS is to be enabled by customizing the above software. The module will fetch user data from Karshaka Registration portal through web service. The module will also permit the entry of a new farmer not listed in the database along with the authentication of details. The claims processed at the Krishibhavan level will be available to all higher levels of the Department for further processing, Bill generation and payment to individual

beneficiaries through BiMS. Claim processing can only be done based on the allotment provided through BAMS under each scheme/ Head of Account.

#### 4.1 Software Development Cost to NIC

An amount of **Rs. 8.00 Lakhs** is earmarked for the cost of software development to NIC for developing various modules of integrated Agriculture Information Management System for the department of Agriculture Development and Farmers' Welfare

SL No	Item	Amount (Rs. in Lakhs)
4.1	Cost of Software Development/Man power cost/ /Security Auditing/Training Module and training Videos etc to NIC	8.00
	<b>Total</b>	<b>8.00</b>

#### 4.2. Manpower cost to NIC for customizing Farmer SMART Database, Online Claim Processing Suite, Training and Maintenance of the Software

An amount of **Rs. 4.80 Lakhs** is earmarked for the manpower cost to NIC for engaging a Programmer /Testing Engineer for a period of 12 months @ Rs. 40,000/- per month for the Development of Online claim processing suite / SMART, AIMS, SubhikshaKeralam portal, customizing BIMS / BAMS and subsidy transfer and to provide technical help, training, maintenance of the software etc to Agricultural Department. The software modification process includes provision and use of digital signature, web services, security of data, forward and backward linkages and data integration with BIMS portal and access control application development. In addition to this, Development of SMART farmer database at Kerala and Development of Mobile Apps for officials and Farmers for SMART farmer database and online claim processing suite, etc.

SI No	Item	Rate (Rs)	Amount (Rs in Lakhs)
4.2	Manpower cost to NIC for engaging a Programmer Assistants for 12 months for customising SMART farmer database and claim processing suite related software clusters and to provide technical help to Agricultural Department officials through phone, e-mail, online chat, remote online help and district wise continuous trainings and meetings to empower field level officers. Inclusive of annual increment/ enhancement/GST. Mobile Application Development for farmer database and claim processing suite.	@ Rs. 40,000/- per month for 12 months	4.80
	<b>Total</b>		<b>4.80</b>

### 4.3. Honorarium to State Help Desk Assistants

The Data Entry Operators engaged at State level and working at IT Division of the Directorate are given specialised training and have experience as State Help Desk Support assistants for supporting various IT and e-Governance enabled services of the Department such as Subhikshakeralam Karshaka Registration, e-Tender, m-Kisan, Sevana Pension, Farmer's Portal, Soil Health Card, e-Treasury, Farm Mechanization System(FMS), PM-KISAN , DBT Bharath, GeM Registration, Government email id creation, AIMS/SMART and other central and states software applications. In addition to these software clusters helpdesk is rendering help for Remote Software installation, Digital Signature help and official emails (.agri@kerala.gov.in)help for users in 1076 Krishibhavans, 152 blocks and 14 Districts. The amount required for the payment of honorarium to State Help Desk Assistants are payable from this sub-component.

SI No	Particulars	Rate per Month	No	Period	Amount (Rs in Lakhs)
4.3	Honorarium to State Help Desk Assistants	20,760	3	12 Months	7.47360 (20760 x 12 x 3)
	<b>Total</b>				<b>7.47360</b>

An allotment of Rs. 6.00 lakhs are given to Accounts Officer-I, HQ under the Head of Account 2401-00-109-80 (P) to meet the expenditure on Honorarium to State Help Desk Assistants.

#### 4.4. SMS Support to Software Clusters

AIMS, SMART farmer database, Claim Processing Suite, Integrated MIS, EBT software for effecting e-Payment, Subhikshakeralam Karshaka Registration, ASHA and other software clusters are to be given provision to send SMS messages to the beneficiaries. This has to be made possible by integrating various software platforms with the mobile platform of Government of Kerala. Information on successful as well as failed transactions can be intimated to beneficiaries through SMS along with scheme information. This facility will be given to farmers free of cost. An amount of **Rs. 5.00 Lakhs** is earmarked to meet the SMS charges payable to M/s KELTRON, who is the official supplier of Kerala Government SMS.

Sl No	Particulars	Amount (Rs in Lakhs)
4.4	SMS Support to Software Clusters	5.0
	<b>Total</b>	<b>5.0</b>

#### 4.5. Other contingencies and unforeseen expenses

An amount of **Rs. 3.49928 Lakhs** has been earmarked for meeting the contingencies and unforeseen expenses related to Online Claim Processing Suite, Development of Integrated Management Information System - AIMS, e-payment and Subhikshakeralam karshaka registration, Security auditing of all software developed for the Department and other central and state Government Software Clusters. In case of changes in GST rates or increase in any item or periodical or incremental increase in man power cost or preparation and publication of user manual, training or any other expenditure in the plan, it will be met from contingencies and unforeseen expenses. Operational expenses of IT division of the Directorate including hiring of vehicles for coordinating with external agencies like NIC, C-DIT, KELTRON, IIITMK, C-DAC etc. and monitoring and training in connection with the implementation of e-Office, Virtual Classroom and Agricultural Information Management System (AIMS) can also be met from this sub-component.

SI No	Particulars	Amount (Rs in Lakhs)
4.5	Other Contingencies and Unforeseen Expenses	3.49929
	<b>Total</b>	<b>3.49929</b>

All the above sub-components are implemented through IT Division of the Directorate of Agriculture

**Total Financial outlay of the component (Development of Management Information System and Direct Benefit Transfer)**

SI No	Item	Amount (Rs Lakhs)
4.1	Software Development Cost to NIC for Third year	8.00000
4.2	Manpower cost to NIC for SMART /Claim processing suite	4.80000
4.3	Honorarium to Data Entry Operators	7.47360
4.4	SMS Support to Software Clusters	5.00000
4.5	Other Contingencies and Unforeseen Expenses	3.49929
	<b>Sub Total</b>	<b>28.77289</b>

**ABSTRACT OF TOTAL FINANCIAL OUTLAY OF ALL COMPONENTS**

SI No	Item	Amount (Rs in Lakhs)
1	Maintenance and Strengthening of e-Office in the Directorate of Agriculture Development and Farmers' Welfare	5.50000
2	Connectivity to Various offices of the Department	66.98150
3	Cyber Extension	30.0000
4	Development of Management Information System and Direct Benefit Transfer	28.77289
	<b>Sub Total</b>	<b>131.25439</b>

Director of Agriculture reserves the right for intra-component change, without affecting the total financial outlay for a particular component.

Deputy Director of Agriculture (Extension & Training) of the Districts will be in charge of the implementation of the scheme "Office Automation and IT Infrastructure" at

the District Level. At the State Level, Additional Director of Agriculture (Extension) will monitor the implementation of the scheme.

The expenditure in this regard will be met from the budget provision available under the **Head of Account 2401-00-001-86 (P)**

Sd/-  
Director  
Department of Agriculture Development & Farmers' Welfare

Encl:- Annexure-I - BSNL Plans for the year 2019-20  
Annexure-II - List of Nodal Officers of BSNL  
Annexure-III - Government Order for FTTH Connection

To

All Additional Directors of Agriculture, HQs.

All Principal Agricultural Officers and DDA (E&T)'s  
*(PAOs are directed to communicate the circular to all Assistant  
Directors of Agriculture, Agricultural Offices and Heads of all other  
offices under your control)*

TA to Director of Agriculture

DDA (IT) = for publishing in the Website



**K M RAJU**  
PEN: 417216  
Deputy Director of Agriculture (IT)  
Directorate of Agriculture Development  
and Farmers Welfare Department, TVPM- 695033

Enterprise Business Cell  
O/o The Chief General Manager Telecom  
Kerala Circle,  
Trivandrum-33



भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No.EB/4-1/Proposals/2018-19/(Pt)/103 dtd 30-07-2020		
CALCULATION FOR ONE BB CONNECTION UNDER 4GB CUL Plan with 4 GB/Day @10Mbps and 2 Mbps beyond		
AGRICULTURE DEPARTMENT (Renewal)		
(BB provision in the existing Landline)		
Sl.No	Details	Amount
	Bandwidth (Base Plan 4 GB CUL with 4 GB/Day)	Up to 10 Mbps till 4 GB /Day and 2Mbps beyond
1	Monthly Fixed charge	Rs.629/-
2	Annual fixed charges per annum (plus one month free)	Rs.7548/-
3	Free Calls	24 hrs. Unlimited free calling (Local +STD) on any network within India
4	Monthly Modem rental charges (ty-l)	Rs.70/-
5	Modem rent for 12 months	Rs.840/-
6	Total charges for one year	Rs.8388/-
7	Security Deposit for broadband plan	Waived off
8	Security Deposit for-modem	Waived off
9	Installation charges	Waived off
10	Total charges for one year including Modem rent and GST 18% + 1% KFC	Rs.9982/-
(Rupees Nine Thousand Nine Hundred and Eighty Two only)		

## Note-

- Offered package is based on the present tariff of 4 GB / Day. Any tariff change in the base plan will reflect the offered package.
- Any variation in the GST will automatically reflect in the bill.
- There is no provision for collection of annual modem rent, as deduction of Modem rent is on monthly basis only. Amount collected against modem rent for one year will be credited in the respective customer main account.
- The actual download speed may vary depending on the distance from the nearest exchange.

सहायक महाप्रबंधक (ई बी)  
Asst. General Manager (EB)  
मुख्य महाप्रबंधक कार्यालय  
O/o the Chief General Manager  
बी एस एन एल, त्रिवन्तपुरम  
B S N L, Trivandrum - 695 033

Dr. V P Sudeep Kumar  
AGM (Enterprise Business-II)  
O/o CGMT, Kerala Circle,  
Thiruvananthapuram-33.

Enterprise Business Cell  
O/o The Chief General Manager Telecom  
Kerala Circle,  
Trivandrum-33



**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

No. EB/4-1/Proposals/2018-19/(Pt)/105 dtd 30-07-2020

22 GB CUL Base Plan for Agriculture Department Broadband connections		
Sl.No	Particulars	Proposed Package
1	Bandwidth	Upto 10 Mbps till 22GB/Day and 2Mbps beyond
2	Download/upload limit per month	Unlimited
3	Free Calls	24 hrs. unlimited free calling (Local+STD) on any network within India.
4	Fixed monthly charge	RS.1299/-
5	Annual fixed charges per annum (plus one month free)	Rs.15588/-
6	Monthly Modem Rental (ty-II)	RS.110/-
7	Modem rent for 12 Months	Rs.1320/-
8	<b>Total charges for one year</b>	<b>Rs.16908/-</b>
9	Security Deposit for Broadband Plan	Waived off
10	Security Deposit for Modem	Waived off
11	Installation charges	Waived off
12	<b>Annual recurring charges for one connection including Modem rent and GST 18% + 1% KFC</b>	<b>Rs.20121/-</b>
<b>(Rupees Twenty Thousand One Hundred and Twenty One only)</b>		

**Note-**

1	Offered package is based on the present tariff of 22GB CUL Plan. Any tariff change in the base plan will reflect in the offered package.
2	Any Variation in the GST will automatically reflect in the bill.
3	There is no provision for collection of annual modem rent, as deduction of Modem rent is on monthly basis only. Amount collected against modem rent for one year will be credited in the respective customer main account.

सहायक महाप्रबंधक (ई बी)  
Asst. General Manager (EB)  
मुख्य महाप्रबंधक कार्यालय  
O/o the Chief General Manager  
बी एस एन एल, त्रिवन्तपुरम  
B S N L. Trivandrum - 695 033

Dr. V P Sudeep Kumar  
AGM (Enterprise Business-II)  
O/o CGMT, Kerala Circle,  
Thiruvananthapuram-33.



## ANNEXURE - II

	BA Name	Designation	Name		Mobile number	e-mail ID
1	Trivandrum	JTO	Jibin J L	KAM	9447600077	jibin.bsni@gmail.com
2	Kollam	JTO	Prabhath K P	KAM	9446449666	teamebkollam@gmail.com
3	Pathanamthit	SDE	Shyam Mohan S	KAM	9446218943	bsnlebpta@gmail.com
4	Alappuzha	SDE	Vipin K	KAM	9446529447	bdalappuzha@gmail.com
5	Kottayam	SDE	Ansal Mohammed CH	KAM	9446557982	sdekamktm@gmail.com
6	Ernakulam	SDE	shini K R	KAM	9447004900	shini2010@gmail.com
7	Thrissur	JTO	Loveby K B	KAM	9480983509	lovebyijk@gmail.com
8	Palakkad	JTO	Palghat venkata ragh	KAM	9496365711	jtobsnleb@gmail.com
9	Malappuram	SDE	Shafeeq Ali M	KAM	9486104340	ebmlpbsni@gmail.com
10	Kozhiokde	SDE	Praveen Kumar M	KAM	9447401167	praveensdebsni@gmail.com
11	Kannur	SDE	Deepak Kumar P	KAM	9449017744	pavoordeepak@gmail.com



## GOVERNMENT OF KERALA

**Abstract**

Electronics & Information Technology Department – FTTH Plans for Government offices – Modified – Orders issued.

**ELECTRONICS & INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT****G.O.(Rt)No.80/2020/ITD**

Dated, Thiruvananthapuram, 15/07/2020

Read:- 1 G.O.(Rt) No.227/2019/ITD dated 30.11.2019.

2 Letter No. KSWAN/8/2020-KSITM/624 dated 19.06.2020 from the Director, Kerala State IT Mission, Thiruvananthapuram.

**ORDER**

As per Government order read as 1st paper above, sanction was accorded to Departments to opt the FTTH plans; **Plan 749** or **Plan 900** as per their actual requirement subject to the condition that the Department / Office should sign a Service Level Agreement with the BSNL for the purpose. The Director, Kerala State IT Mission as per letter read as 2<sup>nd</sup> paper above informed that the BSNL, Kerala got approval from their corporate office for the below mentioned plans and hence requested to amend the above Government order accordingly:

Sl. No.	Particulars	Plan 749	Plan 849
1	Bandwidth (Download speed)	Upto 50 Mbps till 300 GB and up to 2 Mbps beyond	Upto 50 Mbps till 600 GB and up to 2 Mbps beyond
2	Monthly Charges (In Rs)	749/-	849/-
3	Static IP charges per annum (In Rs)	1800/-	1800/-
4	Optical Network Unit (ONU – Rental per month (In Rs)	90/-	90/-
5	Plan Security Deposit	Waved off	Waved off
6	ONU Security Deposit	Waved off	Waved off
7	Installation Charges	Waved off	Waved off
8	Minimum hire period	One year	One year

2. Government have examined the matter in detail and sanction is accorded to the Departments to opt any one of the FTTH plans mentioned above for their office use as per their actual requirement, subject to the condition that the Department / Office should sign a Service Level Agreement with the BSNL in the attached format for the purpose.

3. The Government order read as 1st paper above stands modified to the above extend.

(By order of the Governor)  
**VINOD. G**  
**ADDITIONAL SECRETARY**

To:

All the Heads of Departments

All the Departments in Secretariat

The Director, Kerala State IT Mission

The General Manager, BSNL Kerala Circle, Thiruvananthapuram

The Principal Accountant General (Audit) Kerala, Thiruvananthapuram.

The Accountant General (A & E) Kerala, Thiruvananthapuram.

The Web & New Media, Information & Public Relations Department

Stock file /Office copy

Forwarded /By order  
Digitally signed by S. Anand K  
Date: 2020.07.15 15:45 IST  
Reason: Approved  
**Section Officer**

Annexure

**MEMORANDUM OF UNDERSTANDING**

BETWEEN

.....  
.....

&

• **BHARAT SANCHAR NIGAM LIMITED**

**MEMORANDUM OF UNDERSTANDING**

This Memorandum of Understanding is made and entered into on this the..... day  
of .

**Between**

The Bharat Sanchar Nigam Limited, a Company registered under the Companies Act, 1956 and having its registered Office at Bharat Sanchar Bhavan, Harish Chandra Mathur Lane, Janpath, New Delhi – 110 001 (hereinafter referred to as 'BSNL', which expression, unless repugnant to the context or meaning hereof, shall include its successors, administrators or permitted assignees) and represented by its Deputy General Manager( EB); Kerala Circle, Thiruvananthapuram -33

**AND**

.....Government of Kerala, having its  
 Head office at, ..... represented by  
 .....

BSNL and .....(State Govt Department) hereinafter individually  
 referred to as 'Party' and collectively as 'Parties'.

**WHEREAS:-**

BSNL and ..... have mutually agreed to enter into a special  
 relationship for provision of high Bandwidth FTTH (Fiber to the Home) connectivity to  
 ..... departments in Kerala on mutually agreed terms and  
 conditions mentioned hereunder.

**NOW THIS INDENTURE WITNESSETH AS FOLLOWS:-Depart**

In consideration of the mutual covenants set out in this MOU, the Parties hereby agree as follows

**1. Purpose of the MOU**

This MOU is intended for the purpose of providing High Bandwidth FTTH connectivity  
 to ..... departments  
 on mutually agreed terms and conditions mentioned hereunder.

**2. Responsibilities**

2.1 The Unit Head of the department or unit head of the sub units shall apply for the  
 services as detailed in clause 1 during the period of this MOU.

2.2 FTTH service is a best-effort and low priced service. To provide a cost effective  
 service - these services are contended (shared) and normally this sharing would not be  
 apparent to the customer. The download and upload speed according the tariff plan would  
 be assured from customer premises to BSNL node.

2.3 BSNL is committed to provide the above mentioned services as per the requirement  
 of Government Departments with two data only FTTH special tariff packages as detailed  
 below:

**FTTH\_PLAN.1**

Bandwidth (Download Speed) subject to technical feasibility	Upto 50Mbps till 300GB, Upto 2Mbps beyond
Fixed Monthly Charges (Rs)	749
Static IP Address	Rs 1800/- per annum (in addition to FMC)

Minimum Hire Period	One Year
ONT Rent(Monthly in Rs)	90
ONT Security Deposit	Waived off
Plan Security Deposit	Waived off
Installation charges	Waived off

GST Charges EXTRA

#### FTTH\_PLAN.2.

Bandwidth (Download Speed) subject to technical feasibility	Upto 50Mbps till 600GB, Upto 2Mbps beyond
Fixed Monthly Charges (Rs)	849
Minimum Hire Period	One Year
Static IP Address	Rs 1800/- per annum (In addition to FMC)
Modem Rent(Monthly in Rs )	90
Modem Security Deposit(If modem taken on rent)	Waived off.
Plan Security Deposit -	Waived off
Installation charges	Waived off

GST Charges EXTRA

2.4 Each Department will give the list of sub unit offices to BSNL for providing FTTH connections under this scheme.

2.5 Each Department will nominate a nodal officer to deal with this Project.

2.6 In BSNL, Thiruvananthapuram Circle Office is the central Co-ordinator for the project for Kerala Circle and in each BA one officer is nominated as coordinator for implementation of the Project.

2.7 BSNL shall provide Optical Network Terminal (ONT) on rental at the customer locations.

2.8 BSNL shall consider the complaints registered under this scheme with highest priority.

2.9 BSNL shall provide a static IP to the designated officer/dept for configuring the router/Modem.

### 3. Restoration of Fault/Escalation Matrix.

3.1 Customer shall book the fault on assigned Fault repair service (FRS) number, viz.198.

3.2 Normally a fault docket number will be provided to the Customer from BSNL on booking of fault. Call centre number 1500 shall also be utilized for booking of faults.

3.3 On receipt of complaint, BSNL shall make its best effort to localize the fault and restore the same at the earliest. The Customer shall provide all necessary support (to BSNL or BSNL authorized personnel) for enabling testing of the circuit at any hour of the day (for restoration/maintaining quality service).

3.4 In case the Customer is unable to extend support to BSNL, then BSNL will test the circuit on its network up to the last feasible point, rectify the fault, and then clear such dockets. Circuit shall be presumed to be restored once BSNL has tested the circuit for its proper working and cleared the fault docket.

3.5 Escalation matrix for the faults would be as follows:

- (a) Level 1: FRS number/Call Centre number as provided above.
- (b) Level 2: Account Manager (SDE-CRM) of the concerned BA.
- (c) Level 3: AGM (EB) of the concerned BA.

#### 4. Procedure & Payment

4.1 Preferably, each Department Head may pay the total Annual Advance Charges against the annual advance demand to BSNL, to avail the benefits of annual advance options.

4.2 The billing period will commence on the date of commissioning of the FTTH Service

4.3 In the case of locations which are not readily feasible and is difficult to provide in fiber due to geographical constraints, those connections would be added to the project/agreement separately and possible alternative solutions shall be decided mutually by both parties.

#### 5. Status of MOU

This MOU would be subject to laws (and such rules and regulations) of India as may be applicable during the tenure of this MOU.

#### 6. Validity

The MOU will be valid for an initial period of Three years from the date of signing. The Parties shall meet to decide a possible renewal of this MOU three months before expiry of this agreement period and the renewal (addendum) agreement signed by both parties shall be part of this MOU.

#### 7. Amendment

This MOU may be amended upon the mutual consent of all Parties; but such amendment shall have no impact on any specific agreement then in force.

#### 8. Force majeure

Neither BSNL nor the CUSTOMER shall be liable to each other for any delay in or failure of performance of their respective obligation under the agreement caused by occurrences beyond the control of BSNL or the CUSTOMER including but not limited to fire (including failure or reductions), acts of God, acts of the public enemy, war, insurrections, riots, strikes, lockouts, sabotage, any law, statute or ordinance, thereof of

any other local authority, or any compliance therewith or any other causes, contingencies of circumstances similar to the above. Either party shall promptly but not later than thirty days thereafter notify the other of the commencement, and cessation of such contingencies, and if such contingencies continue beyond three months, both parties agree upon the equitable solution for termination of this agreement or otherwise decided regarding course of action to be adopted.

**9. Termination**

This MOU may be terminated at the option of any party after issuing **45 days** prior notice in writing to the other Party of its intention to do so. It shall also terminate automatically upon the bankruptcy of any of the Parties or in the event of force majeure event occurs which makes the performance of obligation of any of the Parties impossible under this MOU.

**10. Arbitration**

In the event of any dispute or difference relating to arising from or connected with this Agreement, such dispute or difference shall be referred by either party to the arbitration of one of the Arbitrators in the Department of Public Enterprises to be nominated by the Secretary to the Government of India, In-charge of Bureau of Public Enterprises. The Arbitration and Conciliation Act 1996 shall not be applicable to the Arbitration under this Clause. The award of the Arbitrator shall be binding upon the parties to the dispute, provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of award to the Law Secretary, Department of Legal Affairs, Ministry of Law & Justice, Government of India. Upon such reference, the dispute shall be decided by the Law Secretary or the Special Secretary/Additional Secretary, when so authorized by the Law Secretary, whose decision shall bind the parties finally and conclusively. The parties in the disputes will share equally the cost of arbitration as intimated by the Arbitrator.

This Agreement shall be subject to the exclusive jurisdiction of Courts in Thiruvananthapuram district.

**11. Confidentiality**

All Parties acknowledge the confidentiality of the information, which may be transferred between the Parties from time-to-time as being essential to this MOU and specifically agree not to disclose the same to any third party during the currency of this MOU and for a period of two years after its expiry or sooner termination of this MOU. However, each party shall be free to disclose such information as is :-

Part of the public domain at the time of disclosure, or

Required to be disclosed by official authorities in accordance with the applicable laws and the court orders.

**IN WITNESS WHEREOF** the Parties by the hand of duly authorized

Representative signed – these presents of on the day, month and year mentioned above



.....  
Deputy General Manager (EB)  
**Bharat Sanchar Nigam Limited,**  
Thiruvananthapuram-695 033

.....  
Head  
Department of .....  
.....Thiruvananthapuram-13

**WITNESS 1:-**

Name : .....  
Address : .....  
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.....

**WITNESS 1:-**

Name : .....  
Address : .....  
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**WITNESS 2:-**

Name : .....  
Address : .....  
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**WITNESS 2:-**

Name .....  
Address : .....  
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