File No. - 24-44/2021-DCT/2

(33)

Government of India
Ministry of Communications
Department of Telecommunications
O/o DG Telecom HQ

29-10-2021

To

The Head of Assam LSA

Subject: Bunching of special Audit cases with Quarterly CAF Audit in Assam LSA-regarding.

This has reference to Assam LSA's letter No. TERM.AS/O-48(16)/BAL/2014/Vol-I /48 dated 16.08.2021 (copy enclosed as **Annexure-I**) wherein ASM requested to clarify whether the special audit cases received from LEAs are to be bunched with routine quarterly CAF audit from the date of receipt of such cases or from Joint Signature of that corresponding quarter audit.

2. As per clarification dated 12.01.2017 and further clarification dated 08.05.2017, individual complaint cases (cases referred from LEAs, compliant cases, referred through other units etc.) are to be clubbed with routine monthly/quarterly CAF audit for the purpose of ascertaining percentage of compliance and penalty thereon. However, Assam LA requested to clarify regarding the month/quarter with which these cases are to be clubbed.

3. In order to have uniform practice across LSAs and also with the objectives that penalty notice in cases referred by LEAs/complaints is issued at the earliest; however issuance of penalty notices for such cases do not delay the regular monthly/quarterly CAF audit, it is clarified that jointly signed individual complaint cases audit report(s) may be clubbed with the latest jointly signed regular monthly/quarterly CAF audit report, for which the demand note is being issued, provided that regular CAF audit sample size is derived from complete subscriber database of TSP.

4. LSAs are requested to bring above instructions into notice of TSPs

This is issued with the approval of Competent Authority.

Signed by Karan Goyal
Date: 01-11-2021 16:20:47
Reason: Approved

Encl: As Above

(Karan Goyal)
ADG (P&N)

Copy to:

1. **All LSA Heads**
2. **DDG (AS), AS Wing, DoT HQ**
3. **All TSPs**
4. **COAI**