

**Mobile Phone Service Rates applicable to  
Government Officials and Dignitaries.**

**GOVERNMENT OF GUJARAT**  
General Administration Department  
Resolution No: CEL/102009/881985/GH-Part-2,  
Sachivalaya, Gandhinagar.  
Dated the 15<sup>th</sup> October, 2018.

**RESOLUTION**

The Government of Gujarat vide tender notice in various newspapers dated 28-05-2018 had invited fresh bids from the Mobile Phone Service Providers for the mobile phones in Government use. After careful consideration of the bids received from the service providers, the offer of M/s Vodafone Idea Limited, Ahmedabad was accepted and an agreement was entered into with the said company on 15<sup>th</sup> October, 2018.

2. In pursuance of the above agreement, the tariff for mobile phones in Government use with effect from 15<sup>th</sup> October, 2018 and in supersession to this department's Resolution of even number dated 15-10-2015 shall be as under:

**I. Basic Services:**

Sr. No.	Particulars	Base Rate
1	<b>One time Charge (Entry level Cost):</b>	<b>Charges waived</b>
	A. Registration Fee	
	B. Activation Charge	
	C. Security Deposit	
	D. National Roaming Access	
	E. VPN (CUG) access charge	
2	<b>Monthly Charges:</b> Monthly Rental per Post Paid Connection (Total free calls)	<b>Rs.61.05</b>
3	<b>Pulse Rate in Seconds:</b>	<b>60 Second</b>
4	<b>Billing Cycle:</b>	<b>Monthly</b>

**II. Common Services:**

Sr. No.	Particulars	Base Rate
1	Incoming Calls	<b>Free</b>
2	Calls within CUG	<b>Free</b>
3	<b>Outgoing Calls</b>	
	<b>A. Intra Circle Calls (Local outside CUG)</b>	
	(I) Cell to Cell(other network)	<b>Free</b>
	(II) Cell to Fixed Line/WLL	<b>Free</b>
	<b>B. Inter Circle Calls (STD, calls within Inter Circle irrespective of distance)</b>	
	(I) Cell to Cell (All network)	<b>Free</b>
	(II) Cell to Fixed Line/WLL	<b>Free</b>
4	<b>National Roaming</b>	
	(i) Incoming Call	<b>Free</b>
	(ii) Outgoing Calls (within visited license service area (LSA) i.e. Local)	<b>Free</b>
	(iii) Outgoing Calls (beyond visited LSA i.e. STD	<b>Free</b>

<b>Rate for Services:</b>			
<b>5</b>	(i) SMS (Rs. per Outgoing Msg.)		
	Beyond	(a) 3000 SMS (Local) per month	<b>Free</b>
	Free Limit	(b) SMS - International	<b>Rs.2.04</b>
	(ii) CLIP (Caller Line Identification Protocol)		<b>Free</b>
	(iii) CLIR (Caller Line Identification Restriction)		<b>Free</b>
	(iv) CW (Call Wait)		<b>Free</b>
	(v) CH (Call Hold)		<b>Free</b>
	(vi) CD (Call Divert)		<b>Free</b>
	(viii) VMS (Voice Mail Services)		<b>Free</b>

### III. Optional Services :

#### A : **ISD Services :**

Sr. No.	Particulars	Base Rate
<b>6</b>	<b>ISD</b>	
	(I) USA, Canada, UK	<b>Rs.2.60</b>
	(II) Sri Lanka, China, Singapore, Taiwan,	<b>Rs.4.07</b>
	(III) a) Europe (Other than UK) (Mobile) b) Europe (Other than UK) (Fixed Line)	<b>Rs.4.07</b> <b>Rs.2.60</b>
	(IV) Kuwait, Bahrain, UAE, Oman & Qatar	<b>Rs.4.07</b>
	(V) Rest of the world	<b>Rs.8.14</b>
<b>7</b>	Caller tune of 30 seconds Monthly charges	<b>Not required</b>

#### B : **Data Plan :**

Sr. No.	Particulars	Base Rate
<b>8</b>	<b>Rate of Internet facilities: (E-mail &amp; Internet)</b>	
	(i) Monthly Rental	
	<b>A. 3 G Data pack (30 GB Free per Month + ABOVE DATA USAGE AT 2 G Speed). Roll over will be on monthly basis against 3G (respective speed quotas)</b>	<b>Rs.40.70</b>
	<b>B. 3 G Data pack (60 GB FREE) +ABOVE DATA USAGE AT 2 G Speed Monthly rollover upto 1 month.</b>	<b>Rs.81.40</b>
	<b>C. 3 G Data pack (unlimited data download)</b>	<b>Rs.162.80</b>
	<b>D. 4 G Data pack (30 GB Free per month +ABOVE DATA USAGE AT 2 G Speed). Roll over upto 1 month against 4G (respective speed quotas)</b>	<b>Rs.40.70</b>
	<b>E. 4 G Data pack (60 GB FREE) +ABOVE DATA USAGE AT 2 G Speed rollover upto 1 month.</b>	<b>Rs.101.75</b>
	<b>F. 4 G Data pack (unlimited data download)</b>	<b>Rs.203.50</b>
<b>9</b>	<b>Detailed comprehensive billing charges (Bill Printout on demand)</b>	<b>Free</b>

#### **IV. Terms and Conditions :**

1. The term of this Agreement will be initially for two years subject to the condition that Government of Gujarat will review the quality of mobile phone service and tariff rates after six months and if service or the tariff rates, as the case may be, are not found satisfactory, agreement can be terminated by the Government of Gujarat after giving one month's notice to M/s Vodafone Idea Ltd.
2. The Tariff plan can be changed and the rates can be revised with mutual consent.
3. In case of termination, M/s Vodafone Idea Ltd. shall continue to provide services till the alternate arrangements are made.
4. The period of rate contract with Government will be for a period of **two Years**. By mutual consent, the period of contract can be extended for further period of one year at a time.
5. In case of downward revision of rates by the Company for the public at large, appropriate downward revision in the special package shall be made.
6. No upward revision in prices shall be allowed except Government taxes & levies as applied and circulated by TRAI during the course of validity of contract.
7. Details of the Government Boards / Corporations, Organizations financed by Government with the number of users with M/s Vodafone Idea Ltd. should be provided to General Administration Department by M/s Vodafone Idea Ltd.
8. M/s Vodafone Idea Ltd. shall extend the tariff plan as finalized to the organizations mentioned in above item no. 7 and to Government employees as well as retired Government officers on individual payment basis and include their mobile connection in the CUG without additional inclusion fees.
9. M/s Vodafone Idea Ltd. will have to provide new series in which first five digits will be unique and common for users of this tendered service. However at the option of the user, the service provider may provide retaining his/her own number without charging any switchover fee. (Free Mobile Number Portability - MNP). Any number from this dedicated series shall not be provided to private users. This dedicated series shall be restricted to Government Dignitaries, Officers, Government Boards / Corporations, Organizations financed by Government, Individual Government Employees as well as retired Government Officers.
10. Dispute if any will be subject to Gandhinagar jurisdiction.
11. M/s Vodafone Idea Ltd. shall provide mobile number portability of all the numbers of Govt. of Gujarat including mobile numbers of Boards / Corporation, organizations financed by Government etc.
12. **The International Roaming Facility can be availed only after getting prior approval of Secretary / Principal Secretary /Addl. Chief Secretary (Per.), General Administration Department.**
13. **All the Dignitaries / Officers may use Internet / Data facility as per the given rates in this Resolution within the limit of sanctioned usage value.**
14. **The sanctioned usage value in accordance with this Resolution will now be including monthly rent and excluding the taxes if any.**
15. **This Resolution shall be applicable to all the Dignitaries / Officers who have been sanctioned mobile phone facility by the Government.**
16. **Close User Group:** All the connections obtained through Government of Gujarat, Government Boards / Corporations, Organizations financed by

Government, Individual Government Employees, Retired Government Officers shall be included in Closed User Group (C.U.G.).

17. **Customer Care and Helpline :** M/s Vodafone Idea Ltd. will nominate a dedicated Service Manager for customer care and Helpline facilities, which would be available 24 hours during the entire agreement period. For any help, M/s Vodafone Idea Ltd. can be contacted on the helpline No. 55666 or 199 or 6359700777.

**18. Quality of Coverage :**

1. M/s Vodafone Idea Ltd. will install additional Base Transceiver Station (BTS) wherever required for overall coverage improvement in the State.
2. M/s Vodafone Idea Ltd. will daily monitor the congestion on each Base Transceiver Station (BTS). If any BTS is found overloaded, additional outdoor BTS will be installed with 15 days as per requirement.

19. M/s Vodafone Idea Ltd. will install at least two PRI line/ SIP trunk if required by Govt. with facility for minimum 30 simultaneous connections for Sachivalaya Integrated Communication Network (SICN) at his own cost, if he doesn't already have one. So that all outgoing traffic through SICN should not cause added cost burden in form of inter connecting or carrier charges.

**20. Method to Monitor the Agreement :**

- (a) Addl. Secretary (Protocol), General Administration Department will be the authorized person from GoG to monitor the Mobile Phone Connections and change in status of Mobile Phone Services.
- (b) M/s Vodafone Idea Ltd. will give month wise statement of bill amount with the break-up of rental + call charges + charges for value added services for each Government Mobile Phone Number to Addl. Secretary (Protocol), General Administration Department regularly during the entire contract period.

21. **Billing :** The bills provided by M/s Vodafone Idea Ltd. should indicate the prices in the format/price schedule only. Price should be exclusive of all applicable taxes and levies such as Sales Tax, Service Tax, anywhere in the Gujarat State.

22. M/s Vodafone Idea Ltd. shall comply with the orders/instructions given by General Administration Department (Protocol) within three days.

23. M/s Vodafone Idea Ltd. shall accept an identity card given to any Government official by the Government as a valid identity proof.

24. M/s Vodafone Idea Ltd. shall change and include all the existing numbers of Government users from previous plan to the new plan in accordance with this agreement with immediate effect. Bills of all the users will be generated based on the new plan from the date this agreement comes into force.

**V. Procedure of providing Mobile Phone Connections to Government of Gujarat :**

- (a) Addl. Secretary (Protocol), General Administration Department will provide the name, designation and address of the recipient officers / employees with following details to M/s Vodafone Idea Ltd.

NAME	DESIGNATION	BILLING ADDRESS
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- (b) In addition to the above, the departments have also been empowered to sanction mobile SIM cards for the officers under their control by General Administration Department. In such cases, the competent authority in that department will provide the name, designation and address of the recipient officers/employees with above details to M/s Vodafone Idea Ltd.

(c) Upon receiving the request from the competent authority, M/s Vodafone Idea Ltd. will activate the Mobile SIM Card immediately.

By order and in the name of the Governor of Gujarat,



**( Kalpesh Bhatt )**

Under Secretary (Protocol)  
General Administration Department  
Government of Gujarat

**To,**

The Principal Secretary to Hon'ble Governorshri, Raj Bhavan, Gandhinagar.  
The Chief Principal Secretary to Hon'ble Chief Minister, Sachivalaya, Gandhinagar.  
The Principal Secretary to Hon'ble Chief Minister, Sachivalaya, Gandhinagar.  
The P.S. to All Ministers / Ministers of States, Sachivalaya, Gandhinagar.  
The P.S. to Hon'ble Speaker, Gujarat Legislative Assembly, Gandhinagar.  
The P.S. to Hon'ble Leader of Opposition, Gujarat Legislative Assembly, Gandhinagar.  
The P.S. to Hon'ble Chief Whip/ Dy. Chief Whip/ Whip, Gujarat Legislative Assembly, Gandhinagar.  
The Secretary, Human Rights Commission. Old Vidhansabha Bldg., Sector-17, Gandhinagar.  
The Secretary to the Lokayukta, Office of Lokayukta, Sector : 10/B, Gandhinagar.  
The P.P.S. to the Chief Secretary, Sachivalaya, Gandhinagar.  
The Secretary to Chief Information Commissioner, Office of the Chief Information Commissioner, Gandhinagar.  
The Secretary, Gujarat Public Service Commission, Ahmedabad.  
The Secretary, Gujarat Vigilance Commission, Sector : 10/B, Gandhinagar.  
The Secretary, Gujarat Legislature Secretariat, Gandhinagar.  
The Registrar General, Gujarat High Court, Ahmedabad.  
The Addl. Chief Secretary (Per), General Administration Department, Sachivalaya, Gandhinagar.  
The Addl. Chief Secretary, Finance Department, Sachivalaya, Gandhinagar.  
The Secretary, Science & Technology Department, Sachivalaya, Gandhinagar.  
The Secretary (Expenditure), Finance Department, Sachivalaya, Gandhinagar.  
All Addl. Chief Secretaries / Principal Secretaries / Secretaries, Sachivalaya, Gandhinagar.  
All Departments of Secretariat, Sachivalaya, Gandhinagar.  
The Director General of Police, Gujarat State, Police Bhavan, Gandhinagar.  
All Commissioners of Police.  
The Resident Commissioner, Government of Gujarat, New Delhi.  
The Liaison Officer, Office of Liaison Officer, Mumbai.  
All District Collectors.  
All District Development Officers.  
All Superintendents of Police.  
The Senior Accountant General, Gujarat, Ahmedabad / Rajkot.  
The Director of Information, Office of Director of Information, Dr. J.M.Bhavan, Gandhinagar.  
The Managing Directors of All Boards & Corporations / All Heads of Departments.  
Cash Branches of All Departments, Sachivalaya, Gandhinagar.  
The Pay & Accounts Officer, Gandhinagar/Ahmedabad.  
The Resident Audit Officer, Gandhinagar/Ahmedabad.  
All District Treasury Officers.  
The Computer Cell, General Administration Department, Sachivalaya, Gandhinagar - with a request to publish the resolution in GSWAN website / GAD website.  
The General Manager (Govt. Sales), M/s Vodafone Idea Ltd., Gujarat Circle Office, Vodafone House, Corporate Road, Prahladnagar, Off. S.G. Highway, Ahmedabad.  
The Select file.



**( Manu Anand )**

Section Officer  
General Administration Department  
Government of Gujarat