

**Mobile Phone Service Rates applicable to
Govt. officials and dignitaries.**

GOVERNMENT OF GUJARAT
General Administration Department
Resolution No: CEL/102009/881985/GH,
Sachivalaya, Gandhinagar.
Dated the 15th October, 2015.

RESOLUTION

The Government of Gujarat vide letter No. CEL/102009/881985/GH, dated 16-07-2015 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 West Limited, Ahmedabad was accepted and an agreement was entered into with the said company on 30th September, 2015.

2. In pursuance of the above agreement, the tariff for mobile phones in Government use with effect from 1st October, 2015 and in supersession to this department's Resolution of even number dated 28-12-2010 shall be as follows:

[I] TARRIF PLAN – BASIC SERVICES :

Sr. No.	Particulars	Base Rate
1	One time Charge (Entry level Cost) :	<i>Charges waived</i>
	A. Registration Fee	
	B. Activation Charge	
	C. Security Deposit	
	D. National Roaming Access	
	E. VPN (CUG) access charge	
2	Monthly Charges : Monthly Rental per Connection (Total free calls)	₹ 28.60
3	Pulse Rate in Seconds	60 Second
4	Billing Cycle	Monthly

[II] COMMON SERVICES :

Sr. No.	Particulars	Base Rate
1	Incoming Calls	Free
2	Calls within CUG	Free
3	Outgoing Calls	
	A. Intra Circle Calls (Local outside CUG) :	
	(i) Cell to Cell (other network)	₹ 0.16
	(ii) Cell to Fixed Line/WLL	₹ 0.26
	B. Inter Circle Calls (STD, calls within Inter Circle irrespective of distance) :	
	(i) Cell to Cell (All network)	₹ 0.26
(ii) Cell to Fixed Line/WLL	₹ 0.26	
4	National Roaming :	
	(i) Incoming Call	₹ 0.23
	(ii) Outgoing Calls (within visited License Service Area (LSA) i.e. Local)	₹ 0.42
	(iii) Outgoing Calls (beyond visited LSA i.e. STD)	₹ 0.42

5	Rate for Services :		
	(i) SMS (₹ per Outgoing Msg.)		
		(a) Free SMS (Local) per month	150
	Beyond Free Limit	(b) SMS - Local	₹ 0.26
		(c) SMS - National	₹ 0.26
		(d) SMS - International	₹ 2.60
	(ii) CLIP (Caller Line Identification Protocol)		Free
	(iii) CLIR (Caller Line Identification Restriction)		Free
	(iv) CW (Call Wait)		Free
	(v) CH (Call Hold)		Free
(vi) CD (Call Divert)		Free	
(vii) VMS (Voice Mail Services)		Free	

[III] OPTIONAL SERVICES :

A : ISD Services :

Sr. No.	Particulars	Base Rate
1	ISD	
	(i) USA, Canada, UK	₹ 3.32
	(ii) Sri Lanka, China, Singapore, Taiwan,	₹ 5.20
	(iii) Europe (Other than UK)	₹ 5.20 (mobile) ₹ 3.32 (fixed line)
	(iv) Kuwait, Bahrain, UAE, Oman & Qatar	₹ 5.20
	(v) Rest of the world	₹ 10.40

B : Data Plan :

Sr. No.	Particulars	Base Rate
1	Rate of Internet facilities : (E-mail & Internet / Data Pack)	
	Monthly Rental	
	(i) 2 G Data Pack (2 GB Free)	₹ 104
	(ii) 2 G Data pack (each extra 1 GB)	₹ 26
	(iii) 2 G Data pack (unlimited data download)	₹ 208
	(iv) 3 G Data pack (1 GB Free)	₹ 104
	(v) 3 G Data pack (2 GB Free)	₹ 208
	(vi) 3G Data pack (5 GB) + Above data usage at 2 G Speed	₹ 390
(vii) 3 G Data pack (unlimited data download)	₹ 728	

C : Others :

Sr. No.	Particulars	Base Rate
1	Detailed comprehensive billing charges (Bill Print out on demand)	Free

[IV] TERMS AND CONDITIONS :

1. The term of this Agreement will come into force from 01-10-2015, initially for two years subject to the condition that GoG 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 Service Provider.

2. In case of termination, the service provider shall continue to provide services till the alternate arrangements are made.
3. The tariff as mentioned above shall be applicable to the mobile phones sanctioned by the State Government. However, prior sanction from the State Government shall be necessary for the ISD and International Roaming Facility, if required.
4. Service provider shall provide unique series, in which first five digits will remain common for all Government of Gujarat Mobile Phone numbers.
5. **Closed User Group** : All the connections obtained through Government of Gujarat will be in closed user group (C.U.G.).
6. **Customer Care and Helpline** : Service Provider will nominate a Nodal Officer or customer care and Helpline facilities, which would be available 24 hours during the period of entire agreement.
7. Joint Secretary (Protocol), General Administration Department will be the authorized officer from Govt. of Gujarat to monitor the Mobile Phone connections and change in status of Mobile Phone Services.
8. M/s. Vodafone West 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 Joint Secretary (Protocol), General Administration Department regularly during the entire contract period of the agreement.
9. Booster Pack, if any given to any Government SIM card holder, shall be carried forward to the next month without the constraint of billing cycle.
10. For Booster Pack's Data, if any remains unused during the billing cycle, shall be carried forward to the next month without the constraint of the billing cycle.
11. The service provider should extend the tariff plan as finalized to the Boards / Corporations, owned and controlled by Government of Gujarat and include their mobile phone connections in the CUG without additional charges.
12. Joint Secretary (Protocol), General Administration Department will provide the name, designation and address of the recipient officers / employees to M/s. Vodafone and based on this M/s. Vodafone West Lt. will activate the Mobile SIM immediately.
13. For any service related help / issue, the contact persons from M/s. Vodafone West Ltd. will be (1) Shri Gautam Chauhan (Mobile No. 9825000035) and (2) Shri Dennis Tharakkan (Mobile No. 9825000221).
14. The charges for VAS, Premium SMS, Caller Tune, etc. facilities shall be borne by the concerned officer personally.
15. In case of any dispute, document of the agreement dated 30-09-2015 shall prevail.

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

J.P. Trivedi
(Jwalant Trivedi)
Joint Secretary (Protocol)
General Administration Department
Government of Gujarat

To,
M/s. Vodafone West Ltd.,
Vodafone House, Corporate Road, Prahladnagar, Off. S.G.Highway, Ahmedabad.

Copy 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 State / Parliamentary Secretaries, 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
- 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 Commissioner of Information, Office of Commissioner 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/Ahmedbad.
- The Resident Audit Officer, Gandhinagar /Ahmedbad.
- 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 Select file.

Manu