

## **Chapter . 15 (Manual - 14)**

### **Norms set by it for the discharge of its functions**

The Company enters into a Memorandum Of Understanding (MOU) with Dept. of Public Enterprises (DPE), Government of India, after approval of the Administrative Ministry, i.e., DoT every year in the month of March. A draft MOU is prepared based on the marketing inputs, new technology acquisition and DoT perspective plan for all the products required by BSNL, MTNL, Defence and other customers including Turnkey and Service Contracts.

The Target set in the MOU is based upon the previous performance and also the market demand for the products of ITI. After approval of the Board and Administrative Ministry, Draft MOU will be forwarded to the DPE for further processing and signing of MOU. Based on the MOU signed, the Company draws a Plan, Plant-wise and Unit-Wise and orders received from customers are allocated to the Plants for execution. The Operations Group allocates the orders and follows up the execution of orders and monitors the performance. The products are manufactured to the DoT/BSNL/MTNL specifications and TSEC (Technical Specification Evaluation Committee) Certificates are obtained for these products and these products are despatched after the approval of the BSNL QA

The Company also undertakes Installation and Commissioning activities whenever required by the customers as per the order and also enters into Annual Service Contracts for service of products supplied by ITI .