



Department of Revenue (Disaster Management Cell)



Standard Operating Procedure for the maintenance & upkeep of the ISAT Phones (As on 27/6/2019)

In order to strengthen emergency communication network in the state, the Government has provided I-SAT phone to all DEOCs and State EOC. In tribal areas, the I-SAT phones have been provided to the following Sub Divisions:-

Name of Sub Division	No. of Sets
Sub Divisional Magistrate, Kaza, Distt. L & S	01
Sub Divisional Magistrate, Udaipur, Distt. L & S	01
Sub Divisional Magistrate, Pangi, Distt. Chamba	01
Sub Divisional Magistrate, Pooh, Distt. Kinnaur	01
Sub Divisional Magistrate, Bhabha Nagar, Distt. Kinnaur	01

District like Kinnaur have also purchased I-SAT phones at their own level. The police also have I-SAT phones. In addition, the Police have also been sanctioned 7 Nos. I-SAT phones by the DMC, Department of Revenue.

In order to keep the I-SAT in ready and functional mode, the following SOPs are hereby issued:-

1. I-SAT phone may be entered in Stock Register and report sent to this office immediately.
2. The Head of Office will ensure that the I-SAT phones are kept in safe custody all the time. It may be ensured that the phone doesn't end up in the hands of anti-social/anti national elements.
3. The I-SAT phones are to be placed in EOCs/Control rooms and to remain available all the time.
4. Four to five Nos. of personnel of EOCs/Control rooms/offices are to be trained to handle the I-SAT phones by all the Head of Offices.

5. All measure prescribed in the User Manual for safe handling of the I-SAT may be followed.
6. At least weekly testing of I-SAT may be done to check the working of the phone. Calls may be made to the SEOC or other I-SATs located in DEOCs/districts.
7. The I-SAT has the facility of storing 10 contact Nos. All may decide to add the 10 most important contacts in I-SAT such as the contact Nos. of State officer, NDRF, Air Force, Army, etc.
8. Timely recharge of I-SAT phones is the responsibility of concerned Head of Office.
9. For any technical problem related to I-SAT phone, the concerned BSNL authorities may be contacted.
10. I-SAT phone number should be reflected in concerned district website, communication plan and DDMP.
11. Batteries of I-SAT phone should remain fully charged.
12. Register/Log book may be maintained by all DEOCs/offices for calls dialled and received with duration **(format enclosed as Annexure-I)**
13. Your I-SAT phone has been recharged with on annual plan of Rs. 12,981/-, the validity of which will expire on 23-02-2020 Current rates of incoming and outgoing calls are Rs. 25/per minute is enclosed. Therefore, I-SAT may be used in disaster situation/emergency only. If used beyond disaster/emergency activity, the concerned Head of Office may recharge accordingly from relevant head.
14. The state EOC will prepare directory of all I-SATs in the State and share with all EOCs. This directory will be regularly updated.
15. The Incharge, State EOC will weekly inform the Director-cum-Special Secretary (Rev-DM) about the I-SATs which remained unanswered during the testing calls. The report will be shared with all concerned for corrective action.
16. State level mock drill of ISAT phone will be conducted on quarterly basis to check the functionality of the I-SAT phones preferably in collaboration of Police department (C&TS) HP Police .

17. Police Department wing handling I-SATs will give missed call to every I-SAT of DM regularly to check the connectivity and usage of I-SATs. Daily timing of this call will be shared with HPSDMA WhatsApp group, so that the incharge of the I-SAT phone is prepared to receive such calls.
18. The Head of Office will designate one officer as incharge of I-SAT in each location who will be fully responsible for working, availability upkeep and safety of the I-SAT.

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

No: 59-14/2017-Inmarsat

Dated: 13-Feb-19

1. Prepaid Plans for Govt. Users:

Plan Name	Mandatory Charges	Free Calls worth Rs.
Plan G1 (Monthly)	Rs. 1,181 (including tax)	Rs. 315 per month
Plan GA (Annual)	Rs. 12,981 (including tax)	Rs. 3960 per annum

> Call Charges:

S.No.	Particulars	Call rates
1	Outgoing Calls to PSTN/PLMN/GSPS (Monthly/Annual)	Rs 25 per 60 Sec.
2	Incoming Calls from PSTN/PLMN/GSPS (Monthly/annual)	Rs. 25 per 60 Sec.
3	Outgoing ISD Call	Rs. 260 per 60 Sec.
4	SMS Charges(Local)	Rs 25 per SMS
5	SMS Charges(International)	Rs 260 per SMS

Top Up: 1000/-, 5000/-, 1000/-is applicable after free call amount as above.

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