

Controller General of Communication Accounts Smt. Vandana Gupta inaugurates North Zone Review Meeting

North Zone manages roughly 850+ licensees and 1.10 Lakh pensioners with telecom revenue collection exceeding ₹7,250 Crores

Strategic initiatives discussed and targets set to aid Ease of Living and Ease of Doing Business

Posted On: 01 MAR 2026 1:59PM by PIB Delhi

Controller General of Communication Accounts (CGCA), Smt. Vandana Gupta, officially inaugurated the North Zone Review Meeting to evaluate and streamline the operational efficiency of field units in the North zone.

The review meeting, held from 28th February 2026 to 01st March 2026, encompassed eight Controller of Communication Accounts offices (CCA): Jammu & Kashmir, Haryana, Punjab, Himachal Pradesh, Uttarakhand, Uttar Pradesh (East), Uttar Pradesh (West), and Delhi





Strategic Importance of the North Zone

The North Zone remains one of the most significant administrative jurisdictions under the CGCA's purview. It currently manages a massive portfolio of over 850 licensees, reflecting its pivotal role in the nation's telecom ecosystem. In the current Financial Year to date, the zone has collected over ₹6,500 Crores in License Fees and approximately ₹750 Crores in Spectrum Usage Charges (SUC). Further, the zone handles a vital mandate by administering the welfare of more than 1.10 lakh pensioners from the Department of Telecommunications (DoT), BSNL, and MTNL.

Operational Excellence and Strategic Targets

During the proceedings, Smt. Vandana Gupta conducted an exhaustive review of functional activities, underscoring the Department's unwavering commitment to achieving higher benchmarks in public service delivery and administrative efficiency. The sessions focused on several core pillars of the CGCA's mandate:

- **Pensionary Benefits:** Streamlining the disbursement process and grievance redressal mechanisms to ensure that the pensioners receive all their benefits on time.
- **Revenue & Budget:** The forum discussed mechanisms for the precise monitoring of financial inflows to ensure strict fiscal compliance. Central to these discussions was the strategy to proactively hand holding Internet Service Providers (ISPs). By providing clear guidance and streamlining administrative touchpoints, the Department aims to facilitate timely compliance and remove operational bottlenecks for licensees, thereby fostering a robust business environment.
- **Internal Audit:** Strengthening oversight to maintain the highest standards of institutional integrity.

A dedicated session on experience sharing allowed heads of field units (CCAs) to present successful institutional models to the quorum. This peer-to-peer exchange aimed at sharing of best practices to standardize high-quality service delivery across all circles.

A significant highlight was the presentation by **Shri Sanjiwan Sinha** regarding the **Digital Bharat Nidhi** and the **Amended Bharat Net Program**. The discussion underscored the government's resolve to bridge the digital divide by deploying fast, reliable fiber connectivity to the "last village" and the "last citizen," ensuring total inclusion on the national digital highway.

The meeting concluded with a collective brainstorming session aimed at resolving localized administrative bottlenecks. Providing direct guidance to the heads of field units, the CGCA emphasized that effective governance must remain the cornerstone of departmental operations. Smt. Vandana Gupta reaffirmed that ensuring the **"Ease of Living"** for pensioners and the **"Ease of Doing Business"** for telecom stakeholders

are of utmost importance, setting a clear mandate for the offices to achieve their targets with transparency and efficiency in the coming months.

MI/ARJ

(Release ID: 2234154) Visitor Counter : 286

Read this release in: Urdu , हिन्दी