



PHD House, 4th Floor, Ramakrishna Dalmia Wing  
4/2, Siri Institutional Area, August Kranti Marg, New Delhi – 110016,  
Tel# 9599665859 E-mail: ceo@mait.com □ Website: http://www.mait.com

Ref.No.MAIT/PY/2564

October 17, 2022

Shri R K Saxena  
Wireless Adviser  
Wireless Planning & Coordination Wing  
Department of Telecommunications

**Subject: Resolution of issues related to Saral Sanchar Portal**

Respected Sir,

***Greetings from MAIT!***

WPC has undertaken a number of steps to make the licensing transparent and user-friendly. The application process for filing ETA application is now more user friendly. Elements introduced recently viz confidentiality option, file size increase and the provision of self-generation of certificates for OEMs goes a long way in the Ease of Doing Business in the country.

The process for filing ETA application for de-licensed products in the Saral Sanchar portal requires an applicant to apply online and involves receiving an OTP to complete the application process.

**Problem Statement:**

The OTP for completing the application is valid for 10 minutes only after being generated. Due to the server processing time, network and other issues, it is observed that the OTP expires before getting delivered to the registered applicant's mobile number.

Further, many a time, it is observed that the server stops responding leading to a delay in filing applications.

**Ask:**

We would request WPC to kindly take the following steps for effective and timely filing and generation of ETA certificates:

- Increase the validity of the OTP from 10 minutes to at least 30 minutes
- Send the OTP through the registered email id in addition to the registered mobile number
- Take steps to ensure that the server performance is enhanced

The requested measures will help the industry do a smooth filing on the Saral Sanchar Self-declaration portal and take the necessary WPC approvals in time. As you are aware, delay in receiving the ETA certificates often have a cascading effect on the supply chain and Time to Market.

We would urge WPC to kindly accept these requests to ease out these operational hassles leading to a more responsive and smoother ETA filing for generation of the ETA certificates.

Looking forward to early affirmative action in this regard.

With regards,

  
Col. Ali Akhtar Jafri, Retd.  
Acting Director General - MAIT

CC: Shri A K Tiwari, Member Technology, DoT  
CC: Smt. Revathi, Sr. Deputy Wireless Adviser, WPC, DoT