

## **FREQUENTLY ASKED QUESTIONS**

### **Ques1. What are the documents required for OEM and AIR registration?**

Ans: The MTCTE portal account can be created by:

1. For Indian Original Equipment Manufacturers (OEMs): Indian companies or firm manufacturing Telecommunication products in India. The documents required for registration are:
  - a. Registration certificate: The acceptable document is either the *Certificate of Incorporation* issued by the Registrar of companies in case of a company or *Partnership Deed* in case of a firm or *Establishment License* in case of a single owner proprietorship.
  - b. Authorization Letter: A letter of authorization given by the OEM company/firm to authorize a person to carry out MTCTE related work on its behalf.
2. For Indian Authorized Indian Representative (AIR) for foreign OEM: Companies or firms in India importing telecommunication Equipments of a foreign OEM. The documents required for registration are:
  - a. Registration certificate: Same as Indian OEM
  - b. Authorization Letter: A letter of authorization given by the AIR company/firm to authorize a person to carry out MTCTE related work on its behalf.
  - c. Affidavit in prescribed format or MOU between AIR & foreign OEM containing prescribed clauses.
  - d. AIR Authorization Letter: The authorization letter issued by Foreign OEM to AIR clearly authorizing the AIR to carry out MTCTE related work in India on its behalf with validity, if any shall be explicitly mentioned.

### **Ques2. What are the formats if any of documents required for OEM and AIR registration?**

Ans: The formats for authorizations letters (AIR Authorization letter and authorization letter) are attached with User instructions document uploaded at <https://mtcte.tec.gov.in/downloads>. The specimen of affidavit and MoU clauses are also available at <http://www.tec.gov.in/documents-required-for-creation-of-profile-in-mtcte-portal/>.

### **Quest 3. Who is the applicant ?**

Ans: Name of the executive authorized by the company (mentioned in Authorization letter) shall be entered against applicant's Name field at Edit profile page of MTCTE portal. While his/her designation in company shall be mentioned in Designation field.

### **Ques4. Why the company name comes blank when creating a fresh application sometimes?**

Ans: The company name when creating a fresh application will come blank if the profile of the AIR/OEM has not been approved by the MTCTE admin validator yet. Please

Wait till the approval. The AIR are suggested to wait for approval after submitting the AIR self-company details, then only, they will be able to submit the foreign OEM details. If the company name is coming blank, please check for the edit profile, either the profile would have been rejected or it may have not been approved yet.

**Ques5. Applicant are facing issue that they are not able to login and invalid credentials comes?**

Ans: It may be the case that your OEM/AIR account could have been rejected on account of improper documents submitted during approval. Please create a new login with same credentials.

**Ques6. What are the documents acceptable for MoU and if any pre-defined format is available for MoU?**

Ans: The affidavit should be duly notarized. The clauses that should be present in MoU and affidavit specimen copy are attached in “user instructions” under downloads at <https://www.mtcte.gov.in>.

**Ques7. The Address field is character limited and special characters are not allowed?**

Ans. Special characters allowed in address field are @-/,().\*?! . The current length of address field is 100 characters. If the address of OEMs/AIRs is more than 100 characters, kindly use abbreviations in the address like Av. For Avenue, Rd. for Road etc.

**Ques8. How to proceed on portal if there are multiple foreign OEMs associated with same AIR?**

Ans. In case of AIR registration where same AIR has been authorized by different Foreign OEMs for taking MTCTE certificate for their products, different MoU between the respective AIR/ authorization letters and foreign OEMs should be provided. Separate MTCTE accounts (login id) for each foreign OEM needs to be registered by AIR.

**Ques9. Is multiple simultaneous login using the same MTCTE account credentials is allowed or not?**

Ans. Multiple simultaneous login on same account is not allowed.

**Ques10. How to proceed on portal if there are multiple AIRs associated with same foreign OEM?**

Ans. A foreign OEM can have multiple AIRs representing the OEM for different products. With one foreign OEM, multiple AIRs be registered on portal only in case when there is clear cut demarcation between the products that the AIRs are dealing with in India. In such cases, prior intimation is to be sent on [help.mtcte.tec@gov.in](mailto:help.mtcte.tec@gov.in) through email by foreign OEM.

**Ques11. What type of business entities authorized by foreign OEM can work as AIR for MTCTE portal registration?**

Ans. There can be 3 types of business establishments and registration documents required for each case are:

1. Proprietorship (Single owner) : Establishment License wherein the address, business description , and activity is specified
2. Partnership ( Multiple owners) : Partnership deed duly notarized can be provided
3. Limited Company (private or public - Incorporated by the ROC as an independent entity):

Certificate of Incorporation issued by ROC can be provided.

**Ques12. Where can I write the lab name in case of ILAC reports and in the drop down list, my lab is not present?**

**Ans.** This field also contains text box in addition to drop down list wherein you can write the name of ILAC lab with city and country of its location. In such cases, copy of accreditation letter of ILAC Lab along with its scope shall be uploaded along with test reports.

**Ques13. What if the Indian OEM/Foreign OEM has manufacturing at multiple locations. What address to give on portal in such a case?**

**Ans.** On MTCCTE portal, the manufacturer's address is not required to be filled. Only the brand owner whether Indian or foreign needs to mention the address of its headquarters.

**Ques14. What if the product is imported in complete knockdown or semi knockdown form and assembled in India?**

**Ans.** In such a case, if the assembled product is sold in India with the brand tag of Indian company, then the Indian company needs to register on portal as Indian OEM and apply for certification of its product. If the assembled product bears the brand tag of a foreign company, then the foreign company needs to authorize a AIR on its behalf which will take MTCCTE certificate for the product.

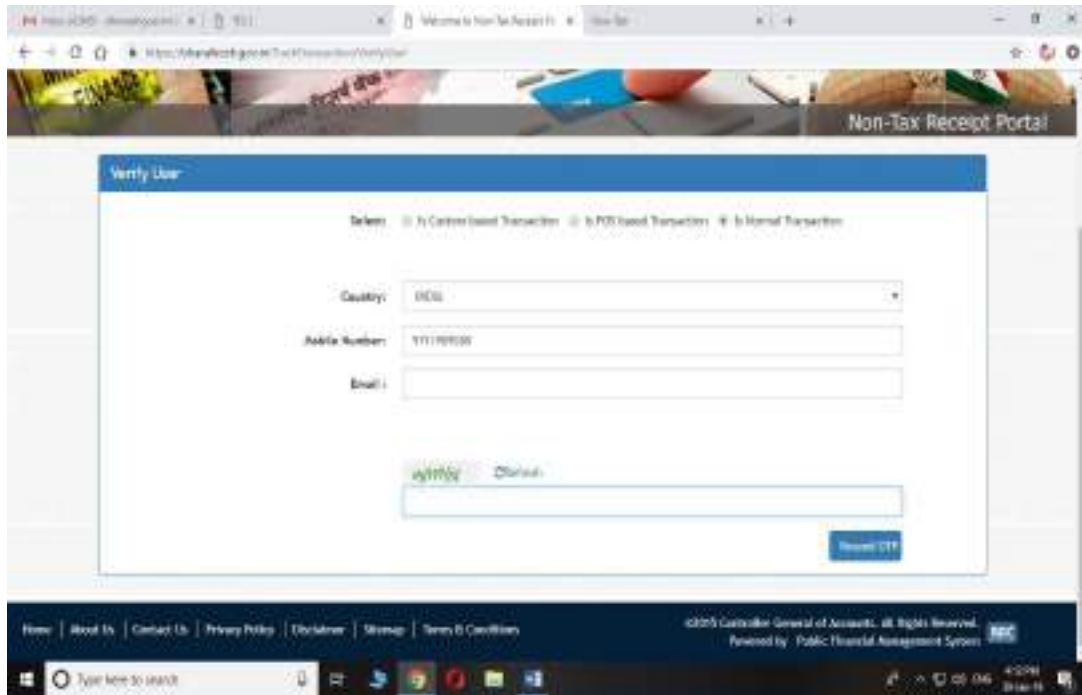
**Ques15. How can the applicant download the transaction receipt?**

**Ans:** To download transaction receipts, the applicant has to follow below mentioned steps:

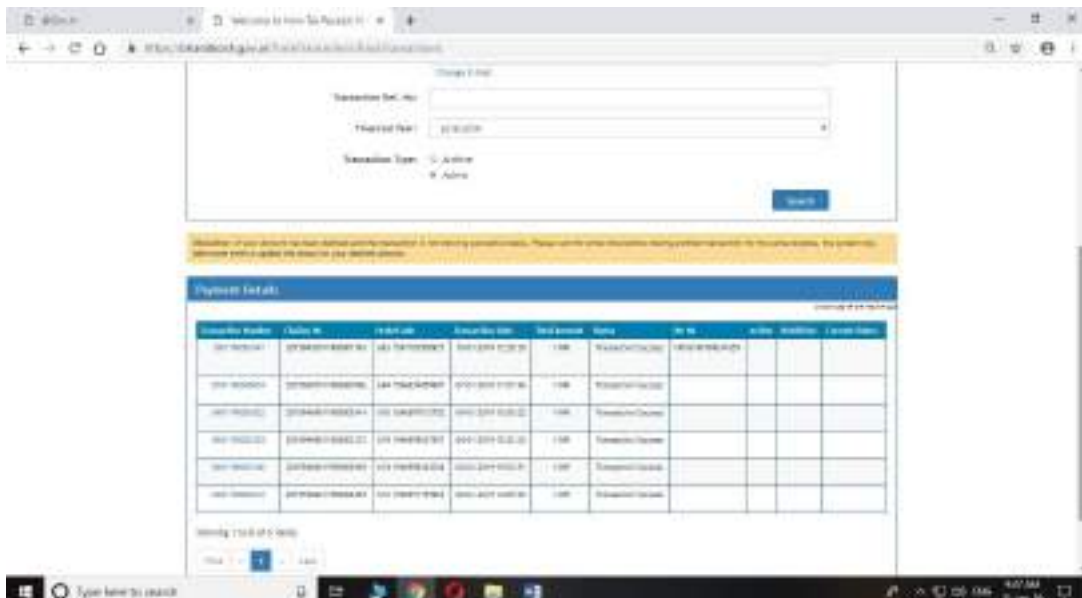
**Step 1:** Open <https://bharatkosh.gov.in/> in the web browser and click on track your Payment/ payment history (marked in image below).



**Step 2:** On verify user webpage, please enter either your mobile number or email id of MTCCTE account. Enter the captcha shown and press submit.

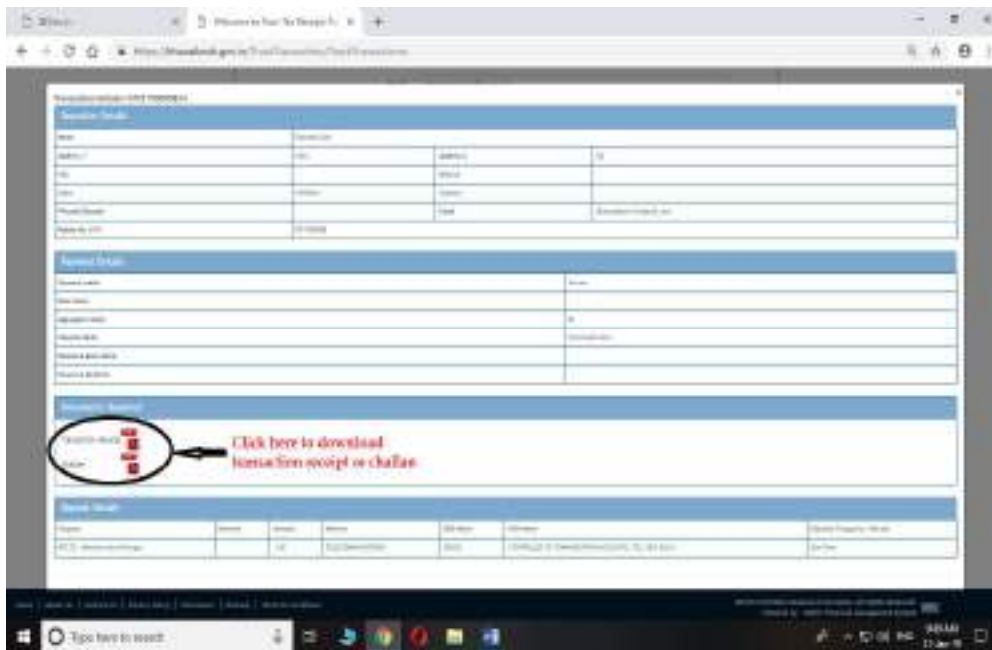


A OTP will come to either your email or phone no. Enter the OTP and submit. (Please wait for OTP for some time and if it is not working try with email if tried with mobile no. before or viceversa)



**Step 3:** All the transaction done on the MTCTE account with that email or mobile no. will be

displayed, whether online or offline. To download the receipt, please click on any transaction number, the screen will come.



**Ques 16.** How an applicant can do offline payment?

**Ans:** Applicant can make the payment of fee through online or offline payment mode. Detailed procedure is mentioned in user instructions.