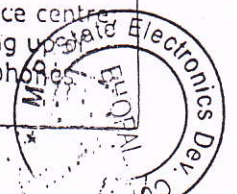


विद्यार्थी समाज प्रश्न सं-2804 का परिशिष्ट

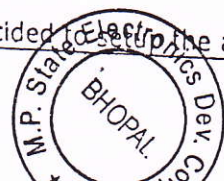
## Point wise reply to issues raised about smart phone distribution

Sr No	PARTICULARS	RESPONSE
1	MP Govt scheme to distribute smart phones to undergraduates has allegedly turned out to be a phoney business with students getting sub-standard phones.	<p>Phones are purchased through open e-procurement process by MPSEDC as per the specification approved by the committee nominated by the GoMP. Tender defined the technical specifications of the product and the supplies made comply with the same. Samples were tested by MPSEDC for compliance of technical specification and put up before committee for approval before placing order.</p> <p>Further the quality of phones being distributed are also ensured at the time of distribution on line by following activities performed by the same phone before delivery to the respective student .</p> <ul style="list-style-type: none"> <li>The QR code of the eligible student is taken by the same phone which displays the eligibility certificate on screen of the phone.</li> <li>Photograph of the student is taken by the same phone and uploaded on NIC portal with same phone.</li> <li>IMEI no of phone distributed and GPS location of the distribution location of the student are auto fetched and linked to the student ID on NIC portal.</li> </ul> <p>Evidencing that screen, applications ,camera, GPS ,battery are in working conditions at the time of delivery which can be verified on real-time on mphighereducation.nic.in site Hence Allegation of sub standard product is not correct (Annexure-'A' of tender document Pg-4)</p>
2	<p>Many students complained. Problems include 3G phone with data download speed worse than 2G,</p> <p>Heating up of battery,</p>	<p>Phone supplied are 3G compliant. Data speed available on the phone is a function of SIM from TELCO.. SIM has been purchased individually by the students and not supplied with the Phone</p> <p>So far 200+ complaints have been registered at the customer service centre none of them pertains to 'heating up of battery' against 130000 smart phones distributed (Annexure-'B').</p>



	Data getting automatically deleted due to low memory space.	Technically device has 512 MB RAM and 4 GB Internal storage, data over and above this capacity will not be stored however Phone supplied has a TF Card Slot for add-on SD Cards to augment the phone storage (Annexure-'C').
3	A former CII official says a product must use at least 90% Indian raw material in order to be certified 'Made in India'.	Hear say. As the OEM in the tender is a China company, All key parts of the phone are imported from China Parts are 'assembled' at the FTSPG Gwalior factory, loaded with relevant software's and then a Smart Phone gets produced. This is 'defined' as a manufacturing process under Indian Law and due / applicable EXCISE DUTY has also been paid.
4	FTSPG had zero turnover for two years, and, is now dealing with a Rs. 78 Cr project of MP Govt.	<p>As per tender the quoted phone should have been assembled/ manufactured in India .Local India manufacturing company turnover was not a criterion in the tender. FTSPG is a local manufacturer and not an OEM.</p> <p>As per tender conditions the average turnover of last two years of OEM should be 200 cr of which 70 cr should be from mobile hand set business. in this case OEM four-star industries ltd , china has total turnover of 529.15 cr and 636.39 cr for year 2013-14 and 2014-15 respectively and meeting the requirement</p> <p>As per tender conditions the average turnover of last two years of authorised dealer / distributor should be 70 cr of which 20 cr should be from mobile /IT/ITES services in this case authorised dealer / distributor and bidder M/s Karvi data management Services ltd has total turnover of 150.56 cr and 230.17cr for year 2013-14 and 2014-15 respectively and meeting the requirement (Annexure-'D' of tender documents Pg-3).</p>
5	Documents show that Forstar China did not comply with a tender condition of having BIS certificate for manufacture of phones when agreement was signed in YR 2016. FTSPG, which delivered the phones on behalf of KDMSL, got a BIS certification in February 1 this year after the distribution of phones was started	<p>BIS certificate for a product is issued to the manufacturing plant.. Valid BIS certificate no R-95000345 effective from 21.12.2015 and valid up to 20.12.2017 certificate for Smart phone model: Amosta 3G5, was submitted as a part of the bid documents for the manufacturing unit in india m/s AMOSTA SOLUTION PVT LTD at Gurgaon and comply with the tender requirement (Annexure-'E').</p> <p>OEM decided to setup the another</p>

Amal





		<p>manufacturing facility in IT Park, Gwalior in MP- FTSP as an affiliate of Fourstar, China - has Invested more than Rs. 15Cr in its IT Park manufacturing facility at Gwalior, MP.</p> <p>BIS certificate for Smart phone model: Amosta 3G5 no R-82000132 effective from 01.02.2017 and valid up to 31.01.2019 was submitted to MPSEDC for the new plant at Gwalior before the physical distribution of the products started in Feb 4th week only (Annexure-'F').</p>
6	Use of 'Make In India' logo without DIPP permission.	The tender specifically asked the OEM to produce its product in India. As informed by the vendor, the 'Make in India' logo has been used on the product packaging as per Logo usage guidelines as published by DIPP, Govt of India allow for the logo to be used for product that involves local manufacturing.
7	KMSL neither has authorized service centres in Bhopal, Jabalpur, Indore, Ujjain, Gwalior, Sagar and Rewa nor any support centres at every district headquarter	M/s Karvy has its own offices in 39 cities/ town of MP and each of them is a functional service centre for Smart Phones under this project. Additionally mobile no 9522244889 and a multiline PRI call centre number 0751-7150001 with proper CRM software has been setup at Gwalior facility for receiving customer complaints and addressing them telephonically/ directing them to the nearest service centre (Annexure-'G').

*Handwritten signature*

