TELECOMMUNICATION ENGINEERING CENTRE

MANDATORY TESTING & CERTIFICATION OF TELECOMMUNICATION EQUIPMENT PORTAL

A   English   Hindi

Frequently Asked Questions

Question 1: Do consumer products are required to be certified under MTCTE?

Answer 1: Consumer products such as TV, Refrigerator etc. primary function of which is not telecom but having telecom interfaces such as Bluetooth, WiFi etc. are not covered under MTCTE for the time being.

Question 2: What are the documents required for OEM and AIR registration?

Answer 2: The MTCTE portal account can be created by: 1. Indian Original Equipment Manufacturers: 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 wherein the address, business description, and activity is specified 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. Indian Authorized Indian Representative: Companies or firms in India importing telecommunication Equipments of a foreign OEM. The documents required for registration are: a. Registration

certificate: Same as 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 shall contain the prescribed clauses. d. AIR Authorization Letter: The authorization letter issued by Foreign OEM to AIR clearly authorizing the AIR to carry MTCTE related work in India on its behalf with validity, if any shall explicitly be mentioned.

Question 3: What are the formats if any for documents required for OEM and AIR registration?

Answer 3: The formats for authorizations letters (AIR Authorization letter and authorization letter) are attached with MTCTE Applicant 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/.

Question 4: Who is the applicant ?

Answer 4: 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.

Question 5: Why the company name comes blank when creating a fresh application sometimes?

Answer 5: The company name when creating a fresh application will come blank if the profile that the AIR/OEM has updated 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 should 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.

Question 6: Applicant are facing issue that they are not able to login and invalid credentials comes?

Answer 6: It may be the case that your OEM/AIR account would have been rejected on account of improper documents submitted during approval. Please create a new login with same credentials.

Question 7: What are the documents acceptable for MoU and if any predefined format is available for MoU?

Answer 7: The affidavit should be duly notarized. The clauses that should be present in MoU and affidavit specimen copy are attached with MTCTE Applicant user instructions under downloads at https://www.mtcte.gov.in.

Question 8: The Address filed is character limited and special characters are not allowed?

Answer 8: 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.

Question 9: How to proceed on portal if there are multiple foreign OEMs associated with same AIR?

Answer 9: 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 for foreign OEM needs to be registered by AIR.

Question 10: Is multiple simultaneous login using the same MTCTE account credentials is allowed or not?

Answer 10: Multiple simultaneous login on same account is not allowed.

Question 11: What type of business entities authorized by foreign OEM can work as AIR for MTCTE portal registration?

Answer 11: In India, legally we can have 3 kinds of business establishments and registration documents required for case are: 1. Proprietorship (Single owner) : Establishment License wherein the address, business

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.

Question 12: Why am I getting higher fee displayed when I choose family?

Answer 12: Certification Fee for all family certification is Group D.

Question 13: Where can I write the lab name in case of ILAC reports and in the drop down list, my lab is not present?

Answer 13: 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.
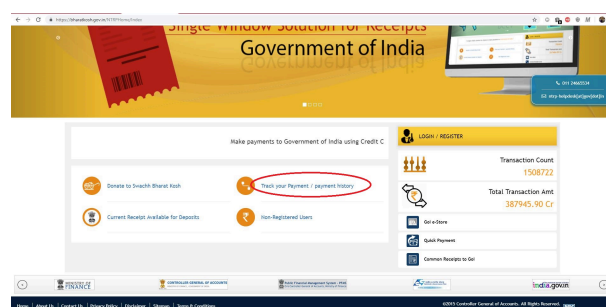
Question 14: How an applicant can do offline payment?

Answer 14: Applicant can make the payment of fee through online or offline payment mode. Detailed procedure is mentioned in MTCTE Applicant ser instructions.

Question 15: How can the applicant download the transaction receipt?

Answer 15: To download transaction receipts, the applicant has to follow below mentioned steps:

Step 1: Open https://bharatkosh.gov.in/ url 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 MTCTE account. Enter the capcha 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.

Question 16: Can we use the original manufacturer's TEC certificate without repeating the same certification exercise for the new brands/new model number provided the original manufacturer's brand and model number are still maintained on the product's certification label?

Answer 16: The MTCTE Certificate is issued for specific model of Product. In case, model number changes, new MTCTE Certificate is required.

Question 17: As per TEC different brands should have individual MTCTE certificate. But if the configuration of test samples for 2 brands (A and B) are all the same, the only difference is brand name. In order to save testing time and preparation plenty of test samples, is it acceptable that manufacturer provide a declaration letter, then test lab can copy A reports (Safety/EMC/EMI) to B reports for the B MTCTE certificate?

Answer 17: No.

Question 18: Renewal of the registered products under MTCTE, customers are keen to know if the certificate number is going to be retained as original number in near future?

Answer 18: In case of renewal, the original certificate number shall be retained.

Question 19: Please clarify product testing based on different voltage ratings: For example: If the product has different range of input voltage under like 100-240Vac and 200-240Vac where different voltage range uses different Redundant type of power supply. So we can test both the power supply and mention test results in the single test report. It is globally accepted to test and mention results in single test report.

Answer 19: In such case, the test results can be mentioned in single test report provided the model number remains the same.

Question 20: Are there specific formats of BOMs available for different Product categories? It would help if such formats are available.

Answer 20: Single BOM format is provided at the MTCTE Portal.

Question 21: Kindly specify the types of products covered in the ER "Equipment operating in 2.4 and

5GHz".

Answer 21: Please refer the ER of Equipment operating in 2.4 and 5GHz. The pages No. 2 of the ER provides the list of product variants covered by the ER. The same is reproduced below: 1. PTP PMP Wireless Access Equipment 2.4 or 5 GHz 2. Wifi Access Points and CPE 3. WLAN Controller Equipment

Question 22: If any product does not support IPv6, kindly confirm if the applicant should apply for exemption for IPv6 conformance parameters or should submit non applicability declaration for the same.

Answer 22: The essential parameters mentioned in the ERs are to be complied mandatorily. No exemption to essential parameters is considered.

Question 23: Can we apply for full certification of phase IV products if labs are available in India for technical parameters as well.

Answer 23: Yes.

Question 24: As the categories like IP terminal and Conferencing and Presentation Equipment are not regulated as of now, how it can be ensured that importers importing these products don't face difficulties at the customs as the HS code might be identical to the products that are regulated.

Answer 24: The products notified under MTCTE are communicated to Customs authorities. In addition, a copy of all the MTCTE Certificates are also uploaded to the customs portal for their reference.

Question 25: What will be the Total timeline required from online application submission to issuance of MTCTE certificate?

Answer 25: Please refer to the MTCTE Procedure.

Question 26: Please clarify the rule for certificate number will it be model wise or product wise?

Answer 26: MTCTE Certificate is issued specific to Model.

Question 27: Kindly share Family guidelines for all applicable products and clarify how many models

can be added in a family.

Answer 27: Please refer Clause 5.3 and "Annexure B" of the MTCTE Procedure.

Question 28: Are TEC designated labs authorised to subcontract test to other designated labs if they do not have complete scope as per ER (manufacture to contact and submit samples to single lab only)?

Answer 28: No. Generally, sub-contracting by a designated CAB is not allowed. In exceptional cases of breakdown of testing facilities, the designated CAB is allowed to get the same tests done through other designated CAB with prior consent of customer.

Question 29: Kindly share the exemption rule for import of samples for Testing/ Display/ Demo/ R and D.

Answer 29: Please refer to the Clause 4.0 "Scope of Certification" of MTCTE Procedure.

Question 30: If the user needs to provide information beyond the fields provided, can the additional information be supplied on Helpdesk email along with the application?

Answer 30: Any information/clarification required for evaluation of test reports will be specifically asked by the concerned evaluator online on portal through Dialogue module or through email. Further applicant may also upload any additional information related to product testing along-with test reports as multiple uploads are allowed in that.

Question 31: Can multiple users of the same organization file different applications on the MTCTE portal simultaneously?

Answer 31: This facility is not available, as of now.

Question 32: Is there a restriction on the number of associated models that can be included under one family?

Answer 32: Number of associated models including the main model is restricted to 10 numbers.

Question 33: What is the definition of 'Country of Origin' and 'Country of Manufacturing' under MTCTE?

Answer 33: The "Country of Origin" is as per the criteria defined under Custom Rules. 'Country of Manufacturing' refers to the place where the Telecom product under certification against product model number given above is manufactured/assembled as complete unit only.

Question 34: Do ILAC reports for 7 products under phase-III that were excluded from ILAC relaxation vide amendment dated 31.01.2022 acceptable with receipt of test sample by test lab up to any date prior to 31.01.2022?

Answer 34: No, the addendum notification 6-6/2021-TC/TEC released on 19th April 2022 is applicable in case where the applicant has submitted their product for MTCTE testing to ILAC lab after 22.09.2021 i.e. first date of notifications of phase-III and IV and his test report was still not issued before 31.01.2022 i.e. the date when 7 products under phase-III were removed from ILAC relaxation.

Question 35: Do enhancement of validity of Regular MTCTE Certificate from 5 years to 10 year is applicable on certificates issued prior to 01.07.2022.?

Answer 35: No, the validity of regular certificate of 10 years will be applicable only to MTCTE certificates issued w.e.f. 01.07.2022.

Question 36: How to address Software and hardware version changes in the MTCTE certified telecom product post certification?

Answer 36: In case the minor hardware / software changes in the certified product does not affect the conformance to approved Essential Requirements (ERs) as mentioned in clause 10.2.1 and 10.7 of MTCTE procedure, a self-declaration by the certificate holder may be submitted to TEC mentioning the existing and the revised hardware/software version and declaring that the conformance to approved Essential Requirements (ERs) is not affected by this revision. TEC will acknowledge the same.

Question 37: How many numbers of associated models along with main model can be included in a test report ?

Answer 37: Any number of associated models can be included in the test report along with main model subject to their verification by the test lab as per MTCTE procedure. The limit on 9 associated models is for applying on the MTCTE portal in a single application. For remaining associated models, a separate MTCTE application may be submitted with same main model.

Question 38: Are SFPs covered under MTCTE ?

Answer 38: Transceivers such as SFPs which are required during interface testing for telecom/network products namely Routers, LAN Switch, PON Devices etc. are not covered under MTCTE.

Question 39: If a specific model is being imported in India / manufactured in India, only to fulfil the obligation of whole unit replacement under Annual Maintenance Contract (AMC), do such models require MTCTE certification if notified under MTCTE?

Answer 39: In this regard TEC has issued clarification vide No. 6-6/2021-TC/TEC (Pt. II) dated 16.11.2022 which is uploaded on MTCTE portal, kindly refer the same. Download File

Question 40: Does the applicant need to mention all the SFPs (stated in the Annexures to ER document) in the BoM file of product submitted under MTCTE even though testing has been done on one or limited SFPs?

Answer 40: Only those SFP(s) may be mentioned in BoM file, which have been used for testing of respective optical interface and evaluation may be done accordingly.

Question 41: In a single chassis product, can part codes of lower configuration cards or conformal-coated parts/chassis be added in Bill of Material (BoM) file under MTCTE?

Answer 41: Yes, part codes of lower configuration card(s),

if its higher configuration card(s) is/are tested or part codes of conformal-coated parts/chassis may be mentioned by the applicant in the ''Remarks'' column of the BoM file of a single-chassis product submitted for MTCTE Certification. A self-declaration in this respect may be submitted by the applicant that conformance to ER is not affected by this.

Question 42: Whether the test reports from the Government Institutes are acceptable ?

Answer 42: The test reports from the reputed Government Institutes such as IITs, IISc, CDOT, CDAC etc. and Government Labs of National Repute and Eminence are acceptable for the parameters for which the sufficient TEC designated labs are not available.

Question 43: Please clarify about Font and dimensions to be used for certificate information i.e. 'MTCTE:XXXXXXXXX' below the TEC logo.

Answer 43: The text 'MTCTE : XXXXXXXXX' may be of Arial Font with size of text in proportion to TEC logo such that it is legible.

Question 44: Will the BIS safety repot be acceptable for MTCTE certification ?

Answer 44: Yes, valid BIS certificate or Safety test report from BIS Recognised Lab(s) issued against the Safety test standard(s) as applicable in Essential Requirements (ERs) can be submitted. Download File

Question 45: What are the labelling guidelines under MTCTE ?

Answer 45: Labelling requirement is exempted for initial period of six months w.e.f. date from which testing and certifications of respective equipment in India is notified as mandatory or six months from the date of issue of MTCTE Certificate, whichever is later. Download File

Question 46: Is 5G Base Station and Microwave E-Band Radio products are not part of MTCTE products under MTCTE?

Answer 46: 5G Base Station and Microwave E-Band Radio are covered under MTCTE Phase-V that are mandatory for Certification w.e.f. 01.07.2024 vide Notification No. 5-2/2021-TC/TEC/165 dated 23.06.2023

Question 47: Are patch cords covered in MTCTE under Optical Fiber Cable ER?

Answer 47: Optical Fiber Cable ER is not applicable on connectorized cables (or patch cords)

Question 48: For Split Mode configuration which BOM shall be used for BTS and MW products ?

Answer 48: For BTS, the Split Mode configuration can be addressed in family configuration provided in MTCTE Procedure.(This is now allowed as a variant for MW system has been added)

Question 49: Whether faulty cards/ unit/ product for the purpose of repair/ maintenance are covered under the scope of MTCTE?

Answer 49: Faulty cards/ unit/ product for repair/maintenance purpose are not covered under MTCTE scheme provided its model number and serial number do not change.

Question 50: Whether MTCTE certification is required for re-use/ relocation of dismantled product(s)?

Answer 50: MTCTE certification is not required in case of re-use/ relocation of dismantled product(s) provided its model number and serial number remain same.

Question 51: Whether Storage Area Network (SAN) Switches are covered under MTCTE regime?

Answer 51: Presently, the SAN switches are not covered under MTCTE.

Question 52: Whether Media Converters are covered under MTCTE regime?

Answer 52: Presently, the Media Converters are not covered under MTCTE.

Question 53: What type of test reports are acceptable under MTCTE for the notified 5G Core ?

Answer 53: Test reports from TEC designated labs or ILAC signatories are acceptable under MTCTE for 5G Core. In case of unavailability of above mentioned test reports, the applicant may submit in-house test reports

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along with self-declaration of conformity for parameters of ER and Provisional Certificate with validity of 2 years will be issued.

Question 54: Can the test reports of communication module (tested in one of the electricity meter) be used for certification of other models of Smart Electricity Meter?

Answer 54: The test reports issued by TEC Designated Labs for the applicable technical parameters of communication module of Smart Electricity Meters, can be used by that OEM for certification of its other models of Smart Electricity Meter using the same communication module. In such cases, the lab shall also mention the module code/identifier of the communication module on the issued test report of technical parameter along with Model no. of tested Electricity meter and name of applicant/OEM. The module code/identifier of the communication module may be verified by lab as per submitted sample by OEM and the same needs to be mentioned in BOM file of that model also.