

## INDIA

# REVISION OF INTERNET ACCESS CLAIM

### 1. **ISSUE PAPER THEME:** Self-Sustainment

2. **SUMMARY.** The present rate of internet Access claim is 3.16 USD (excluding mission factors) per individual per month. The same is grossly inadequate to meet the prevailing rates and minimum requirement of data as the under-developed telecom infrastructure in the mission area results in limited operators resulting in higher internet rates. There is therefore a need to increase the internet access claim from present 3.16 USD. It is proposed that monthly data should be fixed for an individual and reimbursement should be for that quantity of data. The amount to be reimbursed should be as per internet rates prevailing in that particular host country. (Refer chapter G, Annex B).

### 3. **DETAILED PROPOSAL.**

(a) UN contingents are deployed in very difficult areas over a period of six months to one year. During their stay in the mission area, they need to regularly interact with family and friends to stay connected. Also, multimedia devices like laptop, i-pads, mobile phones are being extensively used to access the internet facilities for communication, increased situation awareness, education facilities, financial transactions, money transfers and procurement of items, etc.

(b) Internet access charges are being reimbursed to the troops at the rate of 3.16 USD per month. Keeping the high internet access cost in the mission area the monthly reimbursement rate needs to be enhanced. The specific case of UNMISS has been highlighted to reinforce the issue:

Ser No	Service Providers	Rates for 3 GB for a month	Average use of Data per Month	Average Amount to be Expended
UNMISS				
(i)	Zain	6800 SSP (17 USD)	5 GB per person	11333 SSP (28.33 USD)
(ii)	MTN	8000 ssP (20 usD)	5 GB per person	13333 SSP (33.33 USD)

(c) It is observed that average use of data per month by an individual is 5 GB. Usage pattern for other missions may be calculated accordingly. Based on this study, a maximum reimbursable amount of data should be fixed for an individual. Reimbursement should be paid as per prevailing internet rates for that country.

(d) The reimbursement rate for internet access claim should be revised from existing 3.16 USD and a new system wherein data to be reimbursed should be fixed. Reimbursement should be paid as per prevailing internet rates in that particular mission (Refer Chapter 8, Annex B of COE Manual 2020).