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भारत सरकार (Government of India)  
रेल मंत्रालय (Ministry of Railways)  
रेलवे बोर्ड (Railway Board)

Letter No. 2010/Tele/3(5)1pt  
E-Office: 3346793

Date: 06.04.2022

All PCSTEs,  
Indian Railways

**Subject:** Review & Standardization of Maintenance Schedules and AMC/ARC contracts for Telecom equipment system being used on Indian Railways - IPIS

**Reference:** 1. Railway Board letter vide 2010/Tele/3(5)1pt dated 09.02.2022  
2. Railway Board letter vide 2010/Tele/3(5)1pt dated 04.03.2022

Vide Railway Board letter under reference (i), a committee was constituted for Review and Standardization of Maintenance schedules and AMC/ARC contracts for various Telecom equipment/assets being used on Indian Railways. The interim report was submitted by the committee on 11.03.2022. The same was discussed with CCEs of Zonal Railways through VC. Based on inputs received from zonal Railways, final report has been submitted by the committee on 25.03.2022.

This final report has been examined in Board. Based on the recommendations of the committee, broad guidelines for maintenance of IPIS over Indian Railways have been approved and is enclosed for implementation.

This issues with the approval of AM/Telecom/Railway Board.

Encl: As above

  
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Signed by Dharmendra  
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**Broad Guidelines for Maintenance of IPIS over IR**  
(Included with Letter No. 2010/Tele/3(5)/1 Dtd.06.04.2022 - 3346793)

1. **CAMC:** Comprehensive AMC (CAMC) for IPIS for full codal life of the system shall be ensured at the time of procurement.
2. There are many places where equipment of different makes are installed on different platforms of one station. This creates problem in operation as well as maintenance. Railways may shift these equipment to achieve same make of equipment at each station for ease of maintenance. Similarly, for all new works, every effort should be made by Railways to ensure that IPIS equipment of only one make is provided at one station for ease of maintenance. This will ensure that there is only one maintenance outsourced agency at one station thus saving cost & coordination issues.
3. **Special Condition:** These special conditions must also be part of CAMC:
  - a. Routine preventive maintenance: For routine checkup & preventive maintenance, one visit every two months at every station must be done.
  - b. Training to be provided to enable SSE/Tele and his staff to carry out modification in connection with introduction of new train services, change in time, discontinue of train services etc.
  - c. Shifting of Equipments:
    - i. Shifting of the equipment to a different location at the same station is required, the vendor shall depute his engineer/competent staff. Required labour, cables etc shall be supplied by the railways. No payment shall be made on this account.
    - ii. The contractor staff to facilitate the shifting shall be deputed within 48 hours of information to the contractor representative, failing which, penal provisions mentioned in the special conditions shall become applicable.
    - iii. Railways shall make all the preparatory arrangements ready and shall make every effort to minimize the duration of stay of the contractor staff at the work site.
  - d. Cable damages, power outages, intentional damages to the equipment shall be beyond the scope of the AMC. However, damages caused due to power supply fluctuations shall be the responsibility of the contractor.
  - e. Changes needed in software:
    - i. Changes needed in connection with introduction of new train services, changes in timings, discontinuation of train services etc shall be the responsibility of the agency for which no extra payment shall be made.
4. **Penalty Clause**
  - a. Defective component/equipment: Shall be repaired/ replaced within 48 hours of reporting to the representative of the agency. However, the responsibility of the contractor is to ensure that the equipment is put right timely. If the repair/replacement takes more than 48 hours, a penalty of, Rs 1000 per day or a part thereof (from the time of reporting to contractor's authorized representative) shall be levied. **The maximum penalty to be levied per month may be specified by the Railways.**
  - b. The contractor staff to facilitate the shifting shall be deputed within 48 hours of information to the contractor representative, failing which, penal provisions as above shall become applicable.
5. **Vendor Manpower:** Manning of every station/sections is not necessary by vendor. However, to avoid/minimize penal provision, the manpower deployment shall be decided by contractor based upon class/category of station, wherever required. Railways may however take a decision in this regard if manning of station is considered necessary.