



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



सं.2021/Tele/11(2)/1(3346054)

रेल भवन, नई दिल्ली-110001
दिनांक: 07.06.2023

The GM/CMD/MD/PCAO/CAO,
All Indian Railways, KRCL, PUs, CORE, COFMOW
(As per standard list)

The DGs/Directors
RDSO, NAIR, All CTIs

Sub.: Enlarged CUG scheme for Indian Railways - monitoring of QoS reg.

The enlarged CUG mobile scheme for Indian Railway as notified vide Board's letter of even number 12.04.2023 has been launched w.e.f. 13.04.2023. In terms of the Joint Working Order the network coverage provided by the TSPs among several Quality of Service (QoS) criteria, is required to be monitored every six months by conducting a joint CUG network survey. In case the TSPs fail to meet the benchmark network coverage, penalty as provided for in the contract is required to be imposed.

2. The CUG network is also very critical for managing exigencies along the Railway track. Therefore, all Zonal Railways/CUG Billing Units are advised to conduct joint CUG network survey with both M/s Jio and M/s Airtel as per the format circulated vide Board's letter of even number dated 11.05.2022. The findings of the survey may please be shared with CCE/N.W.Rly and the TSPs for rectification of deficiencies / remedial action and for invoking penalty clause wherever necessary.

(धर्मेन्द्र सिंह)
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Copy for information and necessary action to:

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