

**Record of meeting held on 09/11/12 with M/s Airtel regarding CUG matters
in the chamber of AM/Telecom in Railway Board.**

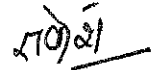
1. Present

S.N	AirTel	Indian Railways	RailTel
1.	Shri Milan Rao, CEO	Shri A.K. Misra, AM/Tele	Shri A.S. Rao, Dir/NPM
2.	Shri Ashish, COO	Shri S. Choudhuri,ED/TD	Shri A. Sablania, GGM/DN
3.	Shri Gopal, CTO	Shri Rakesh Ranjan,Dir/Tele	Shri Sanjai Kumar, GGM/Mktg.
4.	Shri Sanjay Dhar, GM		
5.	Shri Manish, Manager		

2. AM/Telecom opened the meeting expressing deep concerns about the deteriorating service quality of the CUG being use on Indian Railways. He indicated that the performance of Airtel is wanting on several fronts and immediate improvements are required to sustain an acceptable service level.
3. CEO/Airtel informed that Airtel is committed to provide adequate service levels to Indian Railways. He informed that Airtel has added 20,000 BTS sites in its network in this year. In the last six months itself 6000 3G BTS were added. He also indicated that all telecom service providers are now facing problem because of the reduced radiation limit that Government of India has stipulated. This is leading to poor signal strength at many places. He also informed that at many places the residents are not allowing the erect towers fearing radiation. He assured that Airtel is doing its best and assured that all efforts will be made to maintain acceptable service quality.
4. Director/NPM/RailTel informed to Airtel that of late complaints are being received that signal strength of CUG phones have become inadequate at many important Railway installations like officers colony, DRM offices etc. CEO/Airtel assured that he will get all the important Railway installations like GM's office/residence, DRM's office/residence, Railway officers colonies etc. checked up for adequacy of signal strength and will take all steps to ensure the same.
5. DNPM /RailTel also informed that many a times it has so happened that representatives of Airtel visit the Railway installations like residence repeatedly after a complaint. This disturb senior officers. AM/Tele also informed that Airtel visited his residence thrice to check the signal strength unnecessarily. CTO/Airtel informed that he will look into the matter and see to it that the officers are not disturbed unnecessarily.

6. DNPM/RailTel also raised the fact that very petty issues are being raised at Railway Board's level which should have been sorted out at local level itself. He said that local co-ordination meeting should be done regularly to address the problems being faced at the local level. AM/Tele also emphasized that copy of minutes of the local co-ordination meeting shall also be sent to Board for information. CEO/Airtel assured that he will put in a word to circle heads to see that local co-ordination meeting is held regularly.
7. ED/TD requested Airtel to share the latest survey reports of coverage with Board as well as inform details about CUG coverage improvement in line with the contract. RailTel may also scrutinize whether the coverage improvement has been achieved as per the contract.
8. ED/TD instructed desired that M/s Airtel should submit quarterly plan for enhancing coverage along the Railway tracks as per para 3 of Annexure G of the Joint Working Order(JWO). Progress made in this regard may also be submitted quarterly as per para 5 of Annexure G of the JWO.
9. GM/Airtel requested Board to look into the non-payment/delayed payment of CUG bills from some Railway zones. ED/TD informed that he is in touch with various Railway units and will sort out the cases of non-payment/delayed payment.

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Dt.: 04.12.2012



(राकेश रंजन)

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Copy to:-

- (i) CSTE/All Indian Railways.
- (ii) MD/RailTel
- (iii) CAO/IRPMU
- (iv) TA/Tele for Telecom Website