

भारत सरकार (GOVERNMENT OF INDIA)
रेल मंत्रालय (MINISTRY OF RAILWAYS)
रेलवे बोर्ड (RAILWAY BOARD)

No.2021/Tele/11(2)/1(3346054)

Rail Bhawan, New Delhi-110001

Dated: 11.05.2022

General Manager(S&T)
All Zonal Railways

Chairman and Managing Director
Railtel Corporation of India Limited

M/s Reliance Jio Infocomm Ltd

Sub.: New CUG mobile scheme for Indian Railways – monitoring of QoS reg.

Ref.: Board's letter of even number dated 01.05.2022

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The Joint Working Order (JWO) issued in connection with the new CUG scheme for Indian Railways contains the criteria for measuring network coverage and Quality of Service (QoS) besides the penalty provisions for enforcing the same. It is essential to regularly monitor the network coverage provided by the Telecom Service Provider (TSP) for effective utilization of the CUG service.

2. A format in this regard for measuring CUG network performance is enclosed which may be used to record the monitoring of the network coverage. The same may be shared with RCIL and the TSP for remedial measures and for invoking the penalty clause wherever necessary.

3. It has been decided that the initial CUG Network Joint Survey as per the new JWO will start with immediate effect and same be concluded by 31.05.22.

DA: As above

Signed by Dharmendra
Singh (धर्मन्द्र सिंह)

Date: 11/05/2022 12:30

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PROFORMA FOR DETERMINING CUG NETWORK COVERAGE

Zonal Railway: _____

Division: _____

S. No.	Section Name	Total Rkm (A)	Rkm where RSRP is <-110dBm (B)	Coverage in Rkm (A)-(B) (C)	Coverage in section (in %) D=(C/A)X100 (D)	No. of dark zones in the section (RSRP < -110 dBm)	No. of dark zones of > 500m in the section
1							
2							
3							
4							
...							
n							

$$\text{Overall coverage (\%)} = \frac{\text{Sum of } C_1 \text{ to } C_n}{\text{Sum of } A_1 \text{ to } A_n} \times 100$$

{should be more than 92.5 % in Phase-I (1st six months) & 95% from end of Phase-I}

- Total No. of dark zones of length > 500 m in the division: _____
- No. of section where the network coverage is < 80% : _____ {should be zero}
- No of railway stations where the coverage is not proper: _____
{this is to be checked on each platform from end to end and ensured that the signal strength is better than -110 dBm}
- No.of railway colonies/PUs/CTIs in the division as per Annexure XIII : _____
- No. of railway colonies / PUs/CTIs where coverage is not proper : _____

Penalty clause:

(Please see overleaf)

Penalty clauses:

- (i) In case the service provider fails to provide target coverage of minimum 92.5% elsewhere and 100% in Railway Colonies in Phase-I & minimum 95% in Phase-II, then 5% penalty after Phase-I and 10% after Phase-II shall be imposed on monthly basis (on total monthly bills by divisions/zones/other billing units), till the Network Enhancement as per terms and condition of contract is achieved.
- (ii) For any dark zone >500m, penalty @5% after Phase-I & @10% after Phase-II of monthly bills of billing unit shall apply
- (iii) Penalty of Rs.5000/- for failing to attend quarterly coordination meeting.
- (iv) A maximum penalty of 2% of monthly bill shall be charged each month for not meeting Call Setup Success Rate (CSSR) and Drop Call Rate (DCR) standards of TRAI
- (v) JWO may be referred to for detailed penalty clauses.