

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

RB Tele 4/2006

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2001/Tele/TN/3

New Delhi, dated 07.06.2006

General Managers,  
All Indian Railways & Production Units,  
DG/RDSO/Lucknow.  
DG/Railway Staff College Director/IRISET/IRIMEE/IRIEEN/IRICEN  
CAOs/COFMOW/DCW.

**Sub: Enlarging the scope of CUG phones.**

**Ref: Board's letter of even no. dt. 18.3.2002 & 28.10.2003.**

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1. Board vide above referred letters had issued instructions for provision of Closed User Group (CUG) phones for the Railways which have been found to be extremely useful for day to day operations as well as meeting emergencies.

2. A number of references from Zonal Railways and other units have been received in the Board's office for increasing the number of CUG phones to provide better communication facility for enhancing the efficiency of railway working and the delivery of service to the rail users. Considering the potential of the CUG scheme in this regard, Board have reviewed and modified the entire scheme in totality with an intention to provide better communication facilities to different officials at operational level in the field. The CUG facility will be provided to the following categories of officers and staff (i.e. excluding Production Units, RDSO, Metro, Centralized Training Institutes, DCW & COFMOW where CUG phone will be provided as per para 3 below):

- (i) All Gr. A & B officers
- (ii) Supervisory staff having independent charge and directly responsible for inspection, operation, repairs, maintenance and projects.
- (iii) Loco Pilot/Motorman & Guards responsible for train operation

3. The limit for the number of CUG phones under existing condition for Production Units and RDSO will stand enhanced to 30 and for GM/Metro Railway, DG/Railway Staff College, Director/Centralized Training Institutes, CAO/DCW and CAO/COFMOW the limit is enhanced upto 15 CUG phones each.

4. The above shall be subject to the following conditions:

a) Charges beyond the following limits (i.e. over and above the fixed charge for the CUG schemes) shall be born by the user himself/herself.

i)	HAG	Rs. 1000/-
ii)	SAG	Rs. 800/-
iii)	SG/JAG	Rs. 500/-
iv)	Sr. scale & Jr. scale	Rs. 400/-
v)	Supervisory staff	Rs. 300/-

b) Railway will provide CUG instruments only to GMs, AGMs, HAG, CHODs, DRMs and ADRMs and not to others. For other officers and staff railway will provide only SIM cards of the CUG scheme. They will have to use their own sets. The replacements of the existing handsets, as and when due, shall be done only for those Officers who are eligible for handset as mentioned above.

c) The provision of CUG phone facility shall be based on the principle of expenditure neutrality. The General Managers with the help of CSTE and with concurrence of FA&CAO should ensure that this exercise of providing additional CUG phones is expenditure neutral through economy measures such as

- (i) Reviewing the need for existing landline phones in the office/residence;
- (ii) Reviewing the expenditure on landline telephones over and above the permissible limits by suitably tightening up the process and procedure connected with the passing of bills for the extra calls, after the introduction of CUG facility.
- (iii) In lieu of giving individual landline DoT telephones in the office, 2 MB connectivity may be obtained from the service provider which may be connected to the Railway PABX system and the access to the public telephone network using the DID/DOD features.
- (iv) Saving in any other form in revenue expenditure consequent upon the improvement in productivity due to the introduction of the CUG phones.

Government of India  
Ministry of Railways  
(Railway Board)

No. 2001/Tele/TN/3

New Delhi, dated 28.10.2003.  
2.11.03

General Managers,  
All Indian Railways  
& Production Units.

General Manager/CORE, Allahabad  
General Manager/MTP, Kolkata.  
Director General/RDSO. Lucknow.

**Sub: - Provision of additional Closed User Group (CUG) Phones.**

**Ref: - Board's letter of even no. dated 18.3.2002.**


The subject of provision of additional (CUG) Phones on the Railways was under consideration of the Board for quite some time.

2. In continuation of Board's letter under reference, Ministry of Railways have approved provision of additional CUG phones (in addition to the phones mentioned in Board's letter under reference) as per following details: -

- a) 15 nos. in each Construction Wing.
- b) 10 nos. for CORE Hqrs. and 5 nos. for each of its project offices.
- c) 15 nos. each for the C&W workshops at Bhopal & Perambur.
- d) 10 nos. for S&T workshop Podanur.
- e) 10 nos. each for the 5 Electrical Workshops at Bhusawal, Nasik, Kanchrapara, Mahalaxmi & Dahod.
- f) 25 additional nos. each for the 3 divisions in Metros - 2 in Mumbai and 1 in Delhi taking the total to fifty each.
- g) 15 additional nos. each for the 3 remaining divisions in Metros - 2 in Kolkata and 1 in Chennai taking the total to forty each.
- h) 5 additional nos. each for of the other divisions taking the total to twenty each..
- i) 1 no. each to CPROs on Zonal Railways.

Cont./-

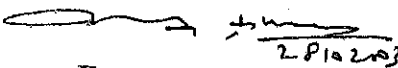
3. The requirements of CUG phones for Divisional hospitals should be met from the additional entitlement of the Divisions as detailed in item nos. 2(f) to 2(h) above.
4. Where CUG phones have been provided exceeding the limits prescribed above, the same should be withdrawn and Railway should report compliance.
5. A 10% cut in the MTNL/BSNL telephone charges across the board should be ensured.
6. Necessary action may be taken accordingly and compliance of paras 4 and 5 above may be reported to this office.
7. This issues with concurrence of Finance Directorate of Ministry of Railways.

  
(Yog Raj) 28/10  
Director/Tele

No. 2001/Tele/TN/3

New Delhi, dated 28.10.2003.  
3.11.03

FA & CAOs, All Indian Railways.  
DAI Railways with 46 spare copies

  
28.10.2003  
For Financial Commissioner/Railways

Copy to:-

- i) F(X)II and Budget Branches Railway Board.
- ii) Chief Signal & Telecomm. Engineers /All Indian Railways

**Government of India (Bharat Sarkar)**  
**Ministry of Railways (Rail Mantralaya)**  
**(Railway Board)**

No. 2001/Tele/TN/3

New Delhi, dt. 18.03.2002.

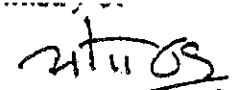
**General Managers/OSDs**  
**All Indian Railways, Production Units,**  
**GM/CORE, GM/MTP/Kolkata.**

**Sub:- Provision of Closed User Group (CUG) phones.**

The subject of provision of Closed User Group (CUG) Phones on the Railways was under consideration of Board for some time.

2) It has now been decided with the approval of the President, that Closed User Group (CUG) phones on the railways can be sanctioned personally by General Managers of Zonal Railways with concurrence of FA&CAOs upto the ceiling limits given below, subject to availability of basic infrastructure for the same in the city:-

- a) 30 numbers each for Zonal Railway headquarters.
  - b) 25 numbers for each of the six Divisions in the four metro cities.
  - c) 15 numbers for each of the balance Divisions, Production Units and major workshops, namely Parel, Matunga, Jhansi, Liliuah, Kanchrapara, Jagadhari, Lucknow, Gorakhpur, Golden Rock, Perambur, Lallaguda, Kharagpur, Mancheswar, Lower Parel and Ajmer.
  - d) 10 and 5 numbers for each of the Zonal and Super speciality hospitals respectively.
- 3) Regularisation/post facto approval for CUG phones already provided on Western, Central and Southern Railways can be done by the concerned General Managers following the above mentioned guidelines. Phones over and above the norms mentioned above should be surrendered with immediate effect.
- 4) This issues with the concurrence of Finance Directorate of Ministry of Railways.

  
(Yog Raj) .S  
(Yog Raj)  
Director/Tele  
Contd./...

No. 2001/Tele/TN/3

New Delhi, dated 18.03.2002.

Copy to:-

1. FA&CAO, All Indian Railways and Production Units.
2. DAI(Railways), New Delhi (with 45 spares)

For Financial Commissioner/Railways.

Copy to:-

F(X)II and Budget Branches, Railway Board for information and necessary action.  
CSTEs/All Indian Railways for information and necessary action.