

सं. 2017/Tele/11(2)/1 (3220129)

नई दिल्ली, दिनांक: 20/11/2018

**TELECOM CIRCULAR NO. 07/2018**

General Managers,  
All Indian Railways, All PUS, CORE/ALD.  
DGs/RDSO & Railway Staff Collage, IG/RPSF  
CAOs/COFMOW, DMW, RWP/Bela, WPO/Patna & IROAF  
Director/IRISET, IRICEN, IRIEEN, IRIMEE & IRITM  
Chairman, All Indian Railway Recruitment Boards

**Sub: Finalisation of Tender for Mobile Communication Facility- Closed  
User Group (CUG) for Indian Railways.**

- Ref: 1. This office letter of even no. dated 30.08.2018  
2. ED/DNM/RCIL's letter no. RCIL/DNM/2017-18/CUG/426 dt 01-11-2018  
3. Telecom Circular no. 06/2015  
4. Railway Board's letter no. 2004/Tele/TN/3 dated 07/06/2006  
5. Railway Board's letter no. 2010/Tele/11(2)/2 Pt.-II dated 21/09.2017

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Railway Board had assigned the responsibility to RailTel for finalisation of fresh CUG scheme for Indian Railways as the validity of existing scheme is expiring on 31.12.2018. Fresh CUG scheme had since been finalised by RailTel and M/s Reliance Jio Infocomm Ltd. has been awarded the contract to implement the scheme.

2. RailTel has also finalised the CUG implementation plan on Indian Railways with M/s Reliance Jio Infocomm Ltd. The fresh CUG scheme shall come into effect from 01.01.2019. Modalities for implementation of the CUG scheme are detailed in enclosed JWO. Financial limits of users will remain same as advised vide letter referred above at S.No.-1 & 5. 4G VoLTE based Monthly data-based plans have been introduced in the new scheme and only 4G VoLTE supported mobile handsets will work on new scheme.

3. There will be 4 CUG Plans-'A', 'B', 'C' & 'D'. Plan-'A' should be given to officer SAG and above, Plan-'B' for SG/JAG/SS/JS, Plan 'C' for Group C staff and Plan 'D' for bulk SMS.

4. All Zonal Railways, PUs, Centralised Training Institutes, RRBs etc. are hereby advised to make use of this scheme for CUG connections in accordance with extant CUG policy guidelines. The JWO is also available on <http://tele.rb.railnet.gov.in/wiki/policy> for download.

5. This has the concurrence of Finance Directorate of the Ministry of Railways.

6. Please acknowledge the receipt.

DA: As above



(हरीश पवारिया)

निदेशक/दूरसंचार

दूरभाष:011-23388504, 030-44613

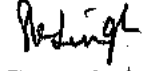
ई मेल:dtele@rb.railnet.gov.in

सं. 2017/Tele/11(2)/1 (3220129)

नई दिल्ली, दिनांक: 20/11/20

**Copy to:**

1. PFAs, All Indian Railways & Production Units.
2. The Deputy Comptroller & Auditor General of India (Railways), Room No. 224, Rail Bhavan, New Delhi.



**For Financial Commissioner/Railways**

**Copy to:**

1. F(X)-II & Budget Branches, Railway Board.
2. PCSTEs/ All Indian Railways for information.
3. CMD/RailTel for information & necessary action.
4. All PSUs except RailTel for information.

Joint Working Order for CUG phones

1. Railway Board had directed RailTel to finalize Provision of Mobile Communication Services for Indian Railway on All India basis for Railways. RailTel accordingly awarded the work supply of CUG connections to M/s Reliance Jio Infocomm Limited as per enclosed LOA as Annexure-A.
2. M/s Reliance Jio would accordingly configure three National CUG plans based on amount of data provided under the plan as per Annexure-II of issued LOA.
3. 4G LTE/ VoLTE technology based mobile connections will be provided by M/s Reliance Jio under the contract.
4. Any change /modifications (decrease) in the tariff announced by the TRAI/ M/s Reliance Jio in the market for similar services shall also be passed away to all CUG subscriber of Railway automatically. Review of Tariff however would be done centrally by RailTel in consultation with Railway Board and communicated by Railway Board to all Railway Units accordingly.

Downward revision of the tariff due to any change in policies by regulatory authority like TRAI will be passed on to Railways by M/s Reliance Jio Infocomm Limited

5. Reduction in tariff made by M/s Reliance Jio as above and date from which such reduction would be applicable would be discussed in the Quarterly meeting between M/s Reliance Jio Infocomm Limited & RailTel. In case reduction is applicable from a date earlier than the date of the meeting, adjustment would be made in the next bill. Reductions whenever done/applicable shall be advised by RailTel to Railway Board who in turn would advise the same to all Railway units. Till then payments at prevailing rates would continue to be applicable.
6. A Committee consisting of members from Railways and RailTel may go thorough once in six months to review overall reduction in the tariff that took place so as to conduct negotiations for further reductions if any with M/s Reliance Jio Infocomm Limited.
7. All existing mobile numbers will be ported from M/s Bharti Airtel Limited network to Reliance Jio Infocomm Limited network without any extra cost to the Purchaser. The procedure for MNP shared by M/s Reliance Jio is attached as Annexure-J and to be followed across all Zonal Railways, Divisional Railways & other Railway units. For the purpose of MNP, the Railway SPOC/ Nodal Officer would be the same, as per the previous CUG contract.
8. Circle wise Composition of Zonal Level CUGs as also Circle wise mapping of Railway Zonal territories with respect to M/s Reliance Jio will be as per Annexure B (similar to previous CUG plan).



9. Numbering schematic of the CUGs on Zonal Railways incl. PUs, CTIs & PSUs would broadly be as per details placed at Annexure C (similar to previous CUG plan). Any changes would be done by Railway Board only.
10. So as to ensure smooth operations / implementation of the CUG scheme chief coordinators for Railways, RailTel and Reliance Jio for each Railway Unit will be as per details placed at Annexure D (similar to previous CUG plan).
11. No. of CUG connections required by every Divisional & Zonal Head Quarters, Production & other Units etc. (hereinafter termed as Railway Units) would be submitted to RailTel as per Annexure E. RailTel would accordingly place Purchase Orders on M/s Reliance Jio. to provide the required number of CUG connections. Percentages of connections under various plans are given in Annexure-A.
12. Against the contract only RailTel's Corporate Office is authorized to issue all POs to Reliance Jio. Whenever Railways need additional connections, they should submit their requirements to RailTel to release the additional connections. However, for urgent/exceptional requirements of Railway Units (of upto 20 nos.), Railways with the approval of General Managers can place orders for upto 20 nos. of connections on M/s Reliance Jio directly with a copy marked to RailTel which should provide regular PO to them within 24 hrs.
13. Outgoing services (Call/SMS) on premium numbers will be charged as per rates fixed by premium service provider like TV Quiz Contest, Online Games, Television Show, Astrology, Enquiry numbers etc.
14. As and when number of connections provided on Indian Railways increases beyond the maximum permissible limit of 3,78,000  $\pm$  30% CUG connections under the contract, tariff and other terms and conditions will be negotiated by RailTel with M/s Reliance Jio and therefore it is absolutely essential that additional connections are taken with Board's approval through RailTel.  
  
M/s Reliance Jio would submit details of all CUG connections activated for each Railway unit every month to RailTel. RailTel would thereafter submit a Quarterly report to Board indicating number of connections Plan wise.
15. Activation of SIMs would require filling up of the Formats detailed at Annexure 'E'. Regional Coordinator of Reliance Jio will obtain the required documents from RailTel /Railways/ PU's/ Training Institute Coordinators for allotting the SIM and activating it. Firm will provide a copy of the details with SIM no. and mobile no. to RailTel/Railways/ PU's/Training Institute for their records.
16. Deactivation of SIM will be intimated to Reliance Jio, by authorized Railway/RailTel coordinator, either through e-mail or written request addressed to the nominated Representative of Reliance Jio.



17. Monthly review meeting between the Railway's chief coordinator and Reliance Jio to assess progress of implementation and concerns would be held.
18. Sixteen (16) dedicated Service executives as single point of contact to be deputed in 16 zones of Indian Railways across India. They have to ensure and lead all pre-service, Sales & Network related issues, attending monthly review meetings with Railways division/zone. They may be seated at each Railway Zonal HQ for proper coordination. Technical head of service provider (Circle wise) is required to meet Railway coordinator once in a month to resolve the network and coverage issue.
19. Two (2) Senior Manager level dedicated Single Point of Contact (SPOC) to be nominated for national support for coordinating with Railway Board level and RailTel (1 at Railway Board & 1 at RailTel) for all pre & post service support related issues across India and updating the same at Board Level/Railtel HQ at agreed time period/interval. He should also lead all pre and post service related monthly review at Railtel/Railway board with agenda of discussion from Railtel. The service issues led by national SPOC of service provider must include pre on board, post on board and network related issues.

20. **Network expansion**

- a) M/s Reliance Jio Infocomm Limited should enhance the network coverage to 92.5% in 0-6 months (Phase-I) and 95% in 7-12 months (Phase-II) along with Railway track/ Railway area. Network Enhancement shall be monitored at Zonal Railways level (by Zonal Railways) and in case service provider fails to provide target coverage of 92.5% in Phase-I and 95% in Phase-II then 5% penalty after Phase-I and 10% penalty after Phase-II shall be imposed on monthly basis (on total monthly bill of Zonal Railways), till the Network Enhancement as per terms and condition of contract.
  - b) RailTel and M/s Reliance Jio Infocomm Limited will have a quarterly meeting to review the progress of coverage & improvements required vis-à-vis the targets & action required to improve the coverage.
21. M/s Reliance Jio will submit Quality of Service (QoS) parameters of each Telecom Circle to RailTel every Quarter as per TRAI format.

22. **Commercials, Billing & Payment:**

- i) Unlimited National Voice calls, roaming incoming and outgoing, STD & 100 SMS/day (local & National) are free.
- ii) Firm will provide data rollover facility up to 200 GB to all user under this contract in case data remain unused after completion of billing cycle.
- iii) Payment of the CUGs connections will be decentralized Railway unit wise. Consolidated Corporate Bills would be submitted to individual Railway



units, as defined in Annexure D, against which payment will be made immediately to M/s Reliance Jio Infocomm Limited.

- iii) M/s Reliance Jio Infocomm Limited would also provide itemized billing, accessible through a Password Protected application on the Web (Internet) for all individual subscribers. M/s Reliance Jio would also provide individual itemized bill of subscribers who have exceeded their entitlement limits as defined in Railway Board's letter nos. 2004/Tele/TN/3 dt. 7/6/2006 & 2006/Tele/TN/1 dt. 27/7/2007.
- v) Summary billing for all the CUG connections indicating no. of CUG connections Railway unit wise would be provided every month by Reliance Jio, for information, to RailTel.
- vi) After deactivation of any SIM/connection, as provided in clause 11 above, there shall be "zero" billing for the connection/SIM for the deactivated period w.e.f. date of such intimation to Reliance Jio.
- vii) Reliance Jio shall ensure, wherever possible, that payments by Railway Units/RailTel are accepted through Electronic Fund Transfer (EFT). Reliance Jio shall complete all the required formalities for the same, for smooth, hassle-free and faster payment.

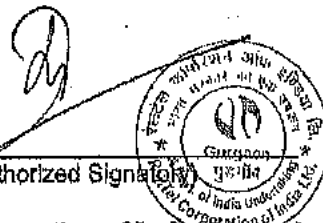


(Authorized Signatory)

**For: Reliance Jio Infocomm Ltd.**

**Name: Sh. Prashant Tiwari**

**Date: 15/11/2018**



(Authorized Signatory)

**For: RailTel Corporation of India Limited**

**Name: Sh. A.K. Sablania**

**Date: 15/11/2018**





A 100% Government Undertaking

### Letter of Acceptance

Firm Name	Reliance Jio Infocomm Ltd	Order No.	1001810444
Firm Address	Reliance House, Building No. - 4,, DIF Cyber City, DLF Phase - 2, Gurgaon, Haryana, 122001	Issued For Operating Unit	RailTel-Corporate Region(OU)
		Issued By Operating Unit	RailTel-Corporate Region(OU)
Website		Issuing Date	06-NOV-18
Contact Person	Reliance Jio Infocomm Ltd	Global Order.	Not Applicable
Phone No.		Tender Type and Opening Date	
Email Id		Tender No.	
Fax No		Bid No.	
PAN No.		Buyers Details with Department	Mr. Rajeev Kumar , Marketing
GSTIN		CST No.	
VAT		Validity From : 06-NOV-18	Validity To : 05-NOV-21

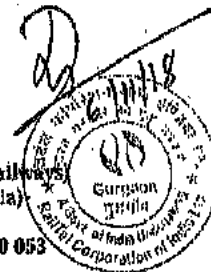
Work Description	Provision of Mobile Communication Services for Railway personnel on All India Basis
Value of the Order (INR Figure and Words) :	

### Terms and Conditions

Terms & Conditions	
Terms & Conditions	<p>1. With reference to the above referred tender and your offer against the same, RailTel is pleased to issue LOA in your favor for provision of approx. 3,78,000 nos. and 7200 nos for bulk SMSs of 4G LTE/ VoLTE connections under Provision of Mobile Communication Services for Indian Railways. The mobile connections may be supplied/ provisioned as per Terms and Conditions enclosed as Annexure-I. Monthly rental for different plans and other details would be applicable as per details enclosed as Annexure-II, ISD Call charges and Top Up data charges would be as per Annexure-III.</p> <p>2. Two copies of this LOA along with Annexure-I, II and III are enclosed herewith. Please acknowledge the receipt of this LOA by way of returning a copy of the LOA and the Annexures (I, II and III) duly signed by your authorized representatives as a token of acceptance.</p> <p>3. The agreement shall be for a period of Three (3) years from the date of issue of LOA.</p> <p>4. All terms &amp; conditions of Tender document, issued Corrigendum and LOI would be applicable.</p>



RailTel Corporation of India Ltd. (A Government of India Undertaking, Ministry of Railways)  
 Corporate Office: 143, Institutional Area, Sector-44, Gurgaon-122 003, NCR (India)  
 T : +91 124 42360854-86, F : +91 124 4238084, W : www.railtelindia.com  
 Regd. Office : 8th Floor, IIIrd Block, Delhi Technology Park, Shastri Park, Delhi-110 053



Seal of RailTel	
Issuing Authority Signature	
Issuing Authority Name, Department, Designation	Mr. Ashok Kumar Sabiana, DNM, Executive Director

Copy To

- 1. GM/Finance/CO
- 2.
- 3.
- 4.
- 5.

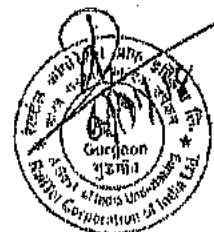
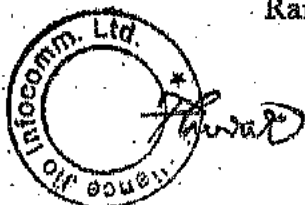
*Ashok*



Terms & Conditions

SN	Item	Description
1	Description of the Items	Provision of Mobile Connections under CUG Configuration
2	Specification & Technical requirements	As per TRAI guidelines and 5.3.2 of the Tender documents.
3	Quantity	3,78,000 Nos. of Mobile Connections and 7200 connections for bulk SMS (+/-30%) under 4G-LTE/ VoLTE configuration as per Cl. 1.3 of the Tender document
4	Mobile Number Portability:	All existing mobile numbers should be retained by Mobile Number Portability without any extra cost.
5	<b>Elements of rates</b>	
i)	Rates:	As per Schedule of Requirement (Annexure-II)
ii)	GST & Other Taxes	Extra as per actual Clause 2.3.3 e of Tender document
6	Price Variation Clause	No variation in price on higher side shall be applicable.
7	Consignee particulars	As per Clause 5.18 of Tender document
8	Warranty	As per Clause 5.3 of Tender document
9	Delivery period	30 days, (as per Clause 5.1.1 & 5.1.2 of Tender document)
10	Payment terms	As per Clause 5.4 of tender document
11	<b>Liquidated Damages and Penalty</b>	As per Clause 5.19 of tender document a. If there is any delay in the implementation of the system due to bidder's fault from schedule furnished by the bidder and accepted by RailTel, RailTel/ Railway will recover LD of 0.5% of the value of the Purchase Order from the bidder for each week of delay. The recovery will be subject to an upper limit of 10%. b. Annual Rental value of the PO (12 months) for the number of connections, for which the PO has been placed.
12	Penalty against multiple violations	Incase of multiple violations, maximum 1% penalty of the monthly billed amount for the respective Zone/Divisional HQ/PUs shall be imposed. Multiple violations mean violation of time frame for activation/ deactivation of various services which are mutually agreed. Any deficiency in service delivery as per initially agreed timelines on more than 10 occasions in a month would be considered as multiple violation. Penalty of Rs. 100/- per violation will be imposed as penalty subject to maximum of 1% of monthly bills of that billing unit

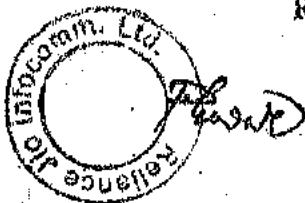
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13	Performance Bank Guarantee	Rs.10.0 Crore valid for 40 months from date of issue of LOI to be submitted with 30 days of issue of LOI.
14	Bill Paying & passing authority	To be indicated in the JWO
15	Installation & Acceptance	As per Clause 5.2 of Tender document.
16	<b>Commercial Terms &amp; Conditions (As per cl. 5.6 of Tender document).</b>	
16.1	Charges to be paid to RailTel	As per Clause 5.6 of Tender document Rs. 120/- per connection per year in advance.
16.2	Downward revision of call charges	Any change /modifications (decrease) in the tariff announced by the TRAI/ Operator in the market for similar services shall be passed to all CUG subscriber of Railway automatically.
17	<b>Other important clauses of Tender document:</b>	
17.1	Sixteen (16) dedicated Service executives as single point of contact	Sixteen (16) dedicated Service executives as single point of contact to be nominated in 16 zones of Indian Railways across India. They have to ensure and lead all pre-service, Sales & Network Related issues, attending monthly review meetings at Railways Divisions/Zones. They may be seated at Railway Regional HQ for proper coordination. Technical head of service provide (Circle wise) is required to meet Railway Coordinator once in a month to resolve the network and coverage issue.
17.2	Two (2) number of Manager Level dedicated Single Point of Contact (SPOC) at Central level	Two (2) senior manager level dedicated Single Point of Contact (SPOC) to be nominated for national support for coordinating with Railway Board level and RailTel (1 at Railway Board & 1 at RailTel) for all pre & post service support related issues across India and updating the same at Board Level/Railtel HQ at agreed time period/interval. He should also lead all pre and post service related monthly review at Railtel/Railway board with agenda of discussion from Railtel. The service issues led by national SPOC of service provider must include pre on board, post on board and network related issues. He may be seated at one of the assigned Railtel offices in Delhi/NCR as per requirement of Railways/RailTel.
17.3	Safe Custody of SIM	Safe custody of backup SIMs, if taken by Railway zone/division should be would be valid for minimum of 3 months.
18	Data Roll Over	Firm will provide data rollover facility up to 200 GB to all user under this contract.

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RailTel/Tender/OT/CO/DNM/2017-18/CUG/426



## Annexure-II

**SCHEDULE OF CHARGES FOR RENTAL, CALLS, ROAMING, SMS & DATA SERVICES**

(Figure in Rs.)

Description	Plan A	Plan B	Plan C	Plan D
CUG Facility	National			For bulk SMS only
Unlimited National Voice calls, Roaming, STD & 100 SMS/day (local & National)	Free	Free	Free	N/A
Bundled Data	60 GB	45 GB	30 GB	N/A
Monthly Rental (Fixed)	125	99	67	49
GST and others Taxes as per extant notifications would be extra as applicable.				

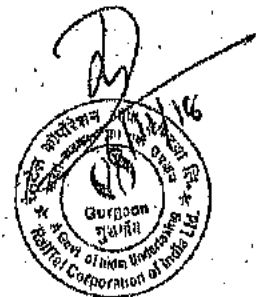
**Note:**

- i) The Prices against plans are with Unlimited National Voice calls, Roaming, STD & 100 SMS/day (Local & National).
- ii) The above tariffs shall be applicable at all times during the currency of the contract; irrespective of time, date, occasion, festival etc., except in case of any downward revision subsequent to negotiations, if any.
- iii) Rates to be negotiated every six months with the Telecom Service Provider to gets better rates as a bulk customer.
- iv) The rates mentioned in the above Table are firm & shall be applicable during currency of the contract. However, tariff would stand revised if TRAI lowers the tariffs below these rates.
- v) No. of subscribers against each plan are as under:

Description	Plan A	Plan B	Plan C	Plan D
CUG Facility	National			For bulk SMS only
Nos of subscribers against different Plans	3.78 Lakh			7200 Nos.
% of Subscribers (approx.)	2%	26%	72%	7200 Nos.

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RailTel/Tender/OT/CO/DNM/2017-18/CUG/426



Annexure-III

ISD Call Rates Per Minute

(Figure in Rs.)

SN	Countries	Plan-A	Plan-B	Plan-C
1	USA, Canada, UK, Singapore	2	2	2
2	Thailand, Malaysia	4	4	4
3	Bangladesh, Bhutan, Indonesia, Hong Kong, Kuwait, Bahrain, Pakistan, Sri Lanka, Nepal & UAE	9	9	9
4	Rest of the world	12	12	12
5	SMS Charges	5	5	5
6	INMARSAT calls	300	300	300

GST and others Taxes as per extant notifications would be extra as applicable.

TOP UP DATA RATES

SN	Data (In GB)	Rates (In Rs.)
1	2	10
2	5	15
3	10	20
4	15	30
5	20	40
6	30	45
7	50	50
8	100	100

GST and others Taxes will be extra as applicable.

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RailTel/Tender/OT/CO/DNM/2017-18/CUG/426



**Annexure B**

**Details of Composition & Numbering Plan of Railway Zones vis-à-vis Telecomm. Circles & Zones along**

Sl. No.	Telecom Circle	Telecomm. Zone	Railway Zones						PUs & CTIs			Misc. (PSUs etc.)	
			Board (XXXXXX)	NR (XXXXXX)	SCR (XXXXXX)	SECR (XXXXXX)	WR (XXXXXX)	IRCEN (XXXXXX)	IREEN (XXXXXX)				
1	New Delhi	North		NR (3XXXXX)									Misc. (4XXXXX)
2	Mumbai & Maharashtra	West	CR (1XXXXX)	SWR (65XXXX)	SCR (7XXXXX)	SECR (75XXXX)	WR (9XXXXX)			IRCEN (41XXXX)	IREEN (42XXXX)		Misc. (43XXXX-49XXXX)
3	Chennai	South	SR (6XXXXX)							ICF (41XXXX)			Misc. (42XXXX-49XXXX)
4	Kolkata	East	ER (2XXXXX)							Metro (41XXXX)			Misc. (42XXXX-49XXXX)
5	Andhra Pradesh	South	SR (6XXXXX)	SWR (65XXXX)	SCR (7XXXXX)	ECoR (85XXXX)				IRISET (41XXXX)			Misc. (42XXXX-49XXXX)
6	Gujarat	West	WR (9XXXXX)	NWR (95XXXX)						RSC (41XXXX)			Misc. (42XXXX-49XXXX)
7	Karnataka	South	SCR (7XXXXX)	SR (6XXXXX)	CR (1XXXXX)	SWR (65XXXX)				RWF (41XXXX)			Misc. (42XXXX-49XXXX)
8	Tamil Nadu	South	SR (6XXXXX)	SWR (65XXXX)	SCR (7XXXXX)								Misc. (4XXXXX)
9	Punjab	North	NR (3XXXXX)	NWR (95XXXX)						DMW (42XXXX)	RCF (41XXXX)		Misc. (43XXXX-49XXXX)
10	Rajasthan	West	WCR (15XXXX)	NR (3XXXXX)	NCR (35XXXX)	WR (92XXXX)	NWR (95XXXX)						Misc. (4XXXXX)
11	Bihar	East	ECR (25XXXX)	SEER (8XXXXX)	NER (4XXXXX)	NFR (5XXXXX)	ER (2XXXXX)			CLW (61XXXX)	IRMEE (62XXXX)		Misc. (63XXXX-69XXXX)
	Orissa	East	SECR (75XXXX)	SEER (8XXXXX)	ECoR (85XXXX)								Misc. (4XXXXX)



13	Madhya Pradesh	West	SECR (75000)	ECoR (85000)	WR (90000)	BCR (25000)	CR (10000)	WCR (15000)	NCR (35000)	Misc. (40000)
14	Jammu & Kashmir	North	NR (30000)							Misc. (40000)
15	Assam	East	NFR (50000)							Misc. (40000)
16	North East	East	NFR (50000)							Misc. (40000)
17	Kerala	South	SR (60000)							Misc. (40000)
18	Haryana	North	NR (30000)	NWR (95000)	NCR (35000)					Misc. (40000)
19	Himachal Pradesh	North	NR (30000)							Misc. (40000)
20	West Bengal	East	NFR (50000)	SER (80000)	ER (20000)					Misc. (40000)
21	UP (East)	North	NR (30000)	BCR (25000)	NCR (35000)	NER (40000)	WCR (15000)	RDSO (62000)	DLW (61000)	Misc. (64000-69000)
22	UP (WEST)	North	NR (30000)	NCR (35000)	NER (40000)					Misc. (60000)

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### Annexure C

Principles adopted for formulating the numbering scheme for All India CUG

i) The last five digits of the CUG number would be

a) ZDAXX with the following details:-

Digit	Value	Remarks
Z	0	Board
	1-9	Old Railways*
D	0	HQrs.
	1-4	Divisions of Old Railways
	5	New Railways to be added with Z of the Parent Railway
	6-9	Divisions of New Railways
A	0-9	Departments
	0	General/Administration
	1	Accounts (Finance)
	2	Engineering
	3	Electrical
	4	Mechanical
	5	Medical
	6	Personnel
	7	Security & Stores
	8	S&T
	9	Traffic (Operation/Commercial)

Note -- Construction officials will be covered under respective department.

b) Value of Z for Old Railways

S.No.	Old Railways		New Railways		
	Z	Railway	Z	D	Railway
1	1	CR	1	5	WCR
2	2	ER	2	5	BCR
3	3	NR	3	5	NCR
4	4	NE			
5	5	NF			
6	6	SR	6	5	SWR
7	7	SC	7	5	SECR
8	8	SE	8	5	ECoR
9	9	WR	9	5	NWR



**Proposed Numbering scheme for CUG of Railway Board**

APEX Level	Numbers	Departments	Numbers
Ministers	00001-3		
Minister's Sectt.	0000X		
CRB	00010	Secretary	00100
CRB's Sectt.	0001X	Secretariat	001XX
FC	00020	Finance	002XX
FC's Sectt.	0002X		
ME	00030	Engineering	003XX
ME's Sectt.	0003X		
ML	00040	Electrical	004XX
ML's Sectt.	0004X		
MM	00050	Mechanical	005XX
MM's Sectt.	0005X		
MS	00060	Establishment	006XX
MS's Sectt.	0006X		
MT	00070	Traffic (Operations)	0070X-4X
MT's Sectt.	0007X	Traffic (Commercial)	0075X-9X
Misc.	0008X-9X	S&T (Signal)	0080X-4X
		Telecomm	0085X-9X
		Security	0090X-4X
		Medical	0095X-9X
		Misc.	01XXX

Infocomm. Ltd.  

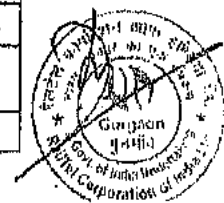





**Annexure - D**  
**DETAILS OF COORDINATORS**

S.No.	Zone/ Div.	Railway Zone	Telecom Zone	Railway Unit Locations	Coordinators		M/s Reliance Jio	
					Rly.	RailTel *	Name	Phone
1)	Zone	ER	East	Kolkata	CCE	GM/DGM (MKTG)/ER	Attached annexure-H & I	In
i)	Divn.		East	Sealdah	Sr.DSTE	GM/DGM (MKTG)/ER		
ii)	Divn.		East	Howrah	Sr.DSTE	GM/DGM (MKTG)/ER		
iii)	Divn.		East	Asansol	Sr.DSTE	GM/DGM (MKTG)/ER		
iv)	Divn.		East	Malda	Sr.DSTE	GM/DGM (MKTG)/ER		
2)	Zone	ECR	East	Hazipur	CCE	GM/DGM (MKTG)/ER		
i)	Divn.		East	Dhanbad	Sr.DSTE	GM/DGM (MKTG)/ER		
ii)	Divn.		East	Danapur	Sr.DSTE	GM/DGM (MKTG)/ER		
iii)	Divn.		East	Mughal Sarai	Sr.DSTE	GM/DGM (MKTG)/ER		
iv)	Divn.		East	Samastipur	Sr.DSTE	GM/DGM (MKTG)/ER		
v)	Divn.		East	Sonpur	Sr.DSTE	GM/DGM (MKTG)/ER		
3)	Zone	ECoR	East	Bhubaneswar	CCE	GM/DGM (MKTG)/ER		
i)	Divn.		East	Khurda Road	Sr.DSTE	GM/DGM (MKTG)/ER		
ii)	Divn.		East	Sambalpur	Sr.DSTE	GM/DGM (MKTG)/ER		
iii)	Divn.		East	Waltair	Sr.DSTE	GM/DGM (MKTG)/ER		
4)	Zone	NER	North	Gorakhpur	CCE	GM/DGM (MKTG)/NR		
i)	Divn.		North	Izzatnagar	Sr.DSTE	GM/DGM (MKTG)/NR		
ii)	Divn.		North	Lucknow	Sr.DSTE	GM/DGM (MKTG)/NR		
iii)	Divn.		North	Varanasi	Sr.DSTE	GM/DGM (MKTG)/NR		
5)	Zone	NF	East	Maligaon, Guwahati	CCE	GM/DGM (MKTG)/ER		
i)	Divn.		East	Katihar	Sr.DSTE	GM/DGM (MKTG)/ER		
ii)	Divn.		East	Alipur Duar	Sr.DSTE	GM/DGM (MKTG)/ER		
iii)	Divn.		East	Lumding	Sr.DSTE	GM/DGM (MKTG)/ER		
iv)	Divn.		East	Rangiya	Sr.DSTE	GM/DGM (MKTG)/ER		
v)	Divn.		East	Tinsukia	Sr.DSTE	GM/DGM (MKTG)/ER		
6)	Zone	SER	East	Gardenreach, Kolkata	CCE	GM/DGM (MKTG)/ER		
i)	Divn.		East	Adra	Sr.DSTE	GM/DGM (MKTG)/ER		
ii)	Divn.		East	Ranchi	Sr.DSTE	GM/DGM (MKTG)/ER		
iii)	Divn.		East	Chakradhar pur	Sr.DSTE	GM/DGM (MKTG)/ER		
iv)	Divn.		East	Kharagpur	Sr.DSTE	GM/DGM (MKTG)/ER		
7)	Zone	SECR	East	Bilaspur	CCE	GM/DGM (MKTG)/WR		
i)	Divn.		East	Bilaspur	Sr.DSTE	GM/DGM (MKTG)/WR		
ii)	Divn.		East	Raipur	Sr.DSTE	GM/DGM (MKTG)/WR		

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10/11/2017



iii)	Divn.		East	Nagpur	Sr.DSTE	GM/DGM (MKTG)/WR
8)	Zone	WCR	West	Jabalpur	CCE	GM/DGM (MKTG)/WR
i)	Divn.		North	Kota	Sr.DSTE	GM/DGM (MKTG)/WR
ii)	Divn.		West	Bhopal	Sr.DSTE	GM/DGM (MKTG)/WR
iii)	Divn.		West	Jabalpur	Sr.DSTE	GM/DGM (MKTG)/WR
9)	Zone	CR	West	Mumbai	CCE	GM/DGM (MKTG)/WR
i)	Divn.		West	Mumbai	Sr.DSTE	GM/DGM (MKTG)/WR
ii)	Divn.		West	Bhusawal	Sr.DSTE	GM/DGM (MKTG)/WR
iii)	Divn.		West	Nagpur	Sr.DSTE	GM/DGM (MKTG)/WR
iv)	Divn.		West	Solapur	Sr.DSTE	GM/DGM (MKTG)/WR
v)	Divn.		West	Pune	Sr.DSTE	GM/DGM (MKTG)/WR
10)	Zone	NR	North	New Delhi	CCE	GM/DGM (MKTG)/NR
i)	Divn.		North	Ambala	Sr.DSTE	GM/DGM (MKTG)/NR
ii)	Divn.		North	Delhi	Sr.DSTE	GM/DGM (MKTG)/NR
iii)	Divn.		North	Firozpur	Sr.DSTE	GM/DGM (MKTG)/NR
iv)	Divn.		North	Lucknow	Sr.DSTE	GM/DGM (MKTG)/NR
v)	Divn.		North	Moradabad	Sr.DSTE	GM/DGM (MKTG)/NR
11)	Zone	NCR	North	Allahabad	CCE	GM/DGM (MKTG)/NR
i)	Divn.		North	Agra	Sr.DSTE	GM/DGM (MKTG)/NR
ii)	Divn.		North	Allahabad	Sr.DSTE	GM/DGM (MKTG)/NR
iii)	Divn.		North	Jhansi	Sr.DSTE	GM/DGM (MKTG)/NR
12)	Zone	NWR	North	Jaipur	CCE	GM/DGM (MKTG)/NR
i)	Divn.		North	Ajmer	Sr.DSTE	GM/DGM (MKTG)/NR
ii)	Divn.		North	Jodhpur	Sr.DSTE	GM/DGM (MKTG)/NR
iii)	Divn.		North	Bikaner	Sr.DSTE	GM/DGM (MKTG)/NR
13)	Zone	SR	South	Chennai	CCE	GM/DGM (MKTG)/SR
i)	Divn.		South	Chennai	Sr.DSTE	GM/DGM (MKTG)/SR
ii)	Divn.		South	Madurai	Sr.DSTE	GM/DGM (MKTG)/SR
iii)	Divn.		South	Palghat	Sr.DSTE	GM/DGM (MKTG)/SR
iv)	Divn.		South	Trichchirapalli	Sr.DSTE	GM/DGM (MKTG)/SR
v)	Divn.		South	Thiruvananthapuram	Sr.DSTE	GM/DGM (MKTG)/SR
14)	Zone	SCR	South	Secunderabad	CCE	GM/DGM (MKTG)/SR
i)	Divn.		South	Secunderabad	Sr.DSTE	GM/DGM (MKTG)/SR
ii)	Divn.		South	Hyderabad	Sr.DSTE	GM/DGM (MKTG)/SR
iii)	Divn.		South	Vijaywada	Sr.DSTE	GM/DGM (MKTG)/SR
iv)	Divn.		South	Guntakal	Sr.DSTE	GM/DGM (MKTG)/SR



	Divn.		South	Nanded	Sr.DSTE	GM/DGM (MKTG)/SR
vi)	Divn.		South	Guntur	Sr.DSTE	GM/DGM (MKTG)/SR
15)	Zone	SWR	South	Hubli	CCE	GM/DGM (MKTG)/SR
i)	Divn.		South	Bangalore	Sr.DSTE	GM/DGM (MKTG)/SR
ii)	Divn.		South	Mysore	Sr.DSTE	GM/DGM (MKTG)/SR
iii)	Divn.		South	Bangalore	Sr.DSTE	GM/DGM (MKTG)/SR
16)	Zone	WR	West	Church Gate, Mumbai	CCE	GM/DGM (MKTG)/WR
i)	Divn.		West	Mumbai Central	Sr.DSTE	GM/DGM (MKTG)/WR
ii)	Divn.		West	Vadodara	Sr.DSTE	GM/DGM (MKTG)/WR
iii)	Divn.		West	Ratlam	Sr.DSTE	GM/DGM (MKTG)/WR
iv)	Divn.		West	Ahemdabad	Sr.DSTE	GM/DGM (MKTG)/WR
v)	Divn.		West	Rajkot	Sr.DSTE	GM/DGM (MKTG)/WR
vi)	Divn.		West	Bhavnagar	Sr.DSTE	GM/DGM (MKTG)/WR

Note 1)\* - Details of RailTel's Corporate Coordinator:-

S.No.	Region	Name of Officer	Office	Mobile
1.	Corporate	Sh. A.K. Sablania, ED/DNM	0124-2714077	9717644015

2) For other locations/Units, officer in charge/responsible for Telecomm. in the unit would be the nominated coordinator.

\*\*\*\*\*



**Annexure-E**  
**Railway**

**Executive Director (DNM),  
RailTel Corporation of India Ltd.,  
Plot 143, Sector-44  
Gurgaon.**

**Sub:- Requirement of All India CUG phones.**

Railway has at present following numbers of active sim:-

Summary of active CUG connections for orders placed by RailTel						
S.No.	Zone/Div.	Railway Unit / Location	Number of active connections under various CUG Plans as on date			
			National			Total
			Plan A	Plan B	Plan C	
1)	Zonal Hqr.					
i)	Divn.1					
ii)	Divn.2					
iii)	Divn.3					

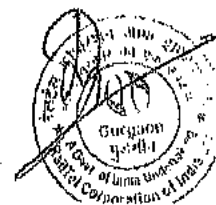
In addition to above the additional requirement of CUG connections as per Railway Board's letter No. .... at different locations is as under:-

Requirement of Number of connections						
S.No.	Zone/Div.	Railway Unit / Location	Number of connections under various CUG Plans			
			National			Total
			Plan A	Plan B	Plan C	
1)	Zonal Hqr.					
i)	Divn.1					
ii)	Divn.2					
iii)	Divn.3					

The additional CUG connection has been vetted by FA&CAO and approved by GM as required by Board's letter No. ....



**CSTE/CCE/Telecom Nodal Officer of PUs  
other Railway Units**



Annexure F

FORMAT FOR SUBMISSION OF REQUESTS FOR PROVISION/SURRENDER OF CUG PHONES

S. No.	Request Date	Name	Design	Type of Request New / Surrender / Cancellation	SIM No. @	Mobile No.	Org./ Deptt.	Railway		Telecomm.		Bill Plan	ISD	IR
								Zonal /Div. Hqrs./ Unit	Hqrs. / Unit	Zone	Circle			

Approving Authority  
(Railway Coordinator)

Note:

- 1) All updation requests should be routed through RailTel's Coordinators to Reliance Jio
- 2) Bill Plan changes and rentals will be effective from the next billing cycle.
- 3) Record updations and changes will be undertaken as per existing Reliance Jio TAT's and would reflect in the next Bill of the customer.
- 4) @- SIM No. - To be filled up by M/s Reliance Jio ; IR - International Roaming



Annexure H

**CRE List**

(Will be updated after placement of LOA to service provider.)

Annexure I

**Railway CRE list**

(Will be updated after placement of LOA to service provider)



## Annexure J Corporate MNP Process:

Please note, the MNP process defined is basis the following assumptions:

1. All numbers are existing in COCP category – so UPC will begin with “C”, no individual number will come for migration
2. Existing Operator will be Airtel only for all numbers.
3. Activation will be processed as per location shared by Railways

Attached flow & process is for illustration purpose only. Required changes will be done as per Railway process.

## Switch to Jio Digital Life

Switch to Jio and Enjoy Free Voice, Unlimited Data and much more..

3 Simple Steps to Initiate switch:



1. Get Jio SIM – Contact your admin in-charge to collect Jio SIM



2. Generate UPC Code - Send SMS PORT<space> <Your existing 10 digit mobile number> to 1900 from your corporate connection. You will receive SMS with UPC code along with Expiry date details.



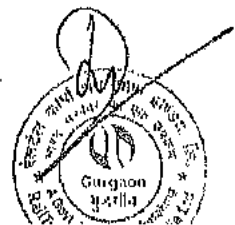
(Eg. PORT 98107XXXX to 1900.

Return SMS: 'Dear Customer, Your unique porting code is CAM12345 and the expiry date is 31-03-2017)



3. Submit UPC Code and Jio SIM Details – Visit Corporate MNP Portal <https://www.jio.com/corporateMNP> and login with your "Employee Id" or "Registered Mobile Number" to submit UPC code and SIM Details.

On submission of the required details, Jio will initiate MNP process with the existing operator. This will take around 7 working days to complete. On completion of MNP process and activation of Jio SIM, you will be informed about the same through SMS on your current mobile number. You will have to insert Jio SIM into smartphone to enjoy Jio services.



# 1. Login to Corporate MNP portal and select your company

Visit Corporate MNP Portal <https://www.jio.com/corporateMNP> and login with your "Employee ID" or "Registered Mobile Number"

**Select your Company name from the drop down**

**Enter your Employee ID**

*Illustration purpose only*

# 2. Submit the required details

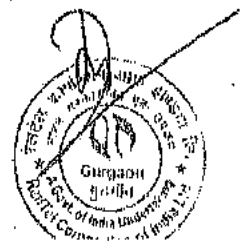
**Verify details, if incorrect then inform your Enterprise SPOC**

**Enter 20 digit ICCID number mentioned at the back of Jio SIM jacket**

**Enter UPC Code starting with "C" along with expiry date received in SMS from 1901.**

**OTP will be send to official email-id**

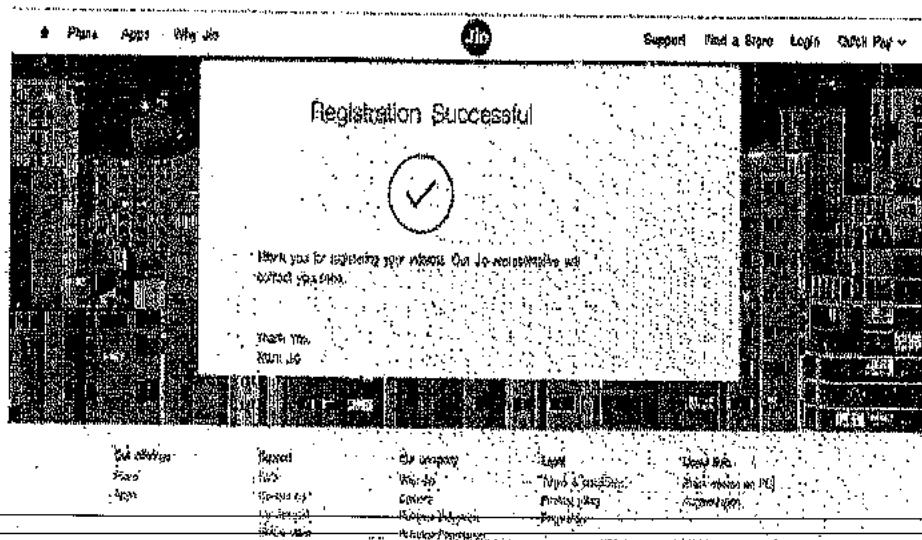
*Illustration purpose only*





**You will receive a "Registration Successful" message on submission of details**

*Illustration purpose only*



## Corporate MNP- FAQs



**How much time it takes to complete the migration of mobile number to Jio?**

The complete cycle of migrating your mobile number from existing operator to Jio takes approximately 7 days. For circles like J&K, Assam & NE circles, it takes approx. 15 days.



**How will I know about successful migration of my number to Jio?**

On successful completion of MNP process and activation of Jio SIM, you will be informed about the same through SMS on your current mobile number. You will have to insert Jio SIM into smartphone to enjoy Jio services.



**What should I do if my number doesn't get activated after 7 days?**

In case your number does not get activated after 7 days, please contact your Enterprise Admin/Spoc or call us at @ 1800 88 99999 or write to us @ [enterprisecare@jio.com](mailto:enterprisecare@jio.com).



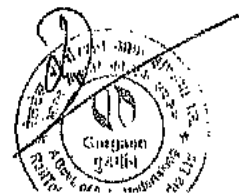
**I am not able to access the "Corporate MNP" site, what should I do?**

Please contact your IT team or Enterprise Admin/SPOC and ensure that Jio.com and related pages are not blocked as per your IT access policy.



**I am able to access the "Corporate MNP" site but am not able login through my employee id/registered mobile number, what should I do?**

Please contact your Enterprise Admin/SPOC or write to us @ [enterprisecare@jio.com](mailto:enterprisecare@jio.com) or call us @ 1800 88 99999. Jio will provide quick resolution to you problem.



## Corporate MNP- FAQs



**What is ICCID number?**

ICCID number is a 20 digit number mentioned at the back of the SIM jacket. This number is required to be submitted by the employee in "Corporate MNP" portal for successful port-in to Jio.



**What is UPC Code?**

UPC stands for Unique Porting Code, a mandatory requirement for MNP process. Employee will have to generate UPC code by sending SMS PORT <space> <Your existing 10 digit mobile number> to 1900 from corporate connection. Employee will receive UPC code starting with "C" along with expiry date in SMS from 1901.



**UPC code generated by me has expired and i have not submitted the details in the Corporate MNP portal, what should I do?**

Please generate the UPC code again and submit the details in "Corporate MNP" Portal.



**UPC code generated by me doesn't start with "C", what do I do?**

If UPC code doesn't start with "C", then the mobile number cannot be ported to Jio under Corporate MNP feature. Please check with your Enterprise Admin/SPOC about the ownership of the connection (Company Owned or Individual Owned)



**I have lost/damaged the Jio SIM, what should I do?**

Please contact your Enterprise Admin/SPOC or write to us @ [enterprisecare@jio.com](mailto:enterprisecare@jio.com) or call us @ 1800 88 99999. Jio will provide a new SIM and you can continue with same mobile number.

## Corporate MNP- FAQs



**I have submitted incorrect ICCID number in the Corporate MNP portal and the mobile number has been successfully ported to Jio, what should I do?**

Please contact your Enterprise Admin/SPOC or write to us @ [enterprisecare@jio.com](mailto:enterprisecare@jio.com) or call @ 1800 88 99999. Jio will provide a new SIM and you can continue with same mobile number.



**I have received SMS for successful Port- In to Jio and have inserted Jio SIM in smartphone still mobile number is not active, what should I do?**

Please contact your Enterprise Admin/SPOC or write to us @ [enterprisecare@jio.com](mailto:enterprisecare@jio.com) or call us @ 1800 88 99999. Jio will provide a speedy resolution to your problem.



**How will I know whether my smartphone works on Jio's network?**

Please access the site <http://www.jio.com/en-in/devices> to know compatibility of your device with Jio's network.

