

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

सं. 2017/Tele/11(2)/1

नई दिल्ली, दिनांक: 30/10/2018

The General Manager,  
All Indian Railways, All PUs, CORE/Allahabad  
DGs/RDSO & Railway Staff College, IG/RPSF  
CAOs/COFMOW, DCW, IRPMU & New PUs at Chappra & Rebareli  
Directors/IRISET, IRICEN, IRIEEN, IRITM & IRIMEE  
Chairman, All Railway Recruitment Boards.  
CMD/RailTel/Gurgaon.

**TELECOM CIRCULAR NO.66/2018**

**Sub: Extension of CUG facility for Indian Railways.**

- Ref: (i) RCIL letter no. RCIL/2014/DNM/CUG/523 pt-VII dated 26-09-2018.**  
**(ii) Rly. Board's letter no.2010/Tele/11(2)/1 dated 30.04.2015.**  
**(iii) Rly. Board's letter no.2017/Tele/11(2)/1 dated 20.08.2018.**

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The proposal for extension of existing CUG contract with M/s Bharti Airtel current service provider for 6 months from 01-05-2018 to 31-10-2018 was under consideration of Railway Board.

Railtel has carried out negotiation with the current service provider M/s Bharti Airtel and it has been decided by the Board that the current contract should be extended from 01-05-2018 to 31-10-2018, with revised rates, enclosed as Annexure-II. Other terms and conditions of contract will remain uncharged.

This issues with the concurrence of Finance Directorate of Ministry of Railways.



(Harish Pawaria)  
Director/Telecom

Phone No.: 011-23388504, 030-44613

e-mail: [dtele@rb.railnet.gov.in](mailto:dtele@rb.railnet.gov.in)

सं. 2017/Tele/11(2)/1

नई दिल्ली, दिनांक: 30/10/2018

- (i) PFAs, All Indian Railways and Production Units.  
(ii) The FA&CAOs/Constn., All Indian Railways.  
(ii) Dy. Comptroller and Auditor General of India (Railways), Room No. 224, Rail Bhawan, New Delhi.



For Financial Commissioner/Railways

Copy to:

- (i) F(X)II & Budget Branches, Railway Board.  
(ii) CSTEs/All Indian Railways.  
(iii) MD/RailTel for information & necessary action





A mind  
ratna enterprise

### Letter of Acceptance

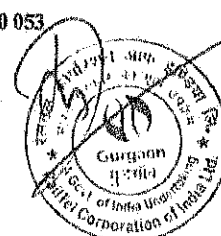
Firm Name	Bharti Airtel Limited	Order No.	1001810346
Firm Address	Plot16, Udhyog Vihar, Phase-IV,Gurgaon-122015, Haryana,	Issued For Operating Unit	RailTel-Corporate Region(OU)
		Issued By Operating Unit	RailTel-Corporate Region(OU)
Website		Issuing Date	18-SEP-18
Contact Person	Bharti Airtel Limited	Global Order.	Not Applicable
Phone No.		Tender Type and Opening Date	
Email Id		Tender No.	
Fax No		Bid No.	
PAN No.	AAACB2894G	Buyers Details with Department	Mr. Rajeev Kumar , Marketing
GSTIN		CST No.	
VAT		Validity From : 01-MAY-18	Validity To : 31-OCT-18

Work Description	Provision of Cellular Phones under CUG configuration for Railway Officers & Supervisors on All India Basis
Value of the Order (INR Figure and Words) :	


### Terms and Conditions

Section	Term & Condition
	<p>1. With reference to the above competent authority has accept your negotiated offer. RailTel is pleased to issue revised LOA in your favor for provision of approx. 3,00,000 nos. of GSM Mobile Connections under CUG Configuration to Indian Railways. The CUG connections be provisioned as per Terms and Conditions enclosed as Annexure-I. Call charges monthly rental and other details would be applicable as per details enclosed as Annexure-II, ISD Call charges as per annexure-III and 3G/4G charges as per Annexure-IV.</p> <p>2. Two copies of this LOA along with Annexure-I, II, III and IV are enclosed herewith. Please acknowledge the receipt of this LOA by way of returning a copy of the LOA and the Annexures (I, II, III and IV) duly signed by your authorized representatives as a token of acceptance.</p> <p>3. This LOA is valid from 01.05.2018 to 31.10.2018.</p> <p>4. All terms and condition as indicated in the Tender document and LOI would continue to 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 4236084-86, F : +91 124 4236084, W : www.railtelindia.com  
 Regd. Office : 6th Floor, IIIrd Block, Delhi Technology Park, Shastri Park, Delhi-110 053





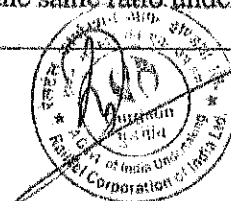
Seal of RailTel	
Issuing Authority Signature	
Issuing Authority Name, Department, Designation	Mr. Ashok Kumar Sablania, DNM, Executive Director

**Copy To**

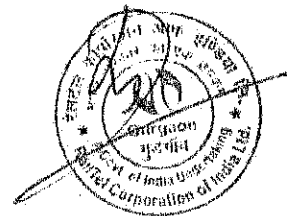
1. JGM/Finance/CO
- 2.
- 3.
- 4.
- 5.

Terms & Condition

SN	Items	Description
1	Description of the Items	Provision of Mobile Connections under CUG Configuration
2	Specification & Technical requirements	As per TRAI guidelines & Cl. 3.5 (ix) & 3.24 of the Tender document
3	Quantity	195,000 nos. of Mobile Connections (+/- 30%) under GSM configuration as per Cl. 3.24.1 of the Tender documents.
4	Element of rates	
i)	Rates:	As per Schedule of Requirement (annexure-II)
ii)	GST & other Taxes	Extra as per Clause 3.17 of Tender document
5	Total Value	As per Annex-II
6	Price Variation Clause	No higher side variation in price shall be applicable.
7	Consignee period	As per Clause 3.29 of Tender document
8	Warranty	As per Clause 3.15 of Tender document
9	Delivery period	30 days, (as per Clause 3.13 & 3.29 of Tender document)
10	Payment terms	As per Clause 3.16 of Tender document
11	Liquidated Damaged and Penalty	As per Clause 3.30 of Tender document  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, 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 & condition of contract.
12	Performance Bank Guarantee	Rs. 4.0 Crore valid for 40 months from date of issue of LOI
13	Bill Paying & passing authority	To be indicated in the JWO
14	Installation & Acceptance	As per Clause 3.29 of Tender document
15	Commercial Terms & Conditions (As per cl. 3.18 of Tender document)	
15.1	Charges to be paid to RailTel	Rs 120/- per connection per year in advance
15.2	Change/modification in free talk time	Any change/modifications (increase) in the free talk time announced by the operator would automatically be applicable to all CUG subscribers under this scheme
15.3	Downward revision of call charges	Downward revision of call charges announced by the operator would automatically be applicable to all CUG subscribers in the same ratio under this scheme.



15.4	Metering of all calls for all CUG subscribers under this scheme.	15 secs. Pulse rate (max.)
<b>Other important clauses (As per cl. 324.2 of Tender document)</b>		
16.1	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 @ Railways division/zone. They may be seated at Railway Regional HQ for proper coordination. Technical head of service provide (Circle wise) is required to meet Railway Co-Ordinator once in a month to resolve the network and coverage issue.
16.2	One (1) number of Manager Level Dedicated Single Point of Contact (SPOC) at Central level	One (1) number of Manager Level Dedicated Single Point of Contract (SPOC) to be nominated for national support for coordinating with headquarters at Railway Board level/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 @ 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 visited/seated at one of the assigned RailTel offices in Delhi/NCR as per requirement of Railways/RailTel.
16.3	Safe Custody of SIM	Safe custody of backup SIMs, if taken by Railway zone/division should be valid for minimum of 3 months.
17	All voice and data plans should be activated automatically from Airtel end without any special request from user.	
18	The revised rates will be applicable w.e.f. 01.05.2018.	



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

Description	Plan A	Plan B	Plan C	Plan D	Plan E	Plan F
<b>Monthly Rental (Fixed)</b>	0	0	0	0	0	0
Facility	National CUG	National CUG	Zonal CUG	Zonal CUG	Circle CUG	For Bulk SMS only
Free Calls Value (In INR) outside CUG	100	25	25	NIL	NIL	NIL
<b>Call Charges per minute</b>						
<b>Local</b>						
Cell to Cell (Y)	0.195	0.195	0.195	0.195	0.195	N/A
Cell to Fixed (Y)	0.195	0.195	0.195	0.195	0.195	N/A
<b>National Call</b>						
Cell to Cell (1.5Y)	0.2925	0.2925	0.2925	0.2925	0.2925	N/A
Cell to Fixed (1.5Y)	0.2925	0.2925	0.2925	0.2925	0.2925	N/A
<b>SMS</b>						
Local (Y)	0.195	0.195	0.195	0.195	0.195	0.07
National (Y)	0.195	0.195	0.195	0.195	0.195	0.07
<b>National Roaming</b>						
Outgoing Calls (1.5Y)	0.2925	0.2925	0.2925	0.2925	0.2925	N/A
Incoming Calls (1.5Y)	0.0	0.0	0.0	0.0	0.0	N/A
<b>GPRS (Data Services) per month for unlimited usage</b>	Free	Free	50	50	50	N/A
<b>The call charges and SMS charges, as above are only for outside CUG.</b>						

**Note:**

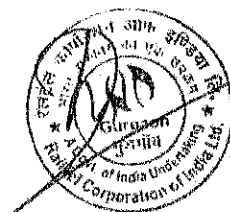
- i) GST and other Taxes as per extant notifications would be extra as applicable.
- ii) The above call charges have been specified in terms of per minute call period. However, the same shall be divisible by a factor of four, for arriving of tariff as per 15 second pulse rate, as specified in para 3.18.5 of the tender document.
- iii) 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.
- iv) The call charges/rates mentioned in the above Table are firm & shall be applicable during currency of the contract. However, if, during currency of the contract, TRAI lowers the tariffs below these rates, then these rates would also be decreased by the same % level with reference to the revised TRAI rates.



## Annexure-III

ISD Call Rates

Countries	PLAN A	PLAN B	PLAN C	PLAN D	PLAN E
USA, CANADA, UK, Singapur	6.00	6.00	6.00	6.00	6.00
Thailand, Malaysia	7.00	7.00	7.00	7.00	7.00
Bangladesh, Bhutan, Indonesia, Hong Kong, Kuwait, Bahrien, Pakistan, Srilanka, Nepal & UAE	9.00	9.00	9.00	9.00	9.00
Rest of world	12.00	12.00	12.00	12.00	12.00
SMS Charges	5.00	5.00	5.00	5.00	5.00
INMARSAT Calls	300.00	300.00	300.00	300.00	300.00





3G/4G Rates

Mobile Data Top-up Packs	
3G / 4G Plan in Rs.	Free Data (GB)
149	3
199	8
400	30
500	50
599	60
850	75
950	100

## Plans for Data Cards

Mobile Data Top-up Packs	
Rental in Rs.	Monthly Data (GB)
149	3
199	8
400	5 GB Monthly + 2 GB per day
500	8 GB Monthly + 3 GB per day
599	8 GB Monthly + 4 GB per day
850	12 GB Monthly + 6 GB per day
950	12 GB Monthly + 8 GB per day

AND

Infinity Plans		
Monthly Rental	Bundled Data	Voice Benefit
199	5	Unlimited local & STD minutes & Incoming Roaming & Outgoing Roaming + 100 SMS daily Local & National
299	8	
349	15	
399	30	
499	75	

## Note:-

- i) The above charges are excluding of any taxes.
- ii) COCP dongles- Above rates are applicable and device will be free of cost.
- iii) COIP dongles- Above rates are applicable and device is chargeable @ Rs.1500/- per device plus taxes.

