

I/80653/2023

OFFICE OF THE
CHIEF ADMINISTRATIVE OFFICER/PTS
STATE ENTRY ROAD, NEW DELHI-110055

No: CAO/PTS/142/Est./Pan India/HHT/TTE/2022

Dated: 17.04.2023

Principal Chief Commercial Manager(s),
(All Zonal Railways)

Sub: AMC of HHTs provided to Ticket Checking Staff over Indian Railways.
Ref: Railway Board letter No: B-25011/1/2015-C&IS dated 20/01/2021
jointly signed by ED/C&IS/RB & ED/TD/RB.

As on date, 28735 HHTs have already been supplied to Zonal Railways for Ticket checking staff under the following projects:

- a. 541 HHTs supplied in Dec-18/Jan-19 under the work of “Expansion of Hand Held Terminals for TTEs over Indian Railways” with a warranty support of 3 years.
- b. 9974 HHTs supplied in Jun/July-22 under the work of “Proliferation for Hand Held Terminals (HHTs) for TTEs deployed in trains on ticket checking duties over Indian Railways” with a warranty support 12 months from the date of complete commissioning or 18 months from the date of completion of supply of material whichever is minimum.
- c. 18220 HHTs supplied in Dec-22/Jan-23 under the work of “Pan India Rollout of Hand Held Terminals (HHTs) for TTEs” with a warranty support of 12 months from the date of complete commissioning or 18 months from the date of completion of supply of material whichever is minimum.

2. As per Railway Board’s directions, issued vide letter referred above, AMC has to be initiated by Zonal Railways (End-user branch). Zonal Railways are therefore requested to take urgent action in the matter, well in advance, for smooth and hassle-free working of these devices.

Digitally Signed by S.

Jagannathan

Date: 17-04-2023 12:31:25

Reason: (S. Jagannathan)

Chief Administrative Officer/PTS

Copy for kind information to:

1. ED/PM, Railway Board, New Delhi.
2. ED/C&IS, Railway Board, New Delhi.
3. GM/PMS/CRIS, Chanakyapuri, New Delhi.

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

No.B-25011/1/2015-C&IS


New Delhi, Dated: 20.01.2021


The General Manager(s),
All Zonal Railways;
MD/CRIS & CAO/FOIS

Sub: Maintenance and replacement of Datacom equipment of FOIS & other IT application network.

Representations have been received from Zonal Railways highlighting practical difficulties faced due to lack of clarity on the agency responsible for maintaining & replacement of the datacom equipment for FOIS network which has either completed or going to complete its codal life.

2. The matter has been examined in Board's office, and it has been decided in regard to such equipments of all IT applications, which have either completed or going to complete its codal life, that :
 - 2.1. All such Datacom equipment will be procured and maintained by S&T branch.
 - 2.2. All such Terminal Suport System (TSS) equipment should be procured and maintained by end-user branch.
 - 2.3. The above mentioned TSS & Datacom Equipment shall be as per technical specifications of RDSO/TEC/CRIS or other organization, which has developed & running the concerned application or as decided by the technical department in such a way that the equipment is compatible to run the application.
 - 2.4. Provision of fund for maintenance/replacement may be done by the end-user branch for both TSS & Datacom Equipment.


20.01.2021
(Umesh Balonda)
ED/TD/RB


20.01.2021
(Prithul Kumar)
ED/C&IS/RB