

I/71155/2023

Office of the
Chief Administrative Officer/PTS,
State Entry Road, New Delhi-110055

No: CAO/PTS/126/PHHT/Impl./2019

Dated: 11/01/2023

General Manager/PMS,
Centre for Railway Information Systems,
Chankyapuri, New Delhi

Sub: Details of Service Centers for Repair of 10000 HHT Devices.

- Ref: 1. This office letters of even number dated 18/10/2022 & 24/11/2022.
2. Your office letter no: 2016/CRIS/NDLS-HQ/PMS/PROJECTS/HHT/0161/PT-3 dated 05/09/2022.
3. Purchase Order no: 01205034100006 dated 01/02/2022.

Please connect this office letters of even number dated 18/10/2022 & 24/11/2022 referred (1) above, wherein, it was informed that CRIS help desk staff was advising Railway ticket checking staff to deposit faulty HHT devices in respective Zonal Headquarters whereas as per warranty clause Railway official Should deposit the faulty devices at Service Centers, which is causing confusion & delay in repairing of HHT devices. It was also requested to provide details of all "After sales Service Centers" across India for repairing of HHT devices. But, response from CRIS is still awaited in this regard.

CRIS is again requested to look into the matter immediately and provide details of all "After sales Service Centers" across India for repairing of HHT devices.

(Sudhir Kumar Tyagi)
Chief Administrative Officer/PTS

Copy to ED/PM & ED/C&IS, Railway Board, New Delhi for kind information.