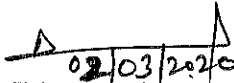


Indian Railways is carrying more than 2 Cr. passengers daily on its network. The operation of trains for such a mammoth number of passengers requires continuous coordination & communication with its employees for Safety & punctuality of train Operations.

Indian Railways have been using SMSs for Operational, Maintenance & Safety of Train Operations. These SMSs are also used for Preventive/Breakdown maintenance of important equipment being used for Train/Passenger Safety as well as Passenger Amenities and Disaster Management. These SMSs are delivered to Railway employees within the CUG(Closed User Group) i.e. SMSs are delivered from one Railway CUG number to multiple Railway CUG numbers for the above requirements. The number of SMSs sent from one such SIM/day is more than 100/SIM/day, sometimes reaching in level of 1000 SMSs per day. These messages are required to be sent from a large number of SIMs within the CUG in Indian Railways.

However as per Imposition of Telecom Tariff Order(TTO) 54th Amendment dated 05.11.12, the service providers are not mandated to allow sending of more than one hundred SMS per day per SIM at concessional rate and a minimum tariff of fifty paisa per SMS is fixed for all SMSs beyond one hundred SMSs per day per SIM. Due to this Indian Railways have been facing difficulties in sending bulk SMSs within its own CUGs which are required for maintenance & operational purpose. The purpose of this TTO is perhaps to curb UCC(Unsolicited Commercial Communication) but it has failed to take into consideration the genuine requirements of Organisations such as Indian Railways, which have to send bulk SMSs for Operational, Maintenance & Safety of Train Operations. The above Telecom Tariff Order 54th Amendment is causing undue financial strain on the Indian Railway's resources due to imposition of minimum tariff of fifty paisa beyond 100 SMSs/SIM/Day.

In view of above, recommendation/suggestion of TRAI, as circulated vide Draft "The Telecommunication Tariff (Sixty Fifth Amendment) order, 2020" are absolutely essential and deletion of schedule XIII to the principal tariff order is required.


02/03/2020
Director/Telecom
Ministry of Railways.