



EAST COAST RAILWAY

प्रधान मुख्य कार्मिक अधिकारी का कार्यालय/
Office of the Principal Chief Personnel Officer
रेल सदन, द्वितीय तल, भुवनेश्वर- 751017
Rail Sadan, IInd Floor, Bhubaneswar-751017

स्थापनाक्रमांक/Estt. Srl. No. 141/2021
पूतरे/कार्मिक/आर/ECOR/Pers/R/Misc.

RBE No-87/2021
Date: 15.12.2021

सेवा मे,

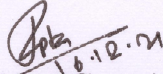
सभी प्रमुख विभागाध्यक्षों/समन्वयक विभागाध्यक्षों, पूतरे/भुवनेश्वर
मं.रे.प्र/व.मं.का.अधिकारी/मं.का.अधिकारी-खोरधा रोड, बालतेरू, संबलपुर,
मु.कारखाना प्रबंधक/कारखाना कार्मिक अधिकारी- मंचेश्वर, अतिरिक्त रजिस्ट्रार/रेल दावा अधिकरण,
उ.मु.का अधिकारी(नि.)/भुवनेश्वर
महासचिव/इकोर श्र. कां., महासचिव/इकोर श्र. यू.,
महासचिव/एआईओबीसीआरईए, महासचिव/ एआईएससीएसटीआरईए

Sub: Revision of Designations of Telephone Operators.

उपर्युक्त विषय पर रेलवे बोर्ड पत्र सं. PC-III/2021/Standarisation दिनांक 26.11.2021 की प्रतिलिपि सूचना, मार्गदर्शन एवं आवश्यक कार्रवाई हेतु अग्रेषित है।

A copy of Railway Board's letter No. PC-III/2021/Standarisation Dated 26.11.2021 on the above quoted subject is forwarded herewith for information, guidance and necessary action.

Encl: As above,


(Prakhar Gupta)

**Dy. Chief Personnel Officer (HQ)
For Principal Chief Personnel Officer**

प्रतिलिपिप्रेषित/Copy to :

- 1) महाप्रबंधक के सचिव/पूर्व तट रेलवे, भुवनेश्वर
- 2) उप म.प्र., मुकाधि/मुकाधि(प्रशा.), मुकाधि(औ.सं.एवं कल्याण)
- 3) अध्यक्ष(रेलवे भर्ती प्रकोष्ठ), उप मुख्य प्रबंधक(सू.प्रौ),
- 4) मुकाधि के निजी सचिव/सहा.कार्मिक अधि.(I/बिल),



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

RBE 87/2021

No. PC-III/2021/Standardisation

New Delhi, 26.11.2021

The General Managers,
All Indian Railways/Pus etc. (As per Standard Mailing List)

Sub.: Revision of Designations of Telephone Operators.

Conventional duties of Telephone Operators involve conducting of conference calls, connecting calls to various officials as desired besides other official work. With the advancement in technology, the number of conference calls, calling through operators, etc. has been reduced considerably. As such, the Telephone Operators have taken up various new roles in the Telecom Department after being imparted new skills and on the job training for conducting Video Conferencing. These modes of Conferences have now become the norm and the Telephone Operators ensure disruption free functioning of these important services.

2. In view of the above, it has been decided by the Railway Board that conducting of VCs may be included in the duties of telephone operators and they may be re-designated as Telephone cum VC Operators in Railway Board as well as in Indian Railways. There would, however, be no change in the present pay levels of the Telephone Operators to be re-designated.

3. The revised designations may be implemented as follows:

<u>Sl. No.</u>	<u>Present Desig.</u>	<u>GP and Level</u>	<u>Re-designated as</u>
1	Telephone Operator	Rs.1,900, PB-1, L-2	Telephone-cum-VC Operator
2	Senior Telephone Operator	Rs.2,400, PB-1, L-4	Senior Telephone-cum-VC Operator
3	Chief Telephone Operator	Rs.4,200, PB-2, L-6	Chief Telephone -cum-VC Operator
4	Superintendent Telephone Operator	Rs.4,600, PB-2, L-7	Superintendent Telephone -cum-VC Operator

4. This issues in consultation with the Establishment Dte. and Telecom Dte.

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26/11/21
(M. K. Gupta)
EDPC-II
Railway Board