

GENERAL INFORMATION AND INSTRUCTION

1 TELEPHONE EXCHANGES IN EAST COAST RAILWAY

1 In East Coast Railway all the divisional headquarter exchanges are connected to the zonal headquarter exchanges by 2 MB level and have a close numbering scheme as under.

Head quarter office at CSP -----	52XXX , 54XXX , 56XXX
Head quarter office at MCS -----	58XXX
KUR Divisional Headquarter office -----	72XXX , 73XXX
WAT Divisional Headquarter office-----	82XXX , 83XXX
SBP Divisional Headquarter office -----	62XXX , 63XXX

1 All divisions havetheir own DRM Intercom Exchanges apart from the main exchanges. All the DRM intercom Exchanges are connected to Zonal headquarter GM Intercom exchange by E&M trunks .

2 TRUNK SERVICES.

2 Trunk Operator Services are existing at Headquarter office at CSPUR from 06:00 Hrs to 22:00 Hrs on all working days and from 06:00 Hrs to 14:00 Hrs on Sundays and on all Holidays and can be accessed by dialling "180". However Subscribers of CSPUR Exchange can avail the Trunk Services of KUR Division beyond these hours by dialling 181.

2 Trunk Operator Services are also existing at divisional headquarter offices at KUR , VSKP , SBP and are open in all days and can be accessed by dialling "180" from respective divisions.

2 CSP Trunk board is connected directly with KUR , VSKP , SBP , GRC(SER) , SC(SCR) , Railway Board (New-Delhi)

2 Subscribers wishing to utilise trunk services may please note the followings :

- a) Subscribers should indicate the Railway , Name , Designation , Telephone Numbers of the called party while booking a Trunk call . This will enable quicker services.
- b) Calls can be matured as per standing authorisation.
- c) Subscriber , Who book trunk calls and are required to leave their seats are requested to inform the trunk operators regrding diverting or cancellation of the call.
- d) Subscribers are requested to be brief in their conversation keeping in view the heavy trunk traffic being handled on the trunk

channels.

e) On occasion and Emergencies when "TOP PRIORITY" traffic has to be put through, officers who are connected at that instant on the trunk channels may be requested by the operator to terminate the call. The officers are requested to co-operate with the trunk operator under such eventualities.

3 CSP Exchange is connected directly with MCS, KUR, VSKP, CTC, BSP, BBS, SBP, GRC, Railway Board (NDLS), SC.

3 Complaints regarding non-function of Telephones may be given in the Telephone No. "198". All the efforts will be made to rectify the faults as early as possible. However, if the faults persist for more than 3 days, the complaint may be sent in writing to Dy. CSTE/Tele/EcoR.

3 For Shifting of Railway Telephone, Subscriber should give adequate notice to SE/Tele/Concerned in advance giving detailed information.

4 Subscribers wishing to utilise telephone services may please note the followings:

- a) Please make sure of the phone numbers before dialling.
- b) Please speak clearly and distinctly with moderate tone.
- c) Please be brief in conversation over Telephone.
- d) Be conversant with Dial Tone, Ringing Tone, Engaged Tone, Number un-obtainable Tone etc.
- e) To avoid delay, disclose your identity and avoid the words like "Hallo" & "Yes".

4 BSNL TELEPHONE SERVICE.

Officers provided with BSNL phones are requested to ensure the followings:

- a) Timely payments of BSNL Bills to avoid disconnection.
- b) Dynamic STD lock to avoid unauthorised access.
- c) Enquiry of BSNL Phone shall be made to the Telephone No. "197"
- d) Complaint regarding BSNL phones shall be made to the Telephone No. "198/2198" and obtain the docket number for pursuing early rectification.
- e) For new BSNL Telephone connection, approval of competent authority may be taken and the proposal should be forwarded to CSTE/EcoR.
- f) Officers staying in outside and provided with BSNL Phone must ensure that possession of Telephones and Directory is taken while occupying and handed over while vacating the accommodation to concerned SE/Tele.
