

Eastern Railway
(Personnel Department)
17 N. S. Road, Kolkata - 700 001

Serial Circular No.104/2021

No. E/PC-VII/2016/Policy (Vol.II)

Kolkata, Dated: 10/12/2021

All Concerned

(as per standard list)

Sub: Revision of Designation of Telephone Operators.

A copy of Ministry of Railways (Railway Board)' letter bearing no. PC-III/2021/Standardisation, dated 26/11/2021 (RBE No. 87/2021) is sent for information and further necessary action.

DA: As above.



(Pallavi Goswami)

Dy. Chief Personnel Officer/HQ

For Pr. Chief Personnel Officer

Phone No. 24106(Rly.)

10/12/2021

Index No. 1049: Revision of Designation of Telephone Operators

(03)

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

RBE 37/2021

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

Rail Bhawan, Raisina Road, New Delhi, 110001

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PCPO
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CPO (A)

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