



रेलटेल कॉर्पोरेशन ऑफ़ इंडिया लिमिटेड (भारत सरकार का उपक्रम)

RailTel Corporation of India Ltd. (A government of India Enterprise)

www.railtelindia.com

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Press Release

RailTel makes special arrangements for providing Communication using Station Wi-Fi to stranded passengers of the two trains stuck last week on Lumding-Badarpur hill section in Assam because of heavy rains which led to total break-down of mobile services of all mobile operators in the affected area.

The affected area falls under Lumding Railway division of Northeast Frontier Railway (N. F.R)

Passengers could communicate with their relatives and families about their well-being using this special arrangement.

The Railway Administration also used this connectivity facility for organising relief and rescue operation effectively.

The Wi-Fi facility already available at Railway stations provided by RailTel Corporation (A Mini Ratna Central Government PSU of Ministry of Railways) proved very useful in providing this connectivity.

Local RailTel staff rose to the occasion to make this arrangement technically feasible.

The users of this facility were quite appreciative of Railways and felt satisfied.

Inclement weather and incessant rain led to cause massive landslides and water logging at several locations in Lumding (District: Hojai)- Badarpur (District: Karimganj) hill section in Assam falling under Lumding Railway division of Northeast Frontier Railway (N. F.R). Massive landslides and water logging resulted in huge damages to the railway track, bridges, road and communication network in this hilly terrain early this week.

NFR Railway zone had geared up its entire machinery and controlled train services over the affected section due to this serious condition. However, two trains got stranded in these flash floods each with about 1400 passengers - one Train No. 15616 Silchar - Guwahati express at Ditokcherra station (District:Dima Hasao, Assam) and another Train No. 15615 Guwahati - Silchar express at New Haflong station (District: Dima Hasao, Assam). Railway Administration initiated massive evacuation operation with the help of Air Force, The Railway Protection Force (RPF) National Disaster Response Force. (NDRF), Assam Rifles and local people.

But another big challenge was to find some solution for total break-down of mobile services of all mobile operators in the affected area which left passengers and railway administration isolated from the world. Passengers were unable to communicate with their relatives and families about their well-being causing unrest and anxiety to them.



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In this difficult situation the Wi-Fi facility already available at Railway stations provided by RailTel Corporation (A Mini Ratna Central Government PSU of Ministry of Railways) proved very useful in providing connectivity. Local RailTel staff rose to the occasion working shoulder to shoulder with NFR administration and made special arrangements for passengers to use station Wi-Fi to contact their families. The Railway Administration also used this connectivity facility for organising relief and rescue operation effectively. This special arrangement was done by temporarily suspending the requirement of OTP on the mobile phone of a user, as required under standard procedure for authentication purpose as mobile services were down in that area.

This connectivity was provided at – Ditokcherra (Station Code:DTC), New Harangajao (Station code: NHGJ), New Halflong (Station Code:NHLG) all in Dima Hasao District, Damcherra (Station Code: DCA)in Cachar District in Assam falling under Luming divison of NFR.

The users of this facility were quite appreciative of Railways and felt satisfied.

About RailTel:

RailTel, a "Mini Ratna (Category-I)" Central Public Sector Enterprise under Ministry of Railways, is one of the largest neutral telecom infrastructure providers in the country owning a Pan-India optic fiber network covering several towns& cities and rural areas of the country. Along with a strong a reliable network of 61000+ RKM of Optic fibre, RailTel has two MeitY empaneled tier III data centers as well. With its Pan India high-capacity network, RailTel is working towards creating a knowledge society at various fronts and has been selected for implementation of various mission-mode projects for the Government of India in the telecom field. RailTel offers a bundle of services like, MPLSVPN, Telepresence, leased line, Tower Co-location, Data center services etc. RailTel is also working with the Indian Railways to transform railway stations into digital hub by providing public Wi-Fi at railway stations across the country and 6100+ stations are live with RailTel's RailWire Wi-Fi

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