

1. Customer & Supply Details

- **Customer:** Western Railway – Ministry of Railways, Government of India
- **Organisation Zone:** Western Railway, Mumbai & Ahmedabad divisions
- **Product Model:** SCS 2200mAh NiMH Spare Battery Pack (Model: SPH-2301)
- **Quantity Supplied:** 5,807 units
- **Supply Objective:** Provide reliable power backup for STC-700 handheld transceivers used in operational and field communications across Western Railway's network.

2. Product Overview & Key Features

The SCS 2200mAh NiMH Spare Battery Pack is designed for high-performance and long-lasting operation in professional-grade transceivers, ensuring uninterrupted communication in railway operations.

Key Features:

- **Battery Chemistry:** Nickel–Metal Hydride (NiMH)
- **Rated Capacity:** 2200mAh
- **Nominal Voltage:** 7.2V
- **Compatible Devices:** Sanchar STC-700 handheld transceivers
- **BIS Certified:** IS 16046 (latest) under Compulsory Registration Scheme (BIS Reg. No. R-81007706)
- **OEM Part Number:** SPH-2301
- **Durability:** High cycle life with consistent output for heavy-duty use
- **Warranty:** 12 months OEM warranty
- **Safety Compliance:** Tested and certified by NABL-approved laboratory

3. Technical Implementation & Deployment

Delivery Schedule:

- Phase 1: 2,246 units to GSD/Mahalaxmi and 3,561 units to GSD/Sabarmati by 01-Dec-2023
- Phase 2: Remaining units as per operational requirements in 2024 deployment

Inspection:

- Conducted by RITES (Northern Region Inspection Officer) at Sanchar's manufacturing facility, Okhla Industrial Area, New Delhi
- 100% units passed pre-dispatch inspection for compliance with OEM specifications

Deployment:

- Integrated into existing STC-700 transceiver network for train operations, yard coordination, and security communications
- Ensured uninterrupted service during long-duration shifts and emergency scenarios

4. Operational Impact

- **Enhanced Communication Reliability:** Continuous power for handheld transceivers ensured zero down-time in train control and safety communications
- **Cost Efficiency:** Long service life reduced frequency of battery replacements
- **Operational Readiness:** Spare battery availability improved response time in field operations
- **Safety Assurance:** Certified batteries minimized risks of malfunction in critical environments

5. After-Sales Service & Performance Feedback

- **Warranty Coverage:** 12-month OEM warranty with commitment for timely rectification within 3 working days of defect notification
- **Support Network:** Dedicated Sanchar service team available for Western Railway across Mumbai and Ahmedabad zones

User Feedback:

- Appreciated long backup duration and consistent performance under heavy usage
- Positive response on quick supply turnaround and compliance with railway inspection protocols

6. Advantages Delivered to the Customer

- **Operational Continuity:** Eliminated communication downtime during high-traffic and emergency operations
- **Quality Assurance:** Pre-dispatch inspection ensured defect-free delivery
- **Value for Money:** Durable battery packs with extended lifecycle reduced maintenance costs
- **Standard Compliance:** Fully BIS-certified and railway-approved components

Conclusion:

The supply of 5,807 BIS-certified SCS 2200mAh NiMH Spare Battery Packs has significantly strengthened Western Railway's handheld communication infrastructure. With strict quality checks, timely deliveries, and responsive after-sales service, Sanchar Communication Systems has once again demonstrated its ability to deliver reliable, compliant, and mission-critical power solutions for India's vital transportation networks.