



# NeGC - KOCHI

BEST PRACTICES ON  
INDIAN RAILWAYS



# BEST PRACTICES

- Set of guidelines, ethics or ideas ~ most efficient or prudent course of action.
- Consistently show results superior to those achieved with other means
- Process of developing and following a standard way of doing things that multiple organizations can use.
- Maintain quality as an alternative to mandatory legislated standards and can be based on self-assessment or benchmarking



# OVERVIEW

## CUSTOMER FOCUS

- PASSENGER
- FREIGHT
- PARCEL
- INTERNAL



# PASSENGER BUSINESS

## RESERVED TICKETING

- **ANYWHERE TO ANYWHERE TICKETING.**
  - INTERCONNECTIVITY OF PRS CENTERS.
  - E - TICKETING - NOW 48% OF THE TOTAL
    - ON INTERNET
    - ON MOBILE PHONES (SMS BASED )
- **EXPANSION TO NEAR HOMES.**
  - THROUGH
    - POST-OFFICES, DEFENCE
    - STATE GOVERNMENT OFFICES
    - DISTRICT HEAD QUARTERS.
  - E-TICKETING THROUGH IRCTC AGENTS.



# PASSENGER BUSINESS UNRESERVED TICKETING

## ○ MISSION ZERO QUEUES

- UTS > 90%
- ATVMS > 1000
  - SUBURBAN TRAFFIC.
  - NON-SUBURBAN .
  - SMART CARD
  - CASH & COINS
- HAND HELD TERMINALS
- UTS ON MOBILES PLANNED



# PASSENGER INFORMATION SYSTEM

- TRAIN ENQUIRY, PNR STATUS.
- 139 : PHONE, SMS ; WEB
- NATIONAL TRAIN ENQUIRY SYSTEM
- **CONTROL OFFICE APPLICATION .**
- REAL-TIME (RTIS). (GPS )



# FREIGHT BUSINESS

## FOIS

- BOOKING .
- LOADING & UNLOADING TERMINALS.
- RAILWAY RECEIPTS
- TRACKING
- BALANCE SHEET & APPORTIONMENT OF EARNINGS PLANNED.
- **TRACK AND TRACE FACILITY ON WEB & MOBILES**
- **E-FORWARDING NOTE AND E-RR PLANNED (ELECTRONIC TRANSMISSIO).**



# FREIGHT BUSINESS

## E-PAYMENT & DECISION SUPPORT SYSTEM

### ○ E-PAYMENT

- NOW 75% FREIGHT REVENUE .
- ALL MAJOR CUSTOMERS.
- FASTER REALISATION OF DUES.
- EASE OF ACCESS AND AVAILABILITY.

### ○ DECISION SUPPORT SYSTEM

- RAKE ALLOCATION SYSTEM FOR COAL & IRON-ORE TRAFFIC STARTED .
- TERMINAL PIPELINE MANAGEMENT SYSTEM (TPMS) PREVENT CONGESTION .





# CREW MANAGEMENT SYSTEM

- BOOKING OF TRAIN CREW BASED ON SMS.
  - REDUCED PRE-DEPARTURE DETENTIONS.
  - SAVING IN MAN-POWER.
  - UNIFORM REST TO CREW.
  - GENERATION OF UNIFORM MILEAGE BILLS FROM THE SYSTEM.



# PARCEL BUSINESS & REFUNDS - CLAIMS

- COMPUTERISATION COMMENCED
  - PILOT PROJECT ON NEW DELHI HOWRAH .
  - EXPANSION UNDER ROLL-OUT
  - TRACK & TRACE FACILITY .
- CLAIMS AND REFUND OFFICES.
  - RAILWAY CLAIMS OFFICES AND THE RAILWAY CLAIMS TRIBUNALS LINKED
  - CLAIMS CASES CAN BE MONITORED.



# IT & e GOV

I AM THE GOAL, SUPPORT,  
MASTER, WITNESS, ABODE,  
REFUGE, FRIEND, CREATION,  
DISSOLUTION, MAINTENANCE,  
STOREHOUSE, & ETERNAL SEED.

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THANK YOU