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

CH 9:18
THANK YOU