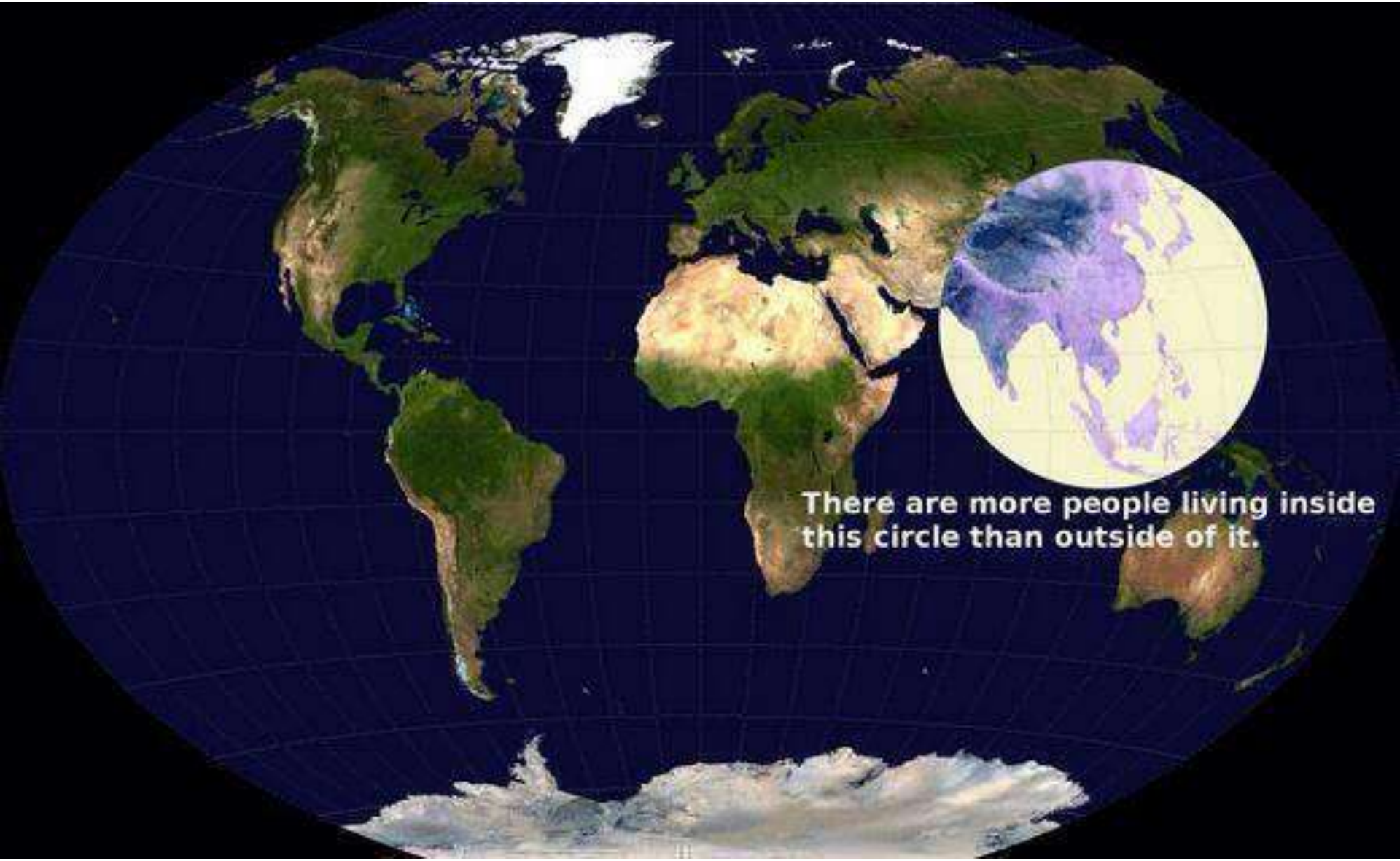
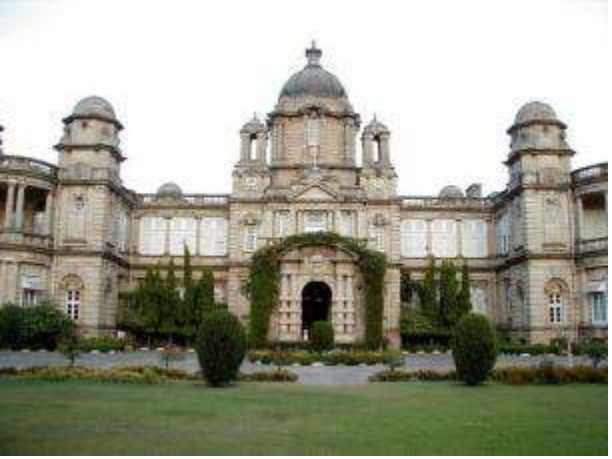

WELCOME TO
INDIA

WELCOME TO INDIA
WELCOME TO INDIAN RAILWAYS


There are more people living inside
this circle than outside of it.



NATIONAL ACADEMY OF INDIAN RAILWAYS
AND
ASIAN INSTITUTE OF TRANSPORT DEVELOPMENT

WELCOME THE PARTICIPANTS
OF
BIMSTEC PROGRAM

ON COSTING AND PRICING OF RAIL TRANSPORT SERVICES

COURSE DIRECTOR

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- Mobile
- Office

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Associate Course director

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- Email — ppm@mailrscbrc.ac.in
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Local Visit on

08-02-2014

And

09-02-2014

Date	S1-S2	S3-S4	S5-S6
03.02.2014	Registration, Introduction, by SPMGT Inaugural session keynote Address by DG/NAIR Photographs at 1100 hrs	Strategic costing and pricing by Mr. Sanjeevan Kapshe, Ex Faculty NAIR	Global Economic Scenario By T C A Srinivas Raghavan, Business line
04.02.2014	Fundamentals of costing By S J Joshi Institute of Cost Accountants	Allotment of projects on Cost reduction by SPMGT	Cost Effective Transport for Economic Growth by Mr. Raghu Dayal
05.02.2014	Pricing in Public Utilities, Social-Benefit Cost Analysis By Nitin Ghag Senior Economist	The Estimation of Indian Railway Cost Function by Dr Alivelu, Associate Professor, Centre for Economic and Social Studies	Principles of Freight Pricing by Mr. K. Siva Prasad,CFTM
06.02.2014	Economic Cost and Benefits of Railway Transport by Professor Raghuram, IIM ADI	Costing and Pricing of container services by Ms. Alli Rani, Director Finance, CONCOR	Meeting with DRM/ BRC
07.02.2014	Accounting Reforms and Transport Costing by Mr. R.K.Minocha, ED Accounting Reforms/Railway Board	Costing and Pricing of Infrastructure Services under Regulatory Environment by By Mr. D.K.Joshi, Chief of Research, CRISIL	Costing and Pricing for sustainable transport services by SPFM

08.02.2014	**Local Visit**		
09.02.2014	**Local Visit**		
10.02.2014	Classification of Commodities by Mr. B.V.L.Narayana, Ex. SPTM/NAIR	Activity Based Costing by Mr. Mohit SInha , FA&CAO/C/NR	Costing and Pricing of RO RO Services by Vidhan Sinha, Konkan Railway
11.02.2014	Enhancing revenues through optimum pricing of services by Mr Sanjay Upreti	Revenue Maximization through dynamic pricing of Rail services by Ms. Neelam Sanghi, Dedicated Freight Corridor	Principles of Railway Passenger Pricing by Mr. A.K.Srivastava, CCM/PS
12.02.2014	Pricing, Cost Recovery and Production Efficiency in the Indian Railways by Mr. Anand Venkatesh, IRMA	Determination of pricing of transport services in PPP projects by Ms. Kalpana Dubey, E D Finance, RDSO	Costing Exercise by Mr. G.D.Paul, Railway Board
13.02.2014	Country Presentations by Participants	Country Presentations by Participants	Valedictory by DGSPMGT

Visits

	Activities	Date	Time
1	Visit to local market and crossword		17.00 hrs
2	Visit to Palace		15.00 hrs
3	Visit to Heritage Railway Museum		11.15hrs
4	Cultural Programme		19.00 hrs

PRESENTATIONS BY PARTICIPANTS

- Introduction to their country economic and transport environment .
- Costing and pricing of a transport service in participants country
- How to make Railway systems of their country profitable

- 13 February 9 00 hrs

BANGLADESH			
1. Mr. Sukumar Bhowmick	Additional Chief Engineer, Tongi-Bhairab Double Lane		
2. Mr. Syed Zahurul Islam	Director (Traffic), Bangladesh Railway, Rail Bhawan, Dhaka		

CAMBODIA			
1. Mr. Chreung Sok Tharath	Deputy Director of Railway Department, Ministry of Public Works and Transport Royal Railways of Cambodia, Norodom Boulevard, Phnom Penh, Cambodia	Tel: 00-855-23-426140 Mobile : 00-855-11-456878	Fax : 00-855-23-426140 E-mail : tharath@gmail.com

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INDONESIA				
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2		Karya Building, 25th Floor, Jl. Medan Merdeka Barat No.8 Jakarta 10110	Tel: 0062-21-3517602 Mob: 00-62-8121078939	paramitanugraha@gmail.com

MALAYSIA				
1.	Mr. Abdul Salim Shah Abdul Aziz	Manager Corporate Planning, KTMB, No. 21, Jalan Meru 10, Taman Meru 4, 42200 Klang, Selangor, Malaysia	Tel: 03 2263 1445 Mob: 019 336 0728	salimshah@ktmb.com.my
2.	Mrs. Norhanani Jaapar	Manager Corporate Planning, KTMB, No. 7, Jalan Teratai 1/9d, Taman Putra, 56100 Ampang, Kuala Lumpur, Malaysia	Tel: 603-2263 1447 Mob: 6012-244 0744	Fax: 603-2710 5719 norhanani@ktmb.com.my

MYANMAR				
1..	Mr. Aung Moe Kyaw	Traffic Manager (Operating) Myanmar Raiways Myanmar		
2..	Mr. Aye Maung	Division Traffic Manager Myanmar Raiways Myanmar		

NEPAL				
1.	Mr. Rishi Paudel	Legal Officer, Department of Railways, Battishputali, Kathmandu, Nepal		

PAKISTAN				
1.	Mrs. Maryam Gillani	Manager Administration, REDAMCO, Pakistan Railways House # 18, Ibn-eSina Road, G-10/3, Islamabad (BS-18)	Tel: 00-9251-2353444-7 Mobile:00-92-03218502990	Fax No. 00-9251-2353449 Email: syedamaryamgillani@gmail.com
2.	Miss. Bushra Rehman	STO/G, Pakistan Railways, Headquarter Office, Lahore		bushrarehmancsp@yahoo.com

SRI LANKA			
Mr. Gonapeenuwala Vithanage Srath Sisira Kumara	Commercial Superintendent, Sri Lankan Railways P.O. Box 588, No.1, D.R. Wijewardana Mawatha, Colombo 10, Sri Lanka		
Mr. Chandrasena Nandasiri Ranasinghe	Acting Divisional Transportation Superintendent, Sri Lankan Railways P.O. Box 588, No.1, D.R. Wijewardana Mawatha, Colombo 10, Sri Lanka		

THAILAND			
Miss Sukanya Samsee	Chief of Centre Attached to Governor, State Railway of Thailand, Bangkok	Tel: +66-22-204231 Mobile: +66-16484187	sukanyasamsee@gmail.com
Miss Chonlanee Treephunprasert	Chief, Pricing Section, Marketing Division, Marketing Development, State Railway of Thailand, Bangkok	Tel: +66-22-204253 Mobile: +66-918870377	srt.pricing@gmail.com

VIETNAM			
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Mr. Do Quang Van	Chief of Safety Department, Saigon Railway Passenger Transport Company Vietnam Railways	Tel: +84 8 39143807 Mobile: +84 903819282	Fax: +84 8 38216838 doquanvangsg@yahoo.com

INDIAN RAILWAYS			
Mr. Ramanand Bhagat	Deputy FA, CSTM, Mumbai – 1	Mobile: 9987640107	

TIMINGS

DINING

Breakfast	08:00 to 09:00 hrs.
Lunch	13:15 to 14:10 hrs.
Dinner	19:30 to 21:00 hrs.

LIBRARY

Monday to Friday	Saturday
0930 – 2000 hrs	1000-2000 hrs (Lunch Break 1300-1500 hrs)

COMPUTER CENTER

0800 – 2400 hrs on all the days.

GATE

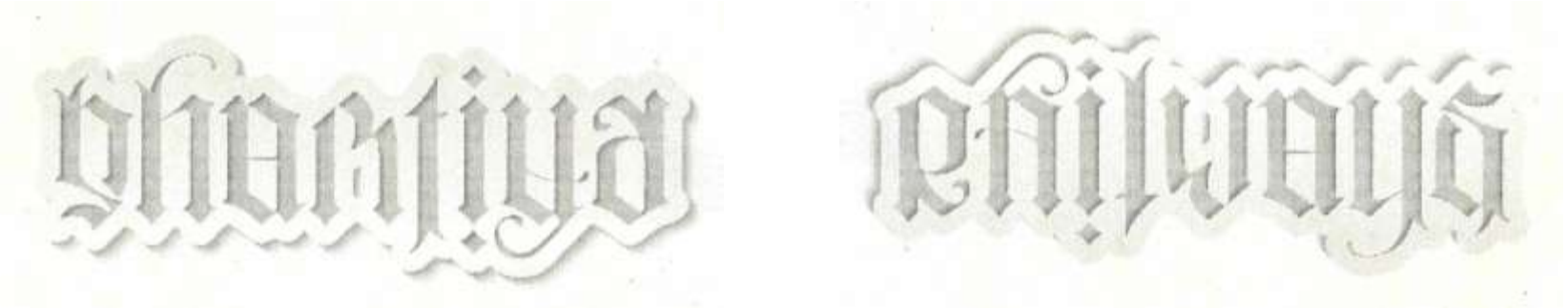
Lalbaug gate	Open for 24 hours
Manjalpur gate	06:00 to 22:00 hrs.
Pratapnagar gate	06:00 to 22:00 hrs.

CLOTH WASHING FACILITY

Monday, Wednesday and Friday	18:30 to 21:00 hrs.

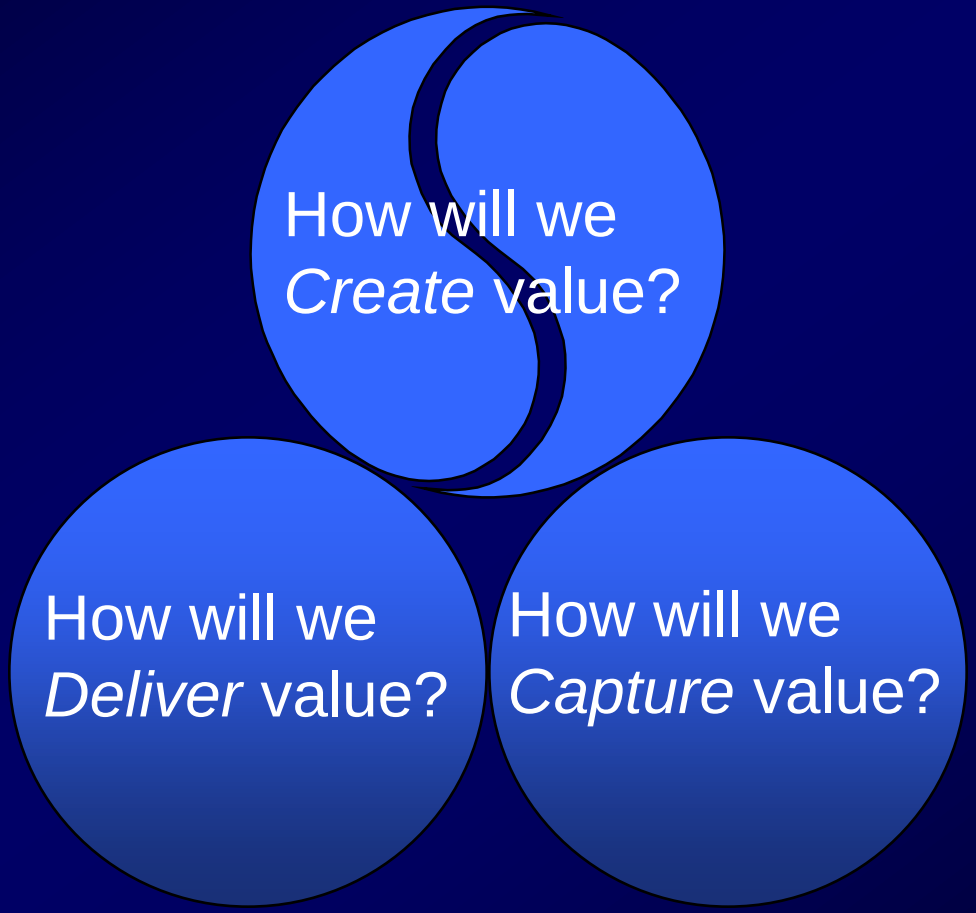
Lets start

- Kindly fill in bio data form and submit
- Class Representative

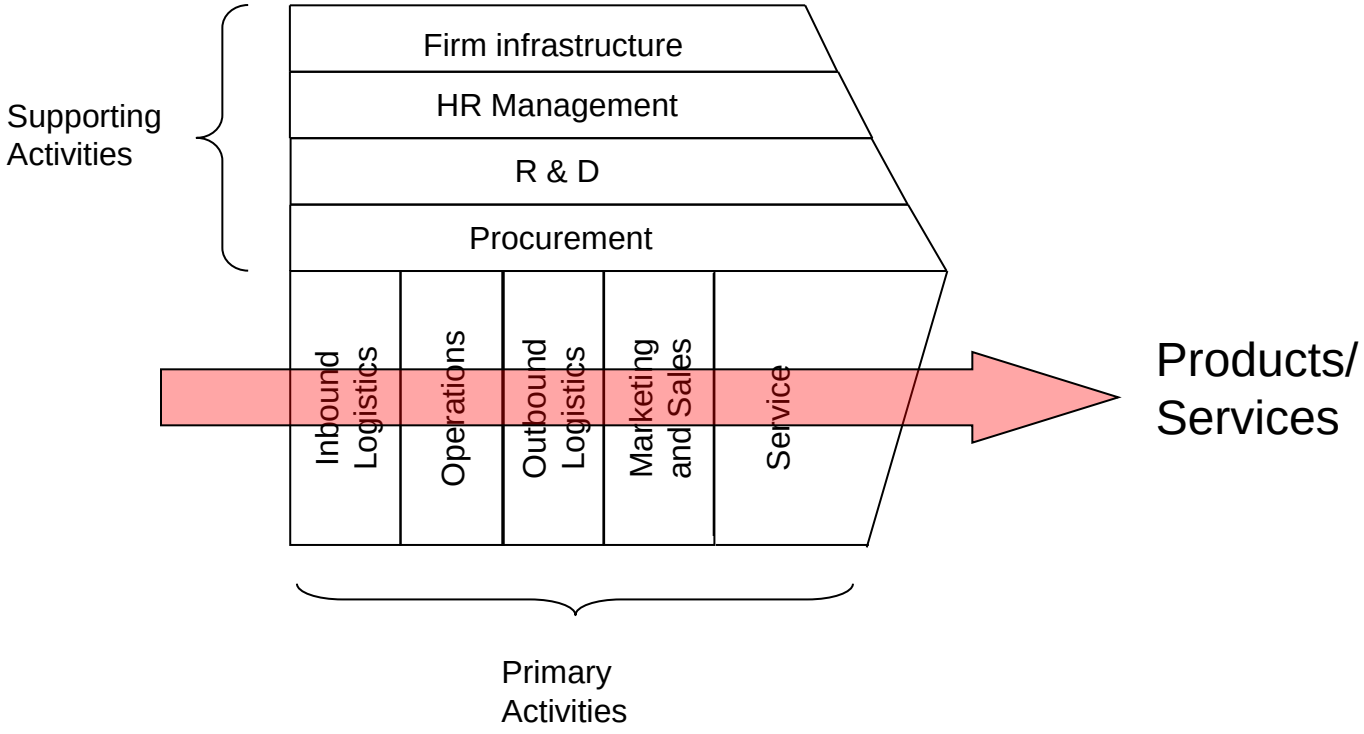


स्वागतम्

Permanent questions for Business



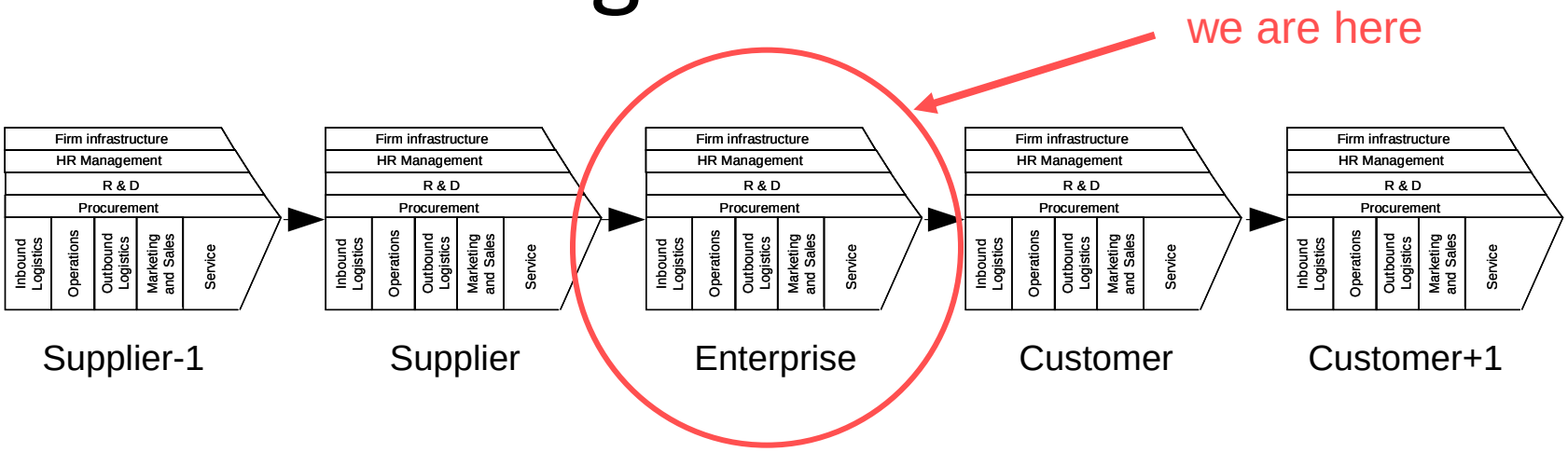
Porter's "Business Value Chain"



"A process can be seen as a 'value chain'. By its contribution to the creation or delivery of a product or service, each step in a process should add value to the preceding steps."

Rummler and Brache, Improving Performance

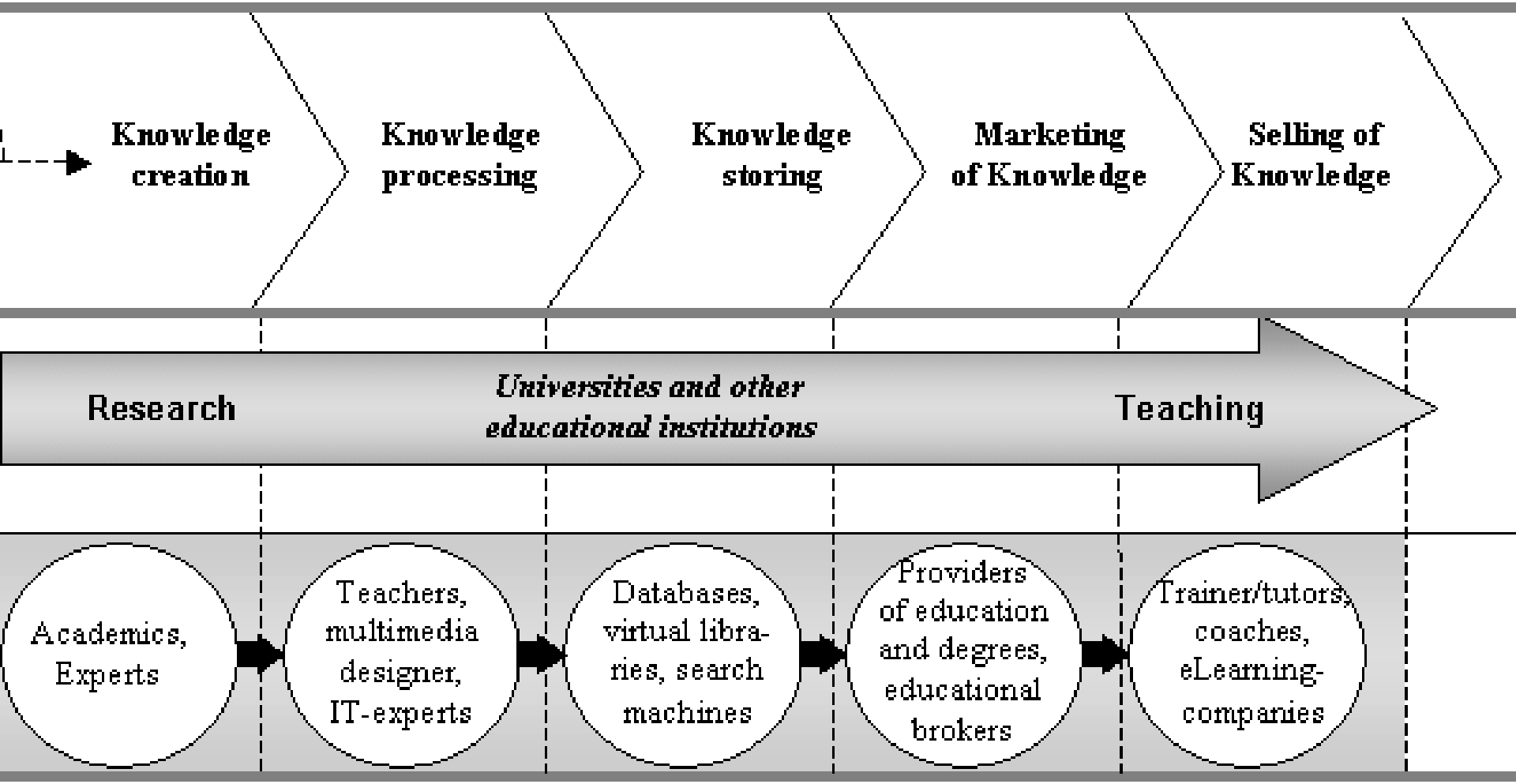
Extending the Value Chain



"In the future, organizations are going to have to worry about how their processes fit within their business partners business processes"

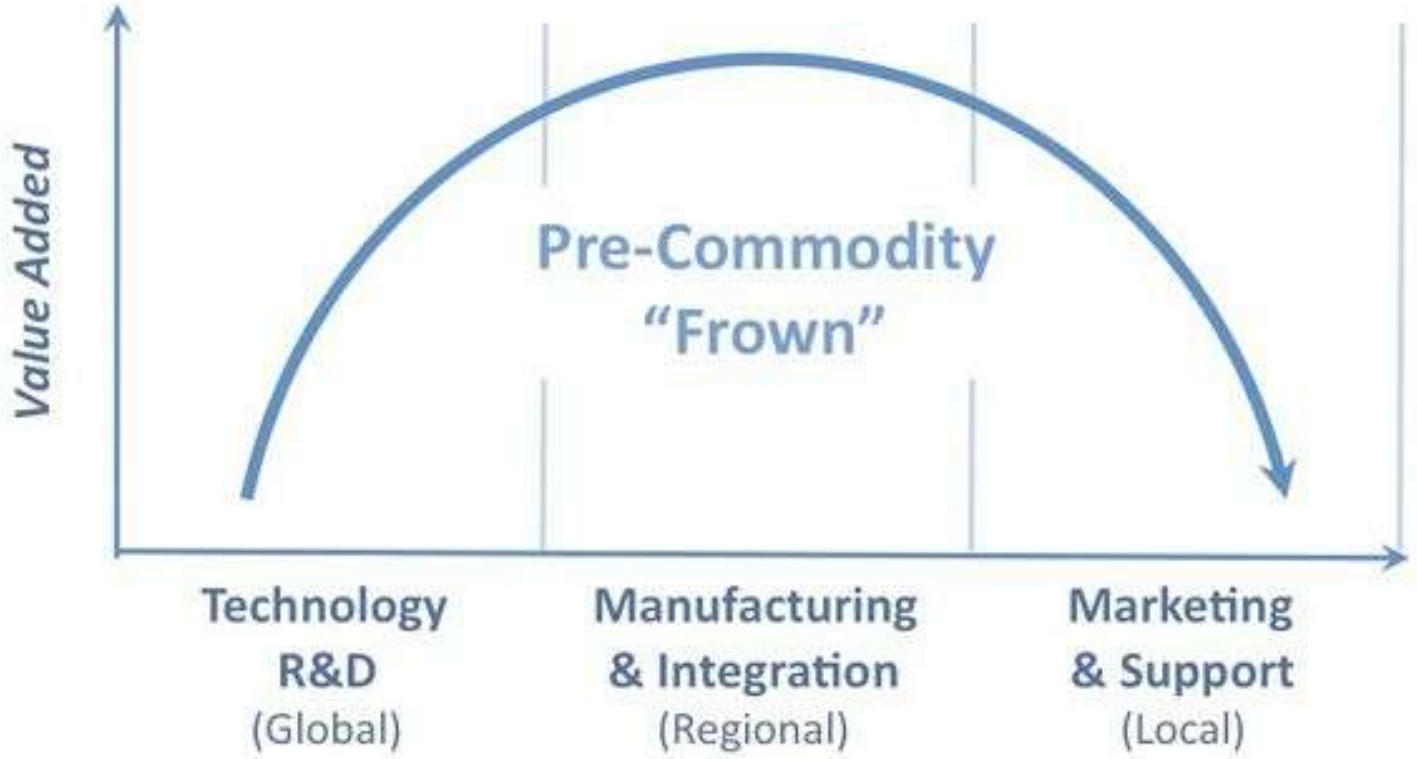
Rose Heinz, Enterprise Architect TG

Value chain of knowledge management



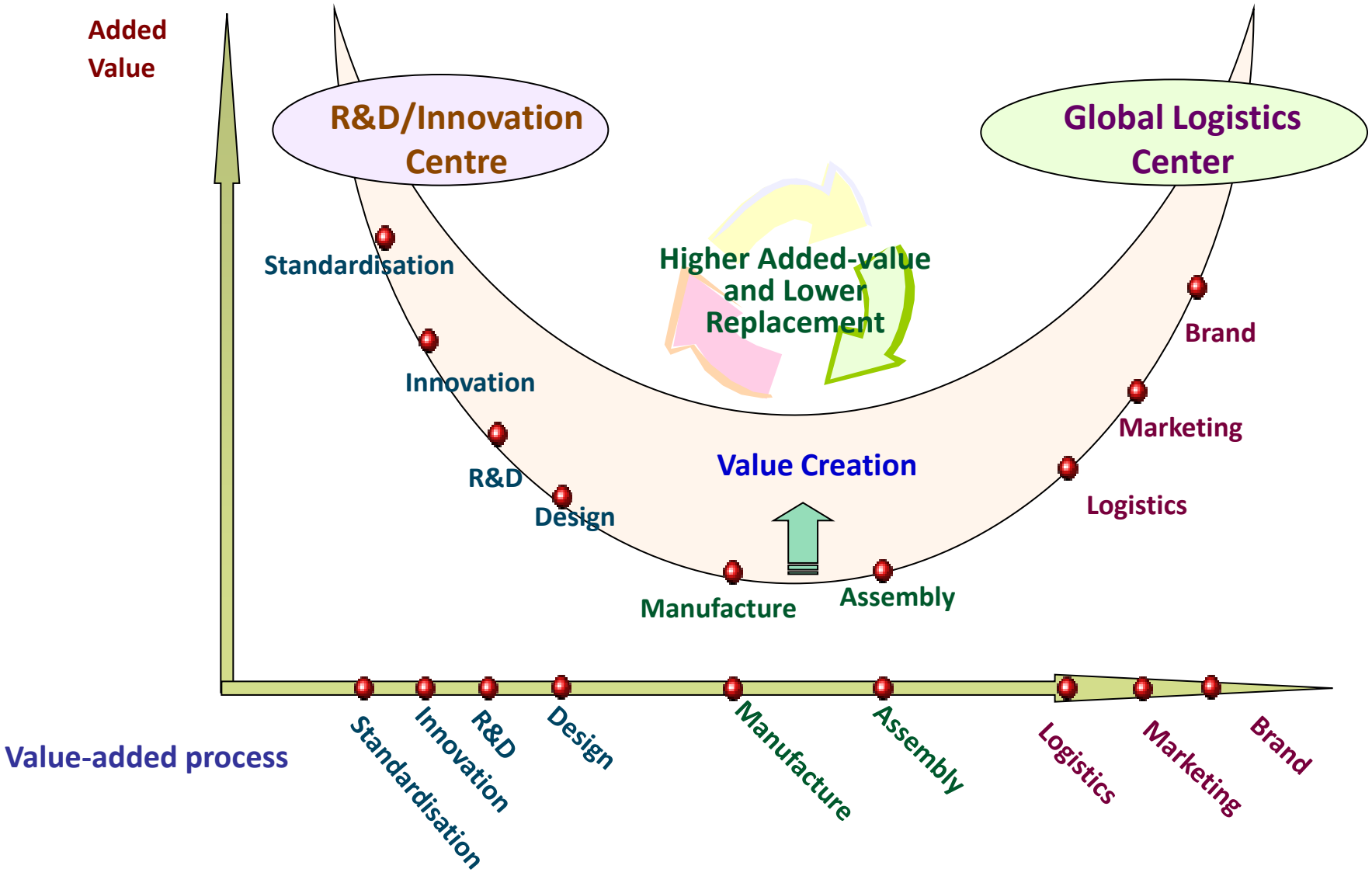
(Hilse, 2000)

FROWN CURVE


Value Added
Pre-Commodity
"Frown"
Technology
R&D
(Global)
Manufacturing
& Integration
(Regional)
Marketing
& Support
(Local)

TRANSFORMATION OF VALUE CREATION

A smile is a curve that sets everything st raight

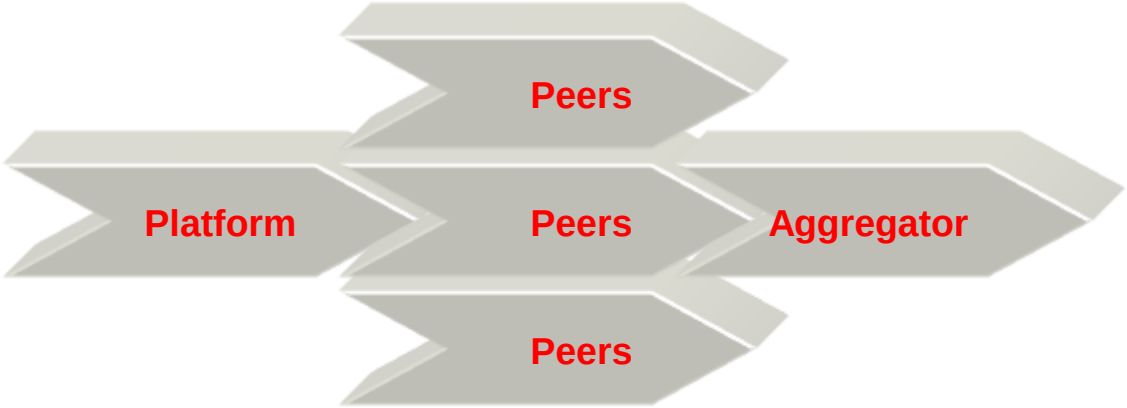


Value Chain Evolution

Costly info and coordination integrates value activities – most economical way to produce

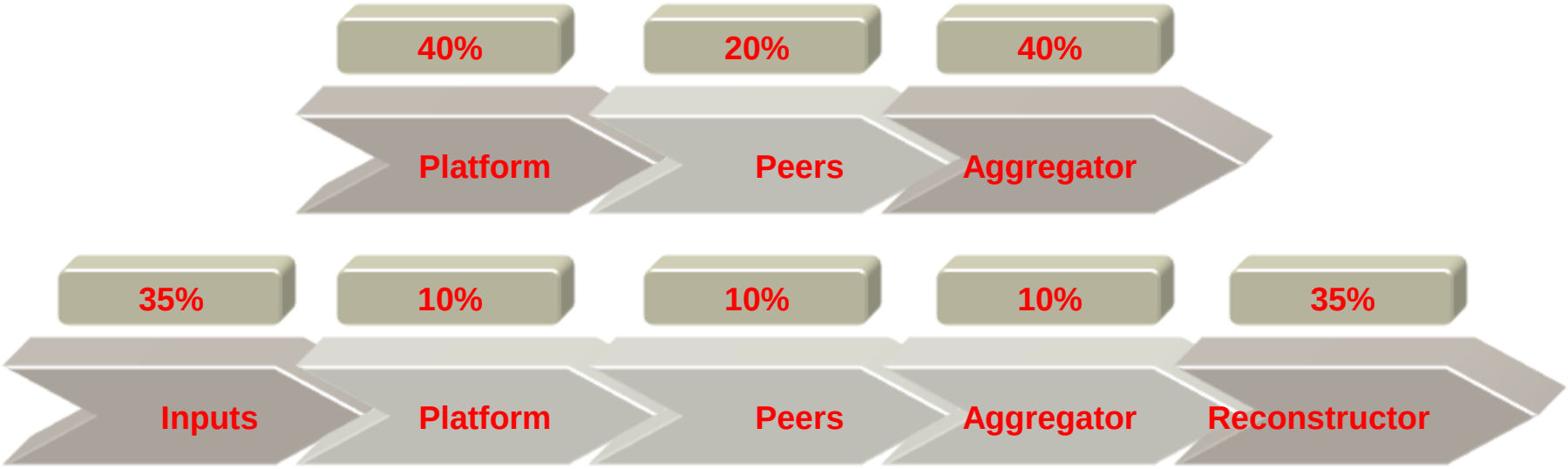
Cheap information disintegrates value chains, because segment consolidators realize specialization gains and economies of scope – integrated production becomes costly

Cheap coordination atomizes disintegrated value chains and explodes value activities within layers, because microproducers realize distributed scale economies



Value Chains & Value Appropriation

In atomized value chains, industry profitability will migrate to the edges

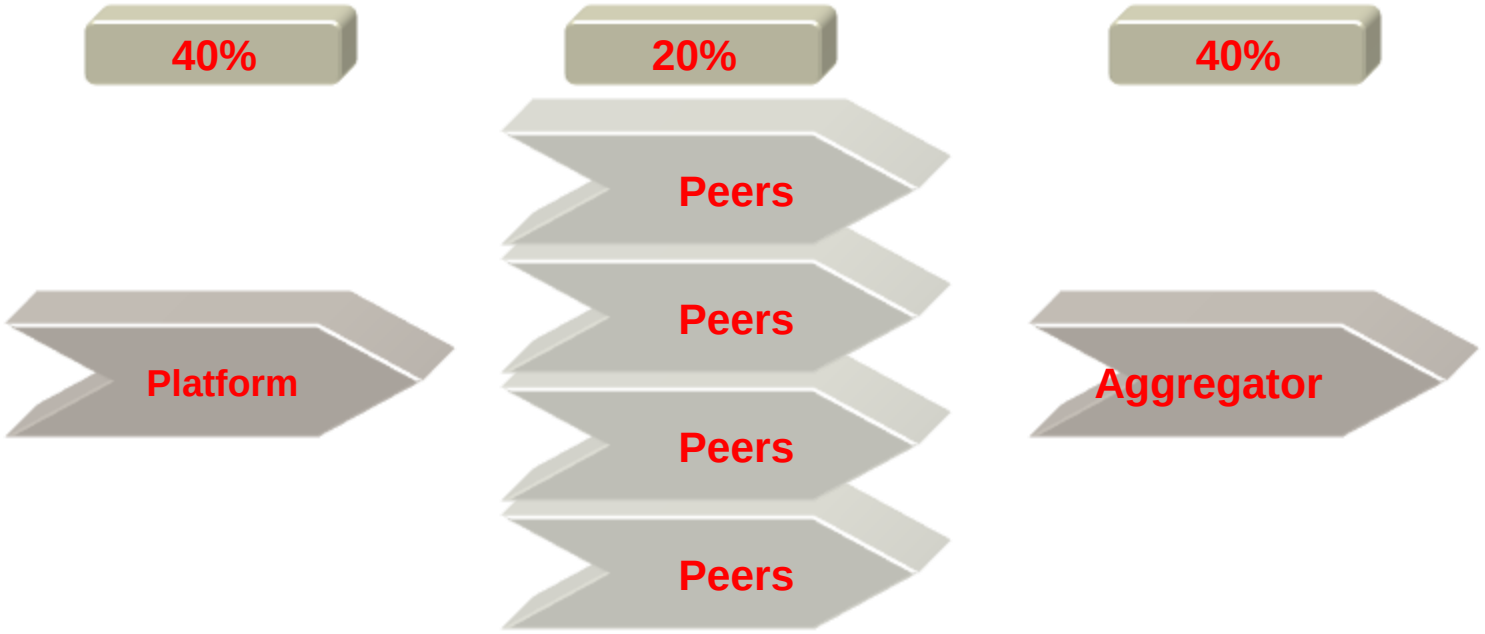


Why?

Market power in atomized landscapes is a function of relative scale: the edges can realize the greatest relative economies of scale via demand and supply side network FX. The middle of the value chain explodes and can't realize scale economies. Core competences for disintegrated value chain coordinators become core rigidities – value capture requires competences at both edges of the chain

The Explosion of the Middle

In atomized value chains, industry profitability will migrate to the edges



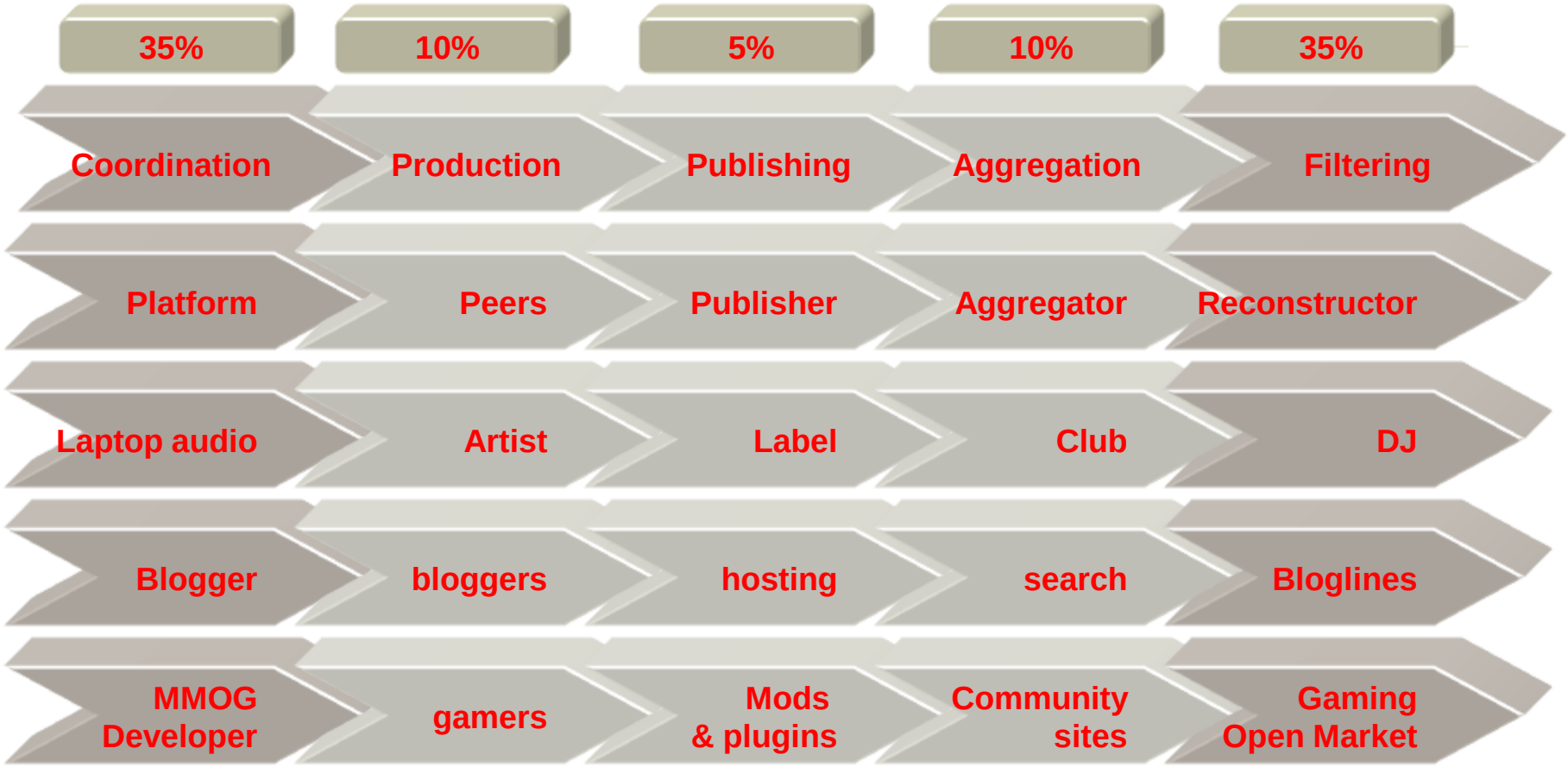
Why?

The center explodes and atomizes – hypercommoditization – and value shifts to adjacent segments, because they can realize scale economies from the exploded center's output.

Examples:

Value Appropriation Examples

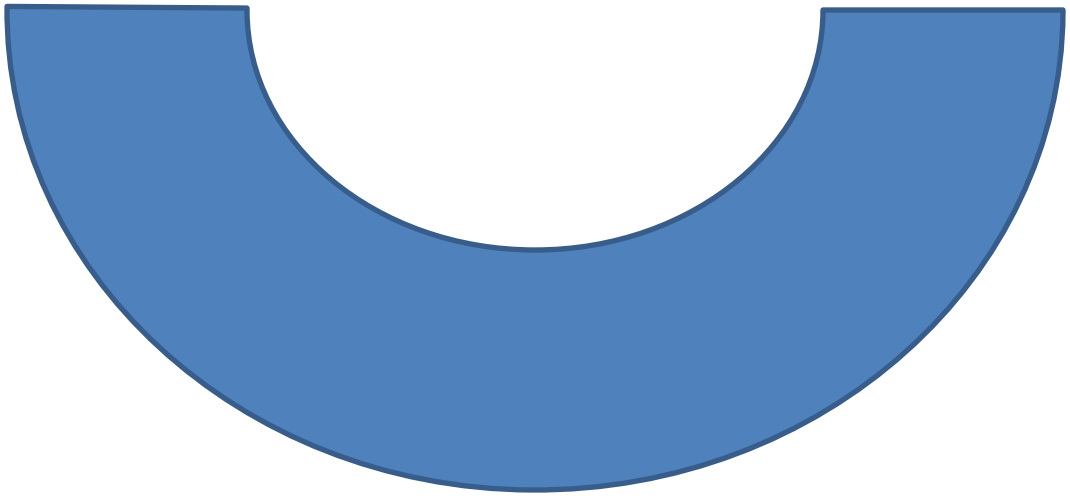
In atomized value chains, industry profitability will migrate to newer (and newer) edges



VALUE APPROPRIATION AT THE EDGES

NEW SERVICES AND BRAND DEVELOPMENT

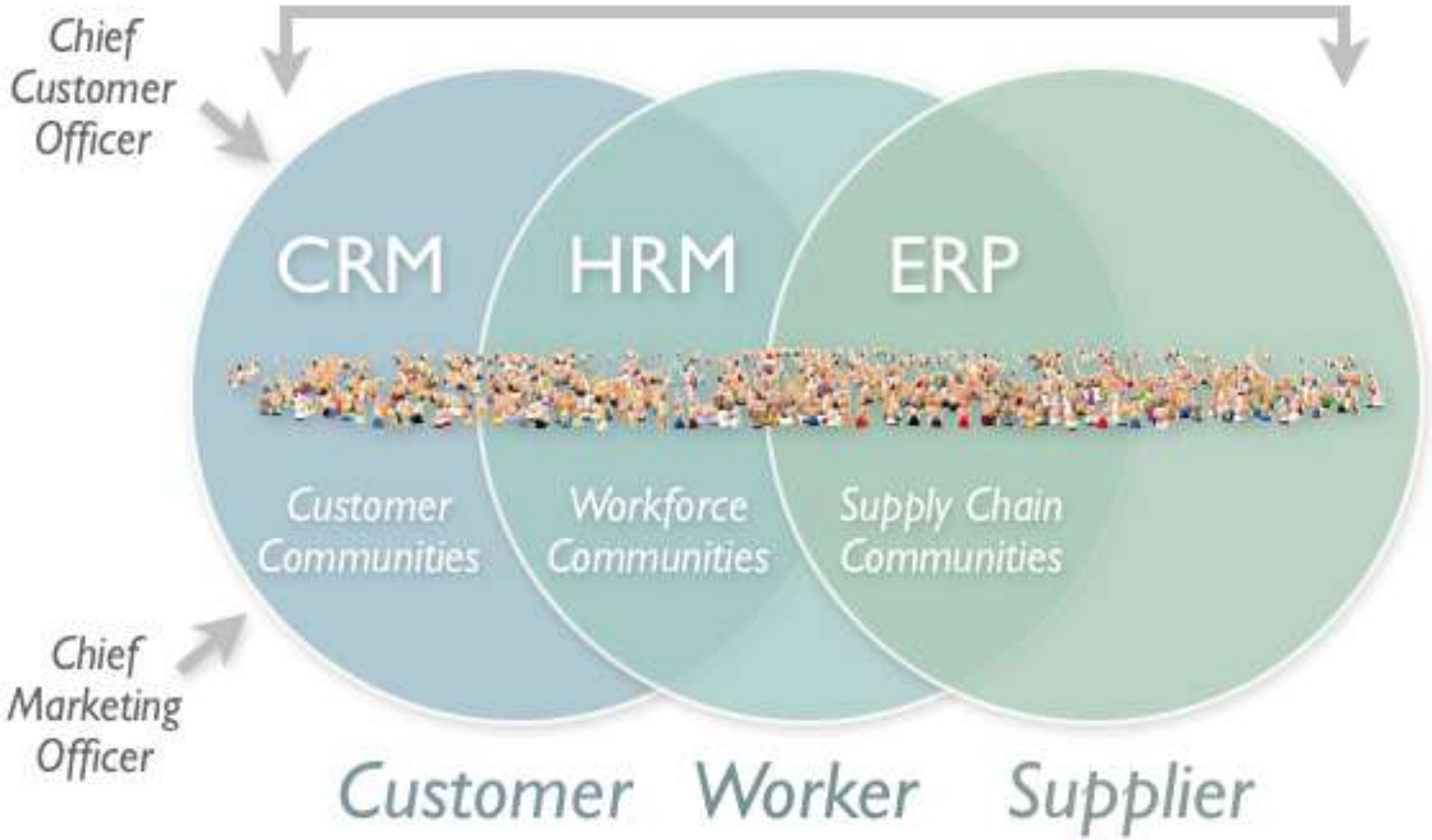
NEW SERVICES



BRAND DEVELOPMENT

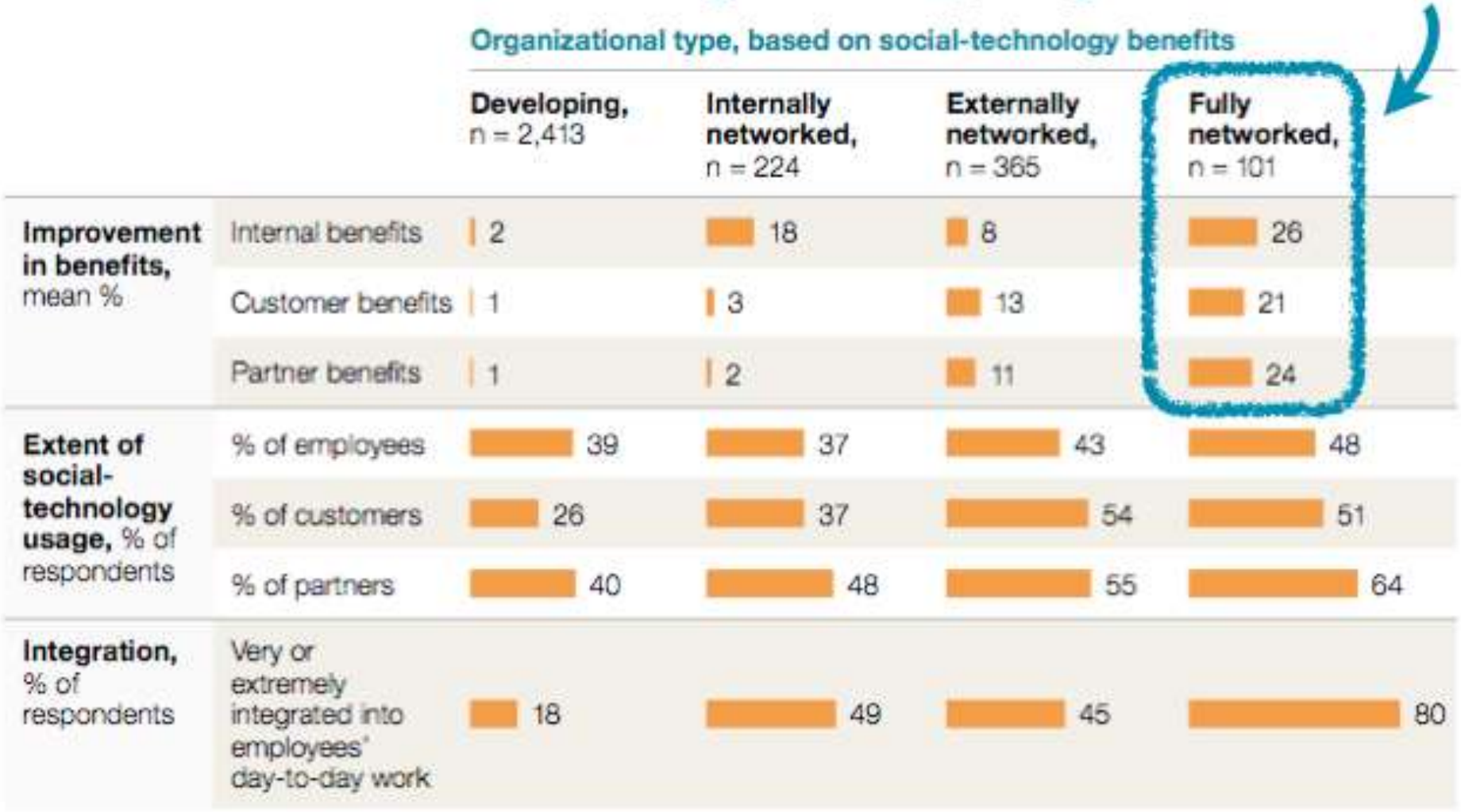
LINEAR TO NETWORKED VALUE CHAIN

The Three Spheres of the Engagement Continuum:
The C-Level Social Media Executive's Purview

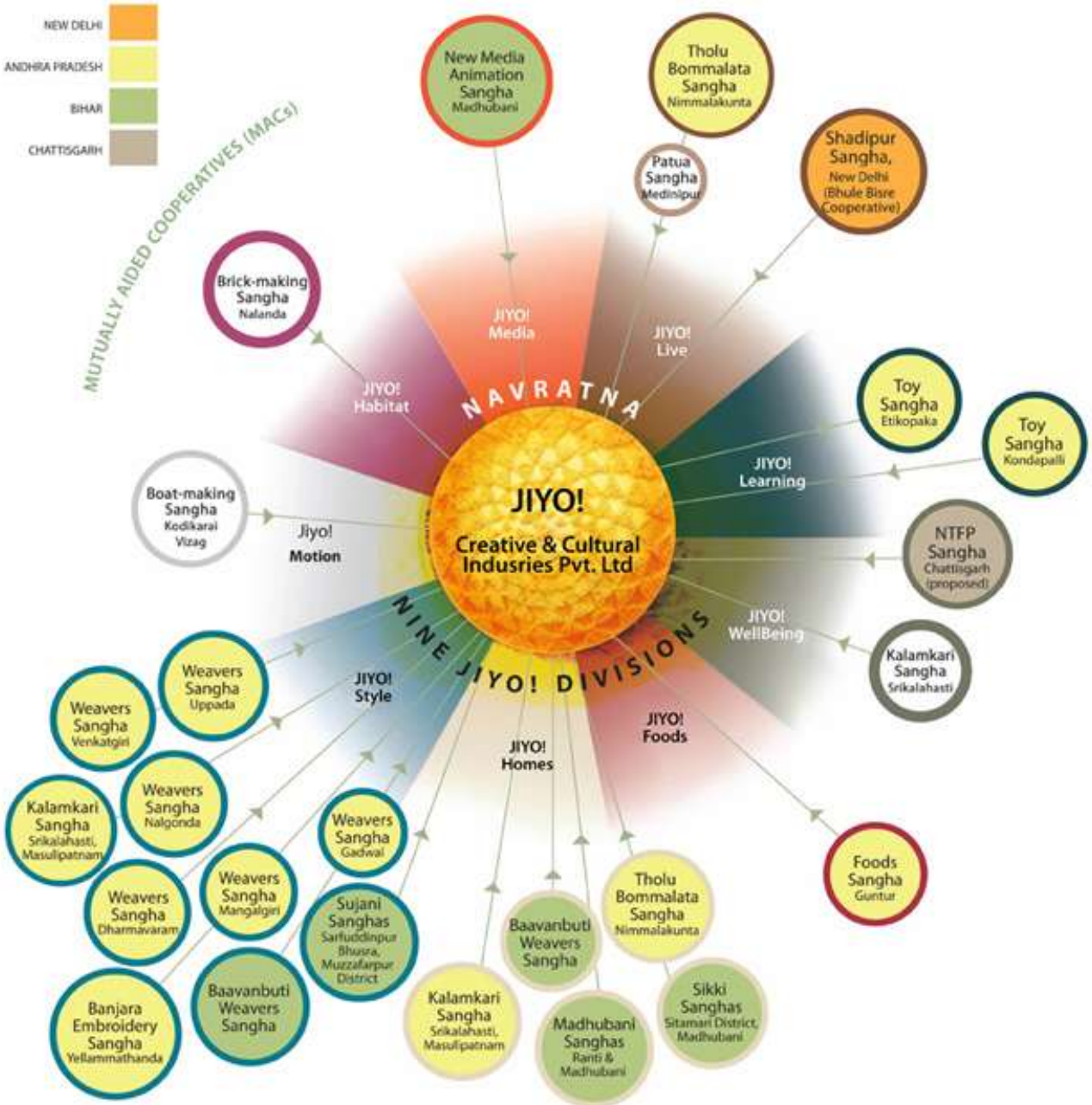


From http://zdnet.com/blog/hinchcliffe on ZDNet

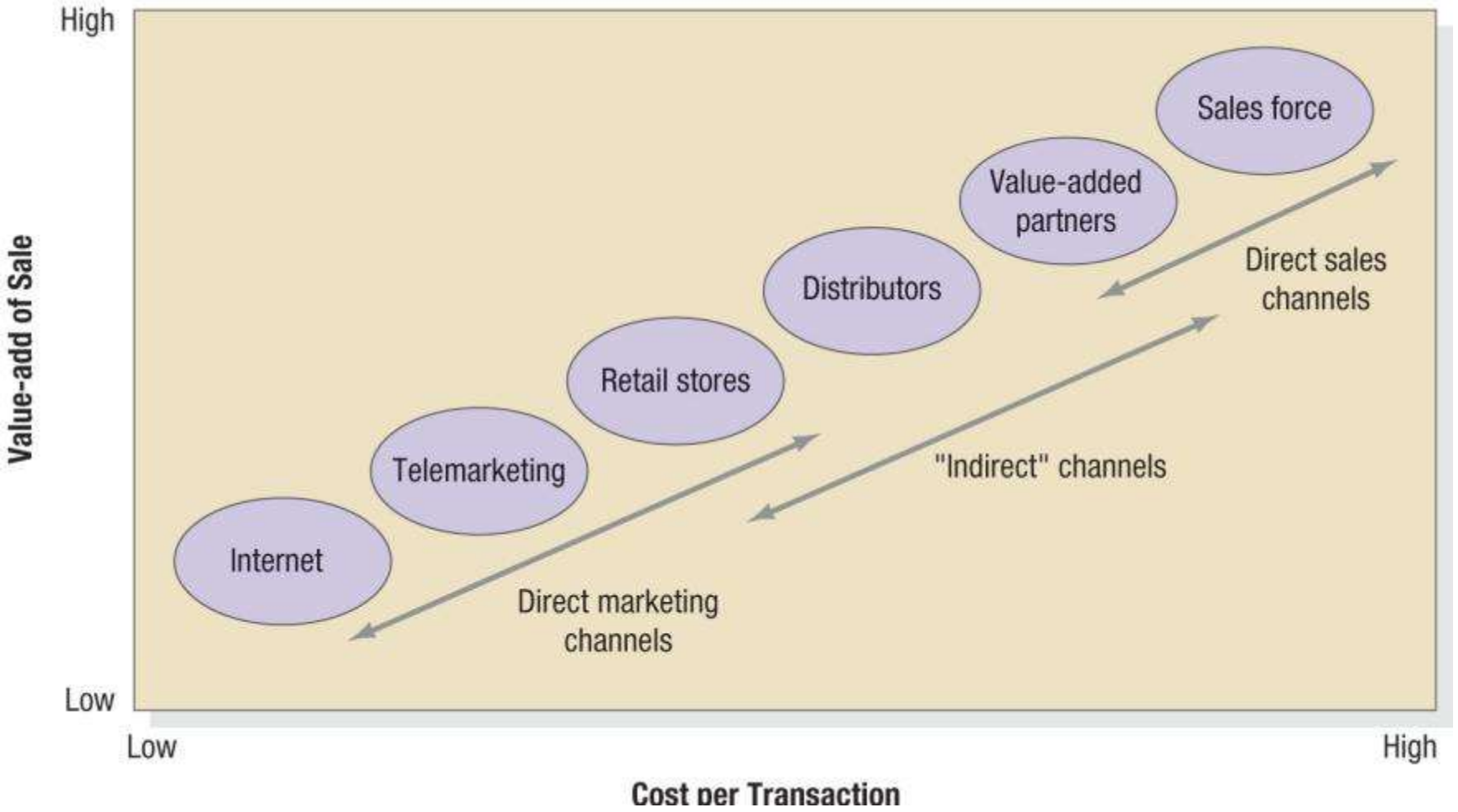
Organizations That Fully Network their Ecosystem Inside and Outside See Significantly Higher Benefits

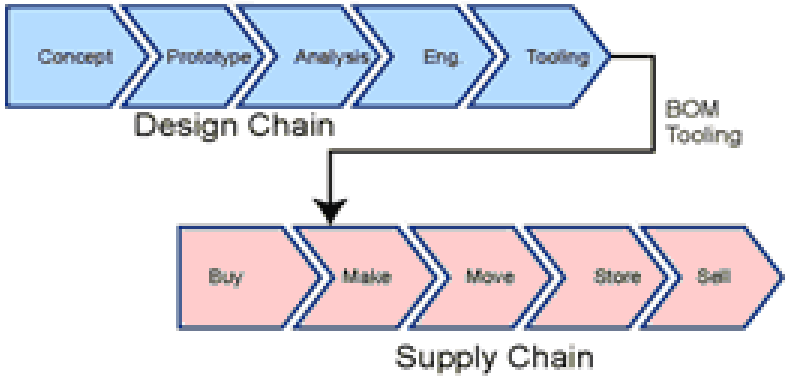


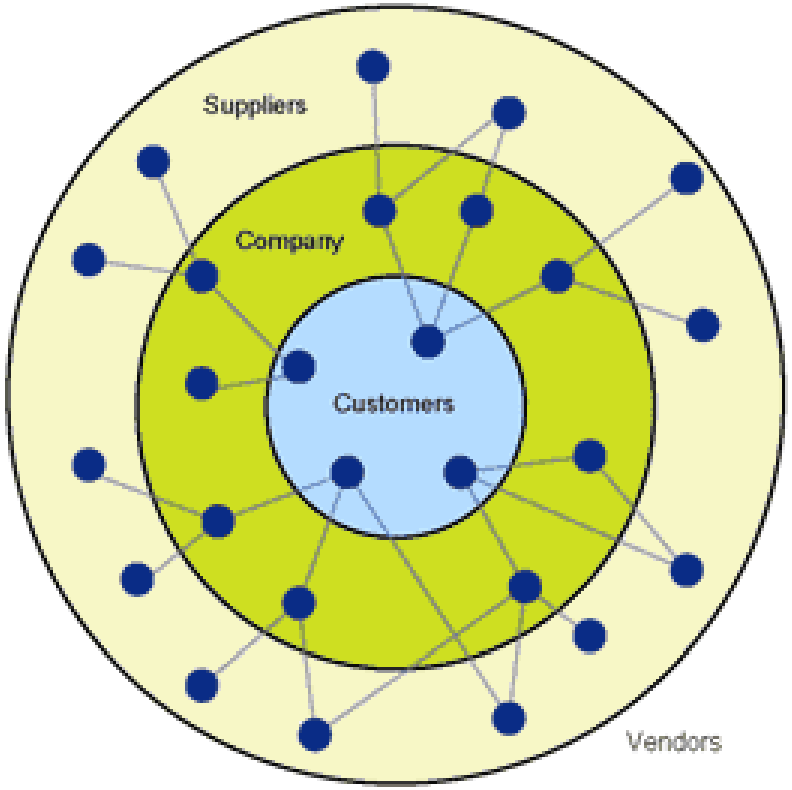
Source: 2011 McKinsey Web 2.0 Survey


NEW DELHI
ANDHRA PRADESH
BIHAR
CHATTISGARH
MUTUALLY AIDED COOPERATIVES (MACs)
New Media Animation Sangha Madhubani
Tholu Bommalata Sangha Nimmalakunta
Patua Sangha Medinipur
Shadipur Sangha, New Delhi (Bhule Bisre Cooperative)
Brick-making Sangha Nalanda
JIYO! Media
JIYO! Live
JIYO! Habitat
NAVRATNA
Toy Sangha Etikopaka
Toy Sangha Kondepalli
JIYO! Learning
Boat-making Sangha Kodikarai Vizag
Jiyo! Motion
JIYO! Creative & Cultural Indusries Pvt. Ltd
NTFP Sangha Chattisgarh (proposed)
JIYO! WellBeing
Kalamkari Sangha Srikalahasti
NINE JIYO! DIVISIONS
Weavers Sangha Uppada
Weavers Sangha Venkatgiri
JIYO! Style
Weavers Sangha Nalgonda
Kalamkari Sangha Srikalahasti, Masulipatnam
Weavers Sangha Gadwal
Weavers Sangha Mangalgiri
Weavers Sangha Dharmavaram
Sujani Sanghas Sarfuddinpur Bhusra, Muzzafarpur District
Banjara Embroidery Sangha Yellammathanda
Baavanbuti Weavers Sangha
JIYO! Homes
JIYO! Foods
Foods Sangha Guntur
Tholu Bommalata Sangha Nimmalakunta
Baavanbuti Weavers Sangha
Sikki Sanghas Sitamari District, Madhubani
Kalamkari Sangha Srikalahasti, Masulipatnam
Madhubani Sanghas Ranti & Madhubani

The Value-Adds Versus Costs of Different Channels







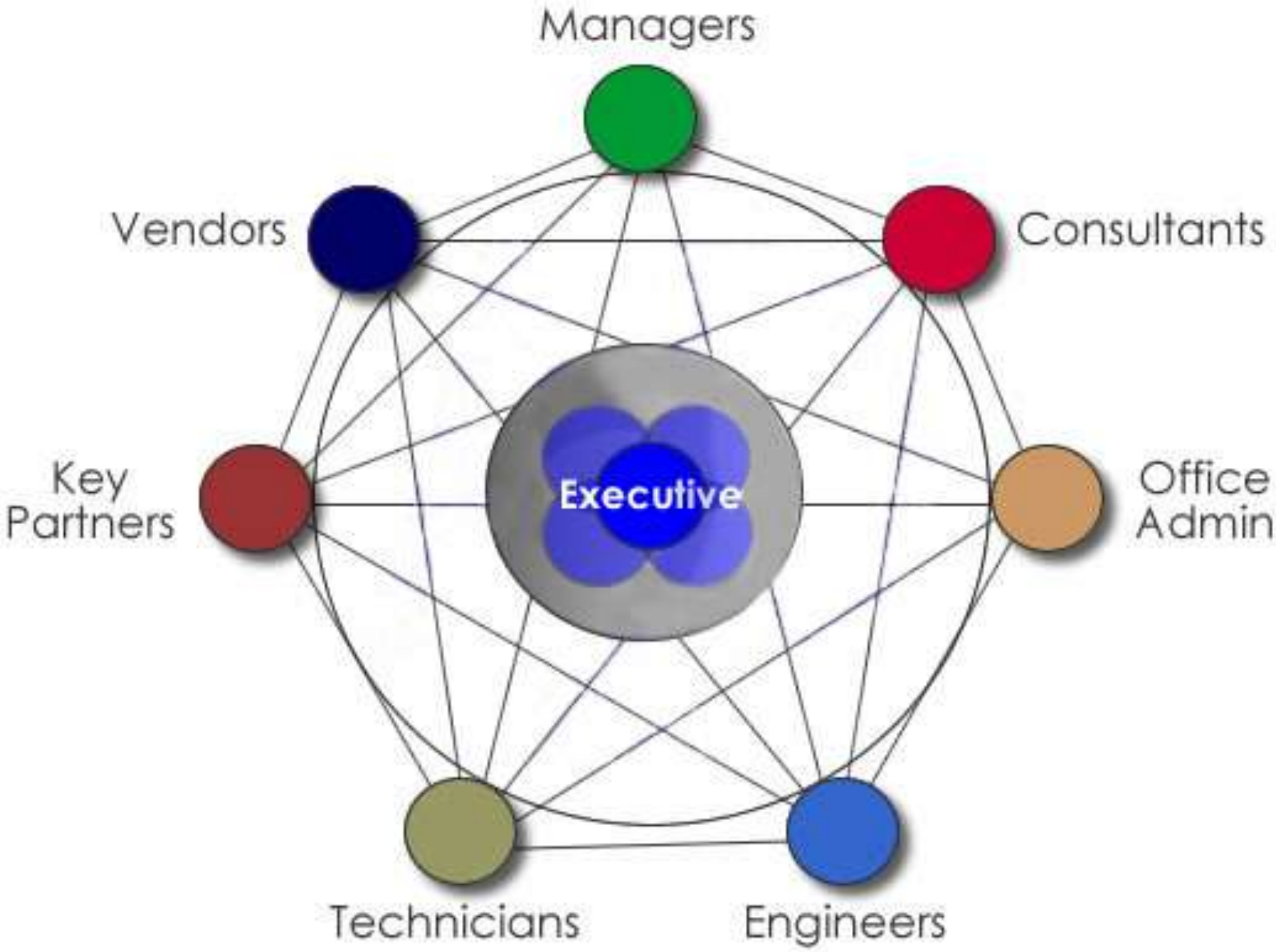
OLD SUPPLY CHAIN

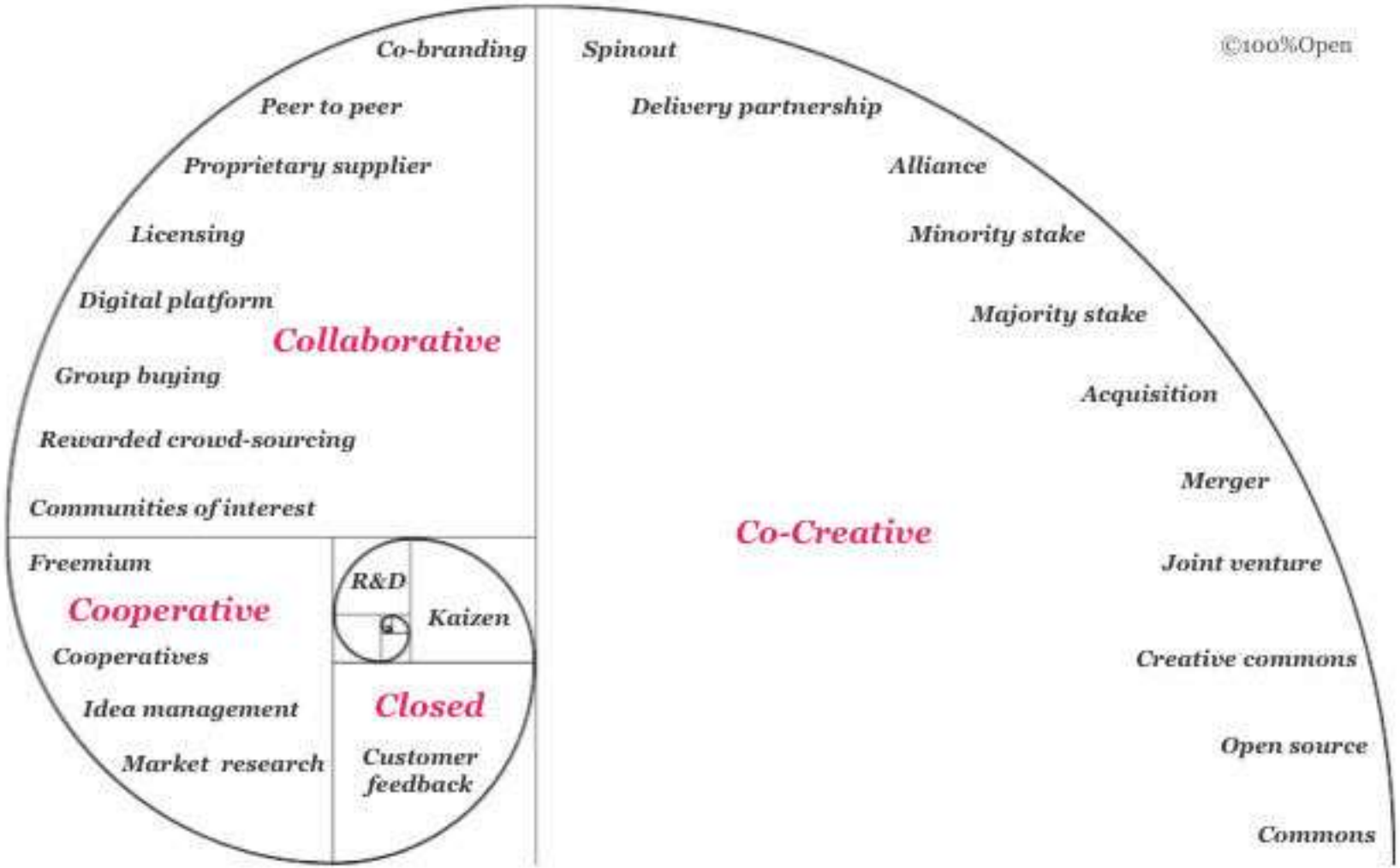
- One size fits all
- Arm's length and Sequential
- Rigid, Inflexible
- Slow, Static

VALUE NET

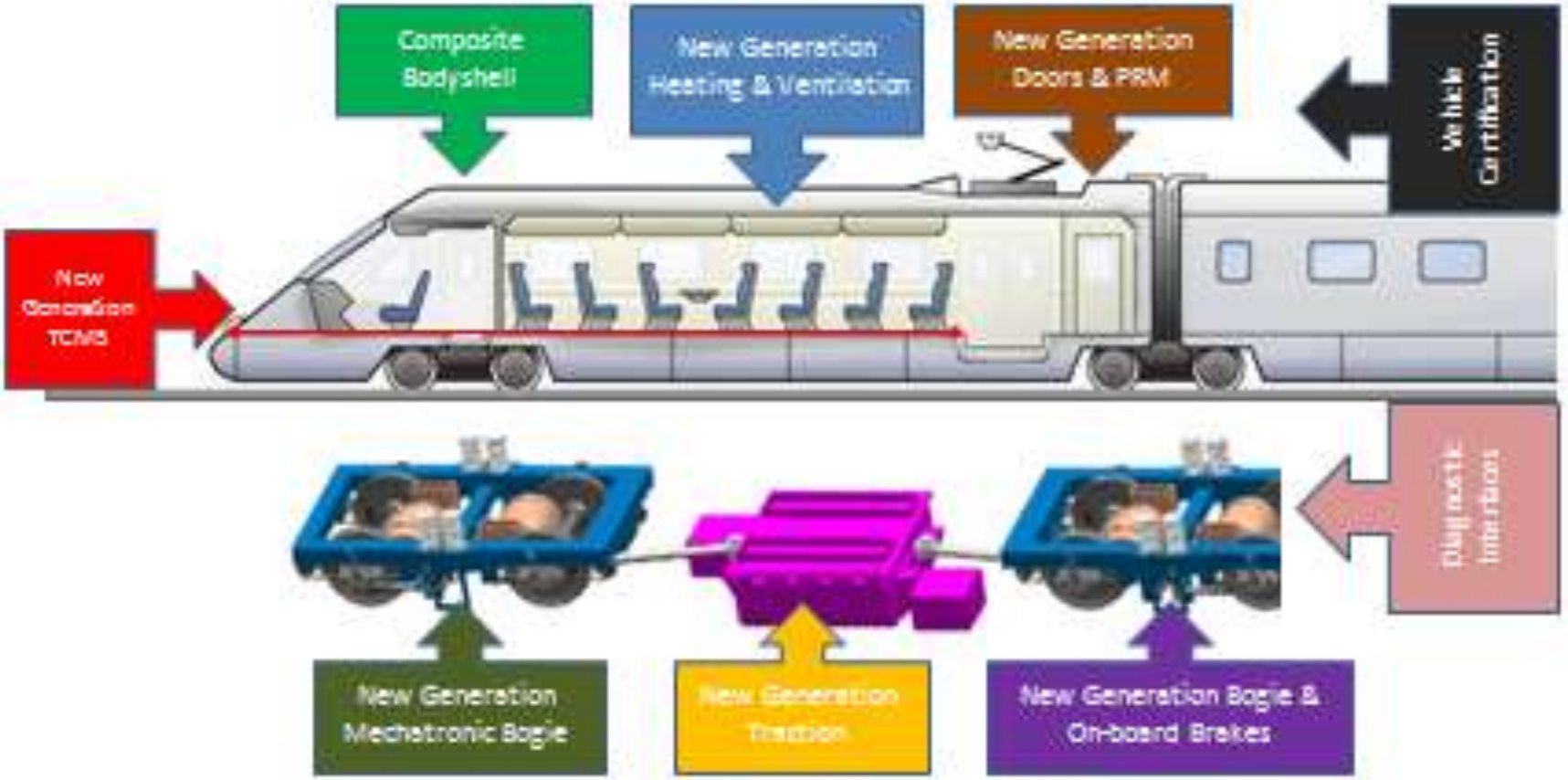
- Customer-aligned
- Collaborative and Concurrent
- Agile, Scalable
- Fast, Flow

Figure 1: Traditional supply chain versus value net (courtesy: Mercer Consulting).


Managers
Vendors
Consultants
Key Partners
Executive
Office Admin
Technicians
Engineers

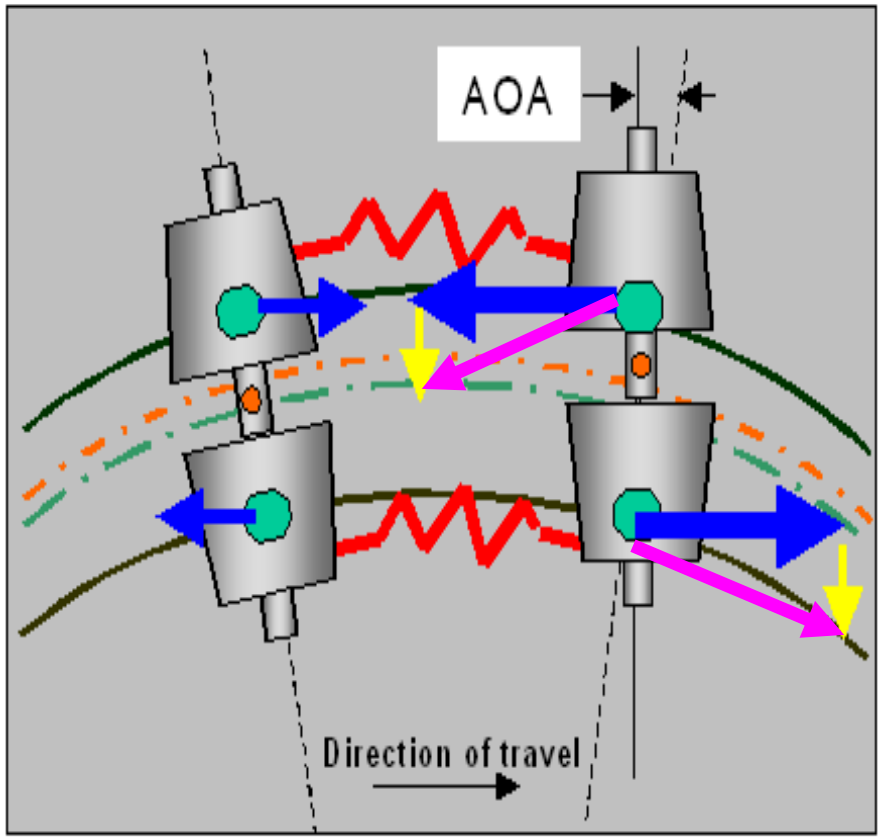

©100%Open
Co-branding
Peer to peer
Proprietary supplier
Licensing
Digital platform
Collaborative
Group buying
Rewarded crowd-sourcing
Communities of interest
Freemium
Cooperative
Cooperatives
Idea management
Market research
R&D
Kaizen
Closed
Customer feedback
Spinout
Delivery partnership
Alliance
Minority stake
Majority stake
Acquisition
Merger
Co-Creative
Joint venture
Creative commons
Open source
Commons

RST Demonstrator Schematic



Mechatronics Bogie - Opportunity

- So if we have none or very little AOA
- We could have a fast reacting but stable bogie
- We could now tell the train to turn left or right i.e. steer the bogie (as well as tilt etc) through the signalling
- Opportunity; have we opened the envelope?
  - Capacity?
  - Speed, curving rules?
  - Track and bogie degradation?
  - New point design?



Rail oriented Wheel/Rail forces

MARKETING MIX-

- Product
- Price
- Place
- Promotion

PRODUCT-

- Passenger Service Product.
- Local trains.

PRICE-

- Fixed pricing.
- Differential pricing.
- Discount pricing.
- Maintenance pricing.

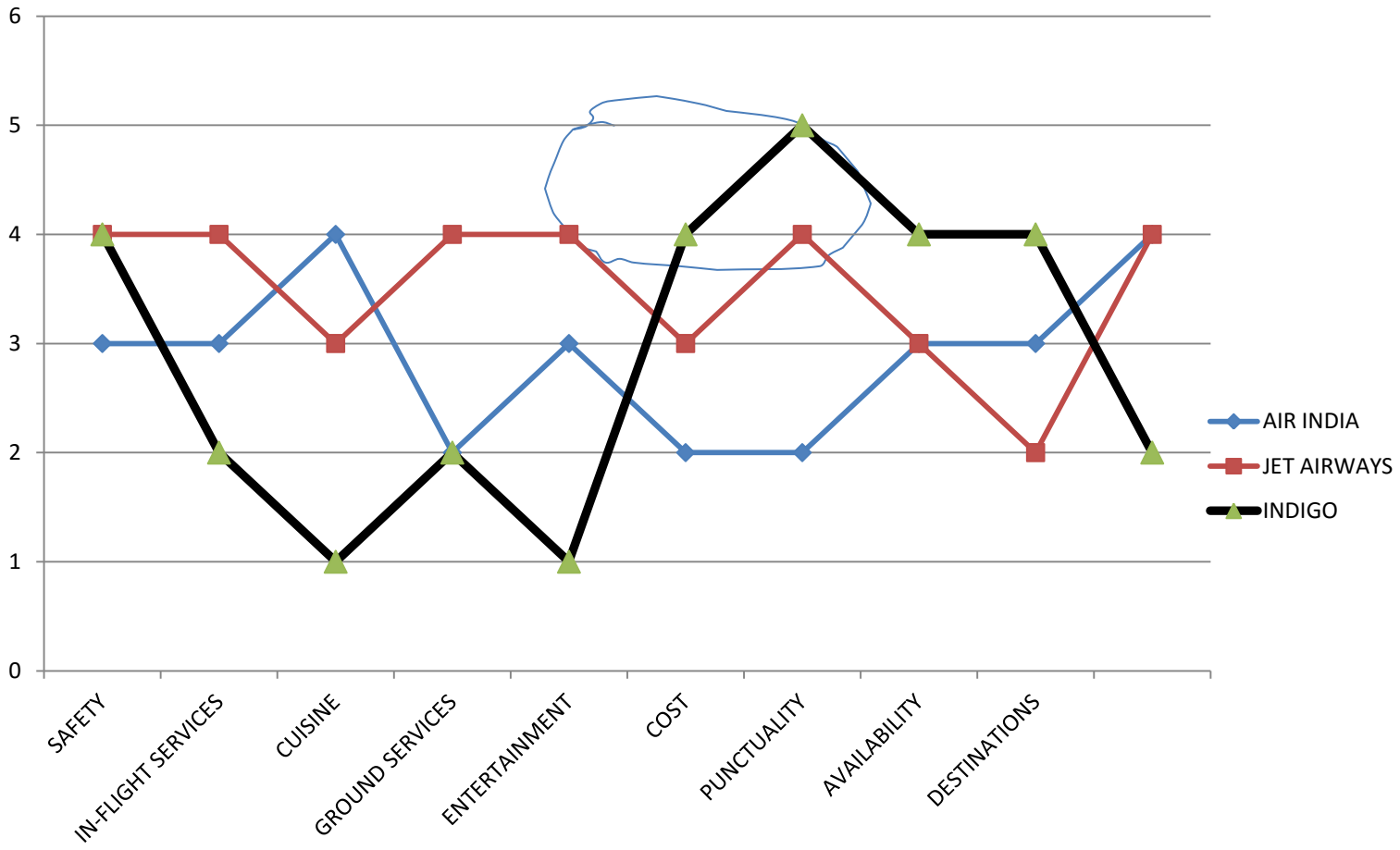
PLACE-

- Service delivery point.
- Place should be customer-friendly.
- Places should be well maintained.

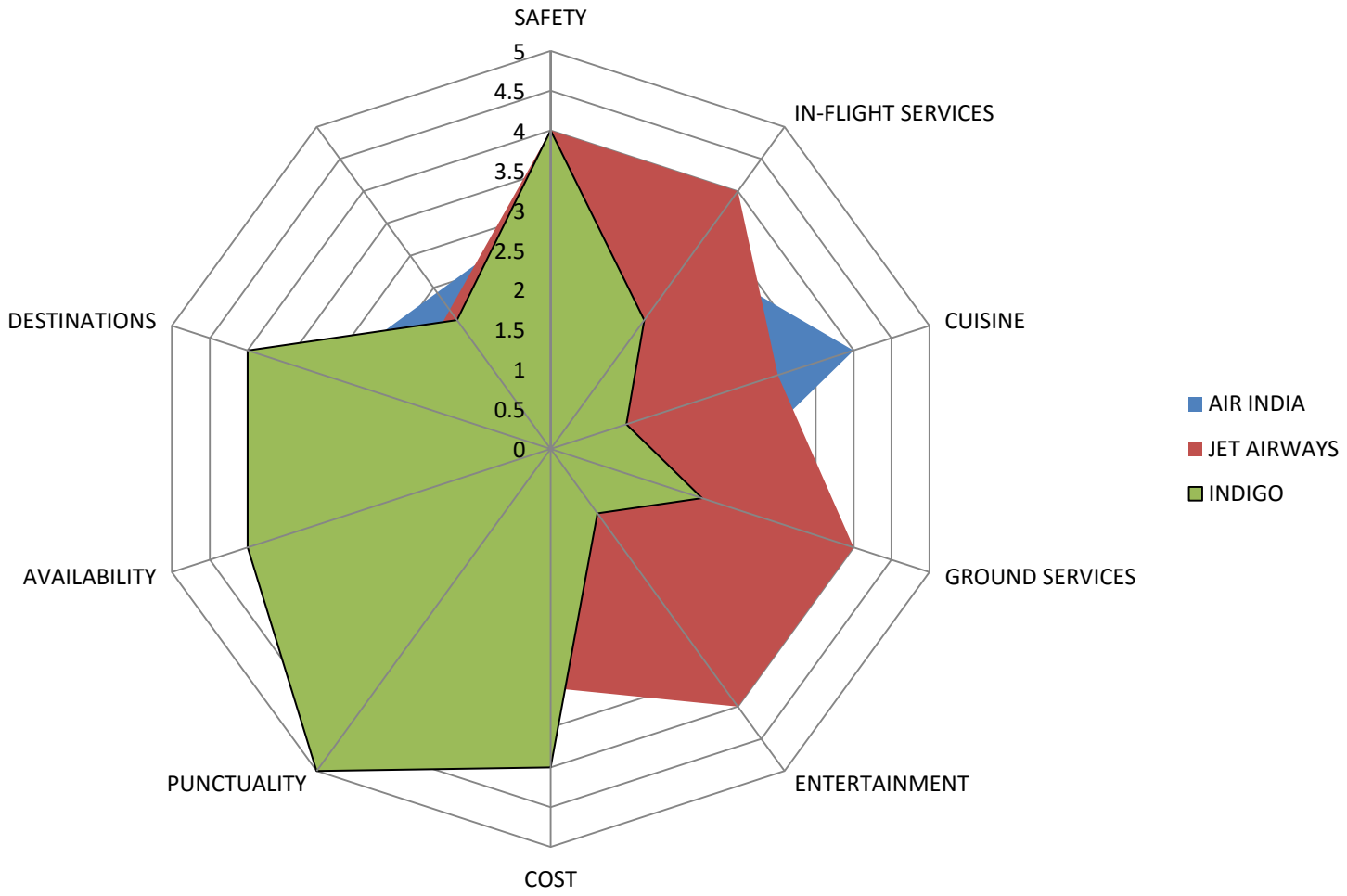
PROMOTION-

- Mainly newspapers.
- Electronic media.

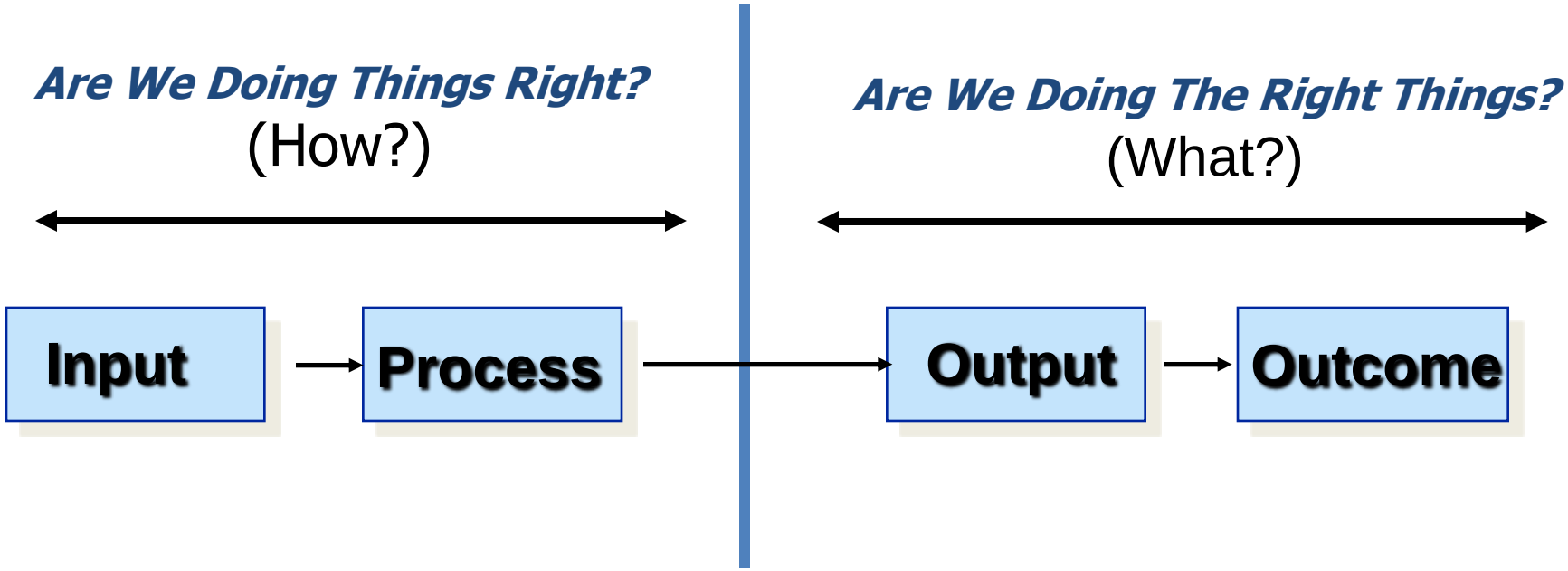
THE VALUE CURVE



THE VALUE RADAR

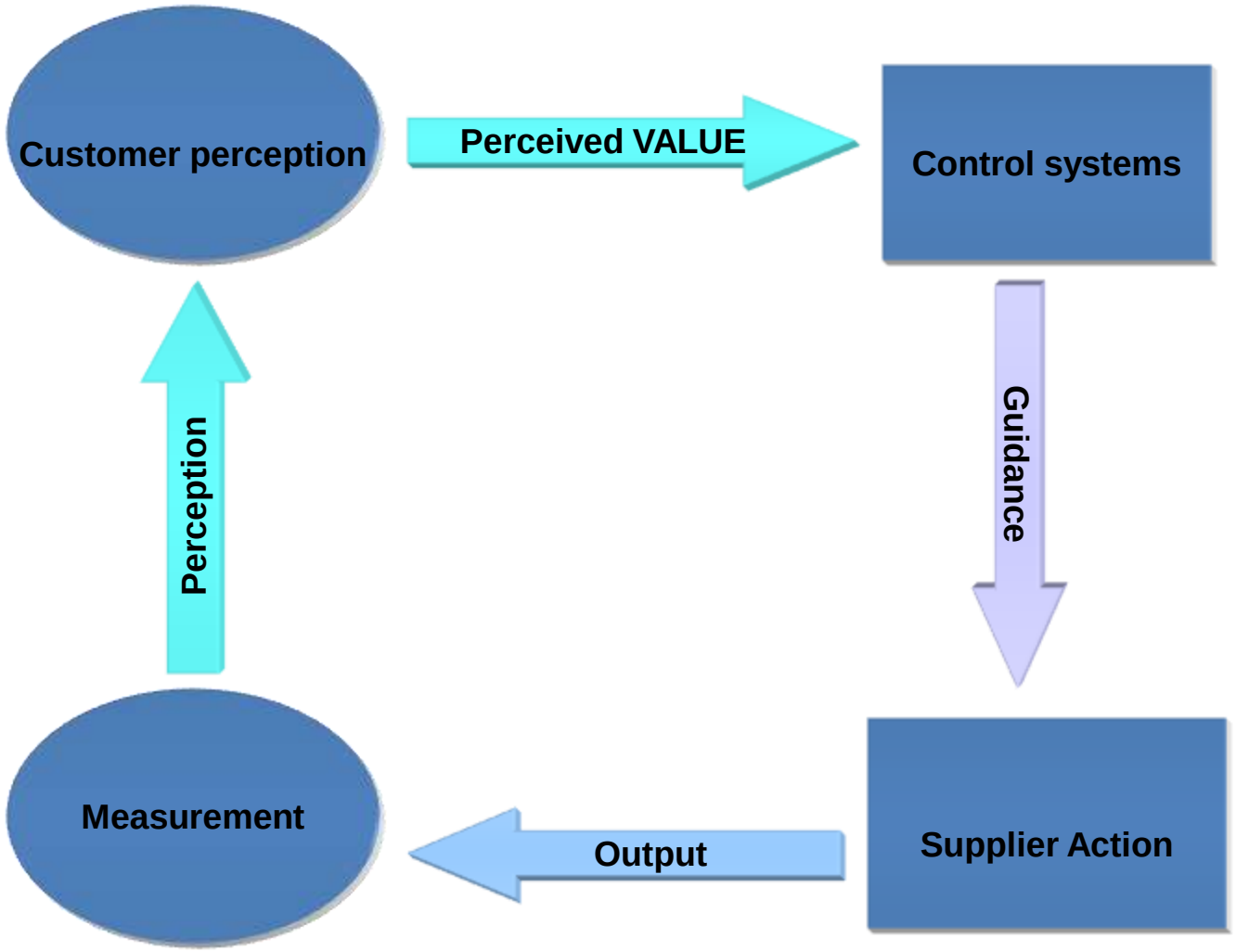


Performance Measures Should Help Us Decide:

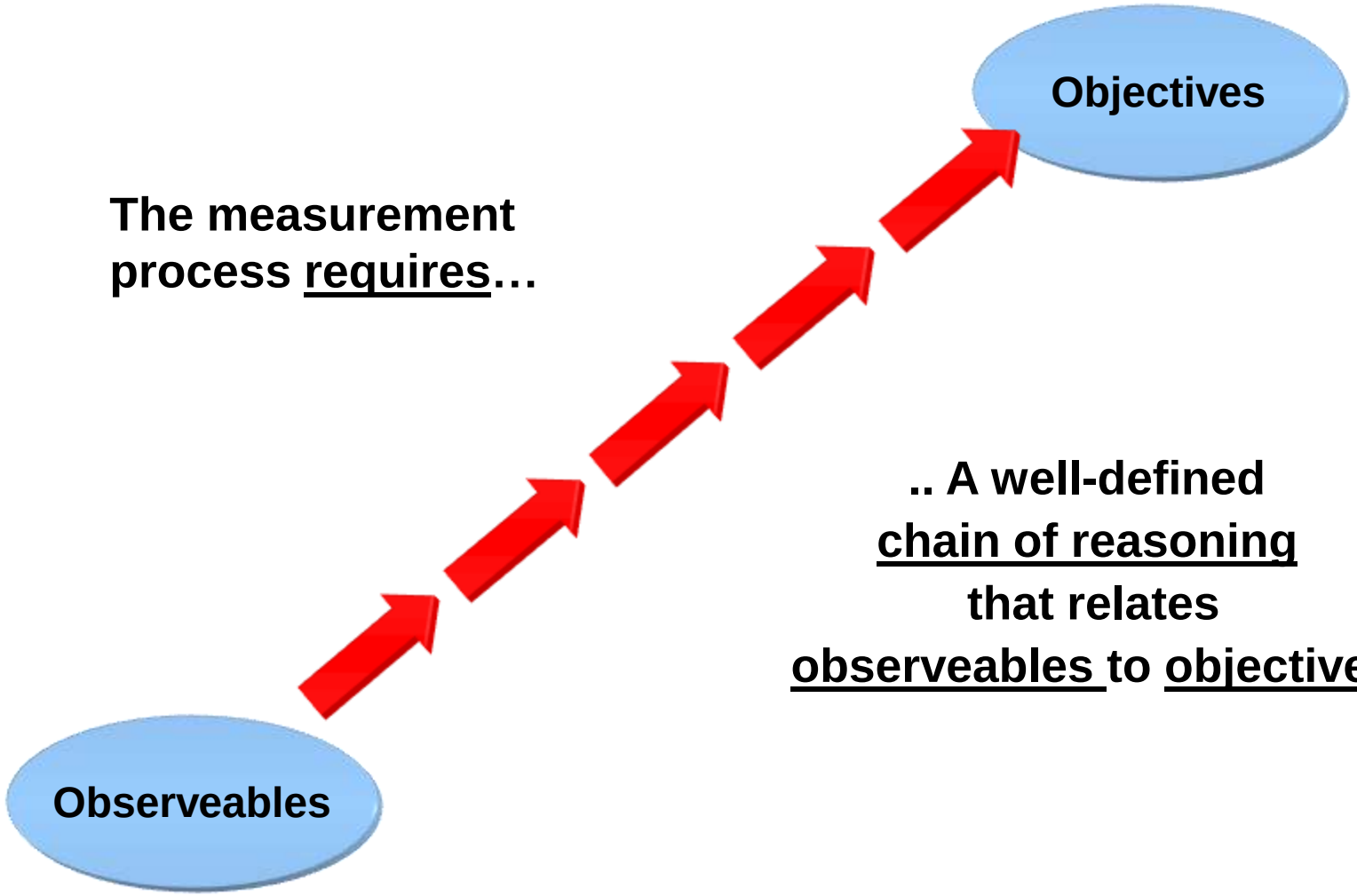


Input: Resources, including budget and workforce
Process: Activities, efforts, workflow
Output: Products and services produced
Outcome: Results, accomplishments, impacts

The Value System



The Measurement Process



Internal Customer Satisfaction Hierarchy of customer goals

- Critical success factors of customers.
- Establishment of success measures.
- **Hierarchy of customer needs.**

Internal Customer Satisfaction
Feedback and Communication

- Informal to Formal.
- Measurement.
- Openness in communication
- Feedback is trigger for improvement initiation.
- Foundation for change initiatives
- Driver for organizational change

Internal Customer Satisfaction Formalization

Tools to bridge the gap

1. Develop service level agreements (SLA) inter and intra department.
2. Identify the latent needs for better understanding of the gap and means to bridge it. A questionnaire and a survey will be conducted to asses the same.
3. Quantification of customer feedback and a formal mechanism is established to give and receive feedback.

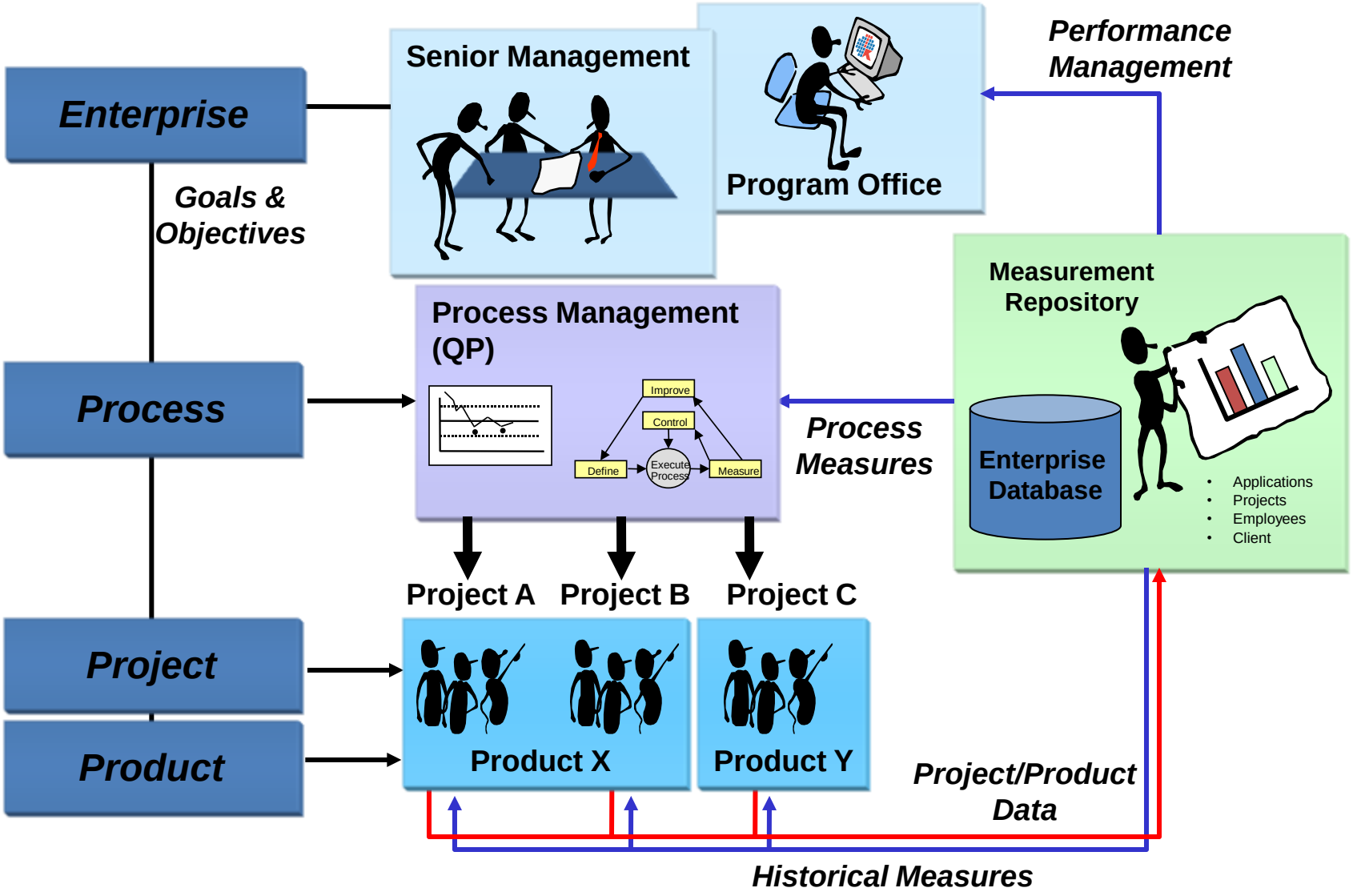
Internal Customer Satisfaction Measure to Improve

"What you measure, you improve”

- The basic purpose of any measurement system is to provide feedback, relative to your goals, that increases your chances of achieving these goals efficiently and effectively

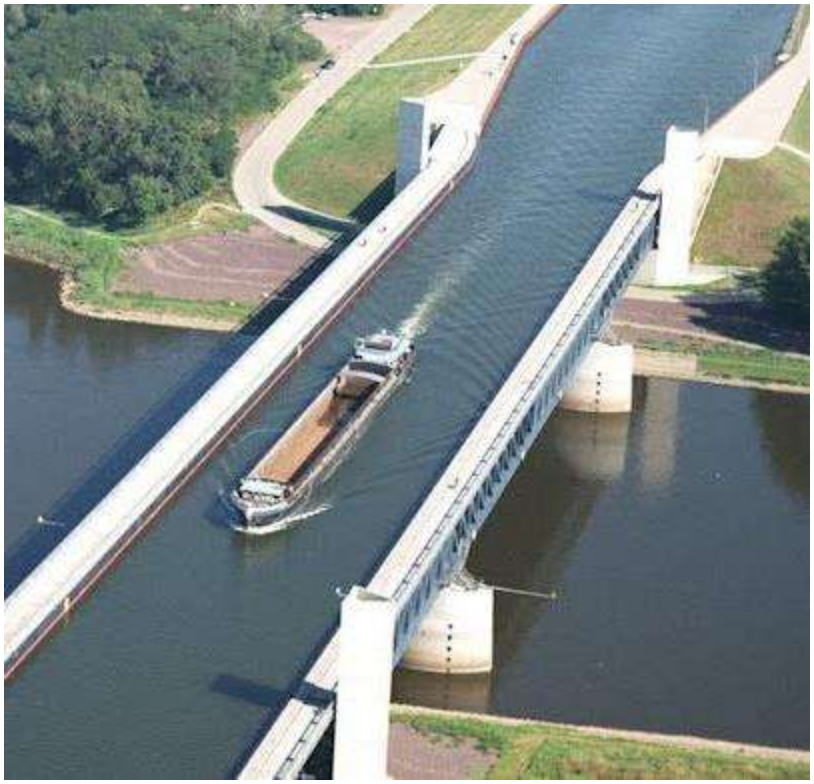
  - Your don't know what you don't know
  - You can't do what you don't know
  - You don't know until you measure
  - You don't measure what you don't value
  - You don't value what you don't measure

Layers of Measurement




11/23
西荻窪
多測


BUTTER
STICK TYPE



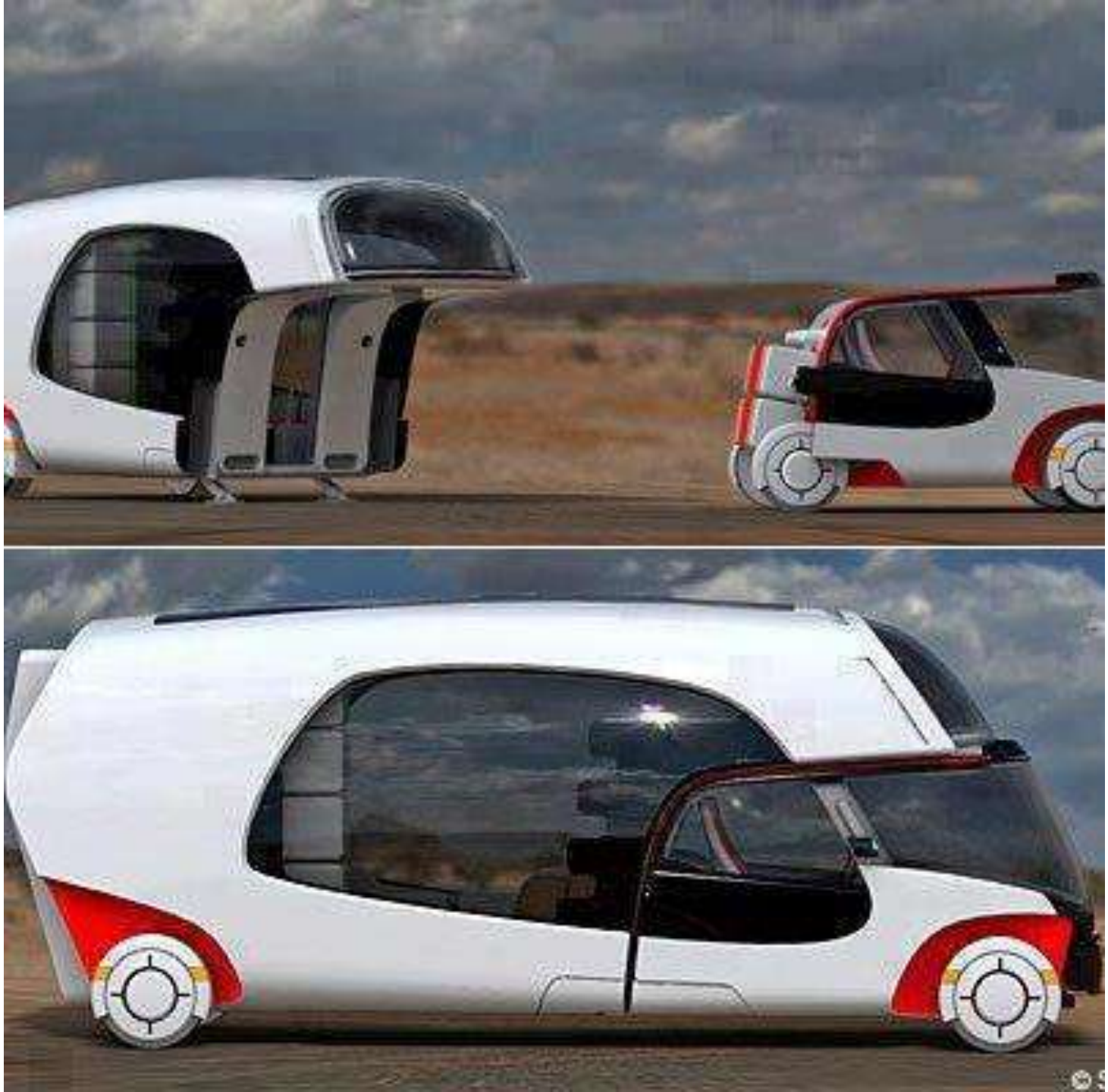

BOTTOM
FLANGES

MyIndiaPictures.com

MyIndiaPictures.com

BAMBOO BIKES FROM GHANA


RACING
RACING

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IndianFunnyPicture.com


पिशाब करना मना है
गंदगी बिल्कुल नही।
C C TV Camera
लगा हुआ है।

LOLINDIAN.COM

MUNGERI LAL KE HASSEN SAPNE

A major mobile company is planning to launch Rajnikanth 'R' series in 2012

Features:

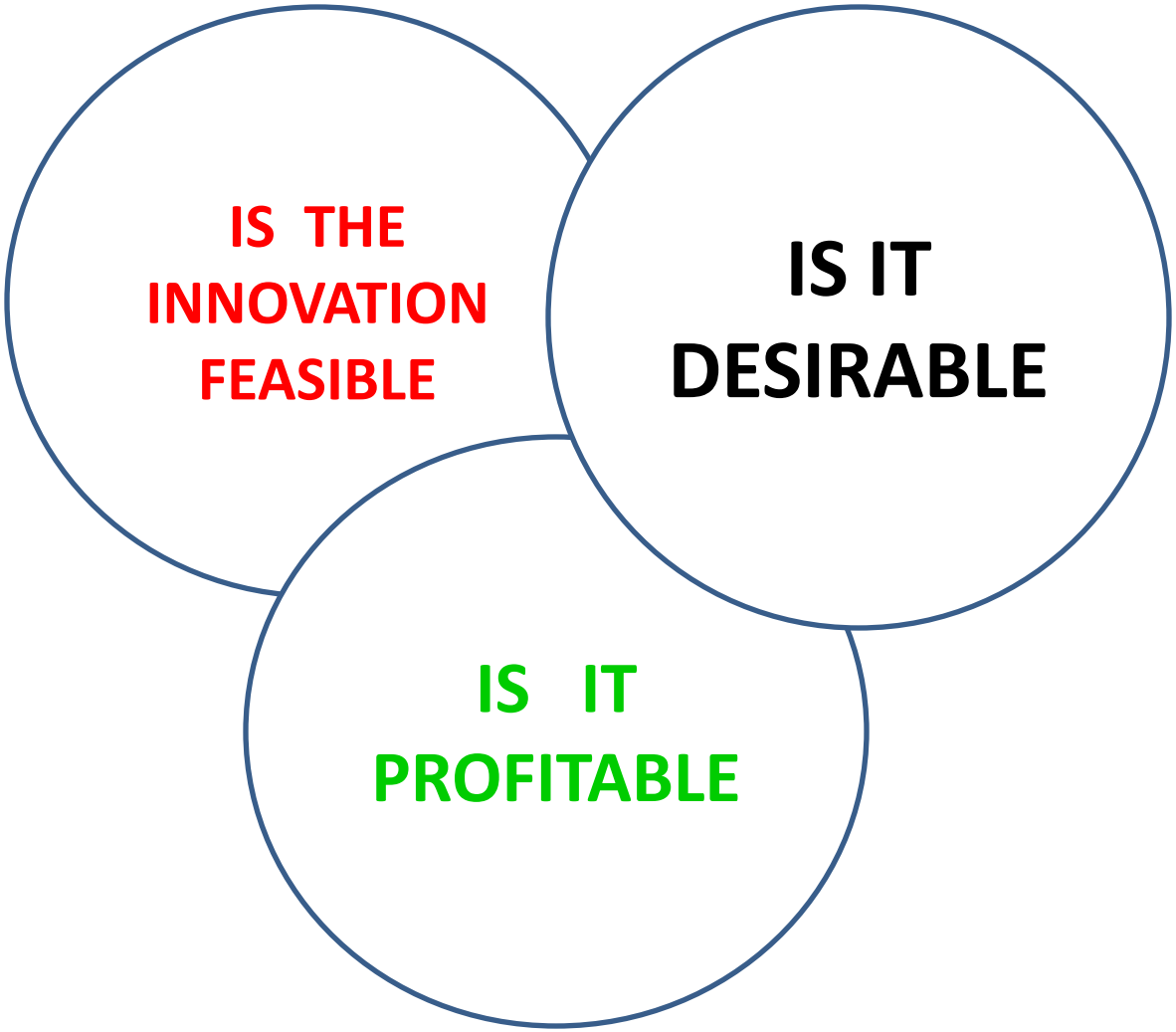
*20 sim cards
*1 year battery backup
*1 TB memory
*1000 mega pixles cam
*TV
*Oven
*Washing Machine
*Fridge
*AC
*Mini Rocket Launcher
*Mini AK-47
and d new special feature 24G which is far better dan 3G. In this u can meet d person & talk directly....!!

Dick Fosbury invented the "Fosbury Flop", a radical new way for going over the bar backward. It revolutionalised the sport of high jumping and won him the **gold medal** on the 1968 Mexico City Olympics.

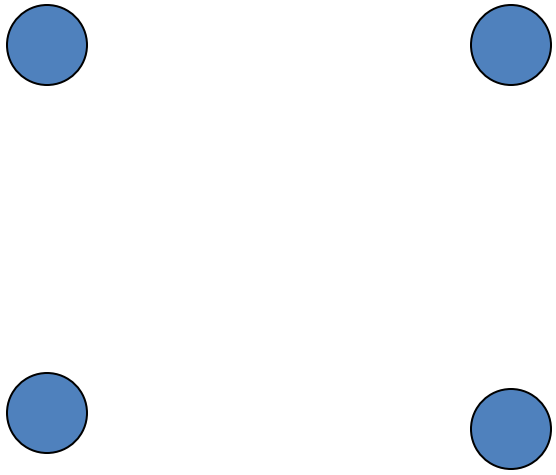
Innovators often turn things around

The Jaipur Foot

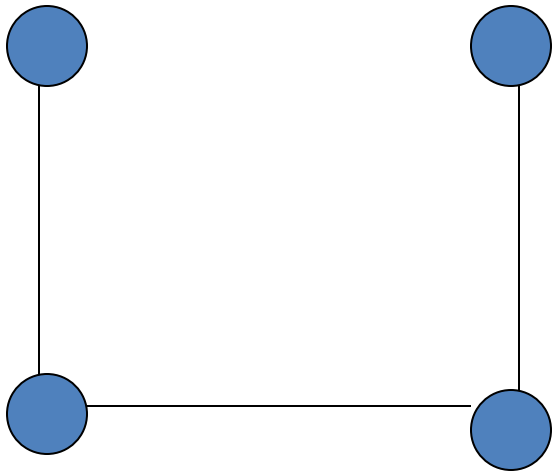
- Bio-medical engineers have long studied the workings of the body and designed artificial limbs, some of which incorporate microprocessors.
- It is estimated that 500 people per day are killed or lose a limb as a result of land mines
- However, these civilians do not have the money or access to the high-tech devices
- The Jaipur Foot is the solution and it is made of simple materials – rubber, wood and aluminum - which are not only readily available but also can be worked by local craftsmen. Typically it takes 45 minutes to build, lasts five years and costs about $30.


IS THE INNOVATION FEASIBLE
IS IT DESIRABLE
IS IT PROFITABLE

- Make an efficient connection: Length of path connecting all points to be minimum

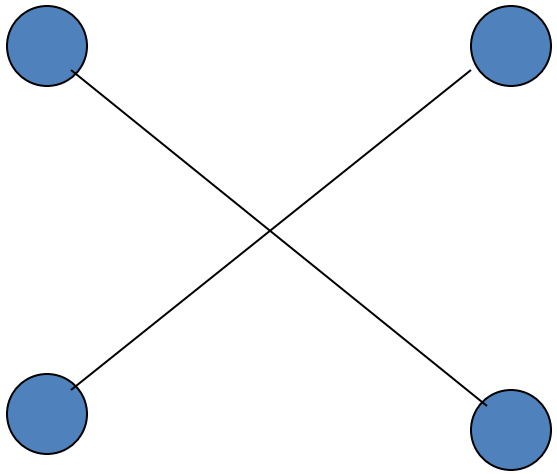


Make an efficient connection: Length of path connecting all points to be minimum



length = 3

Make an efficient connection: Length of path connecting all points to be minimum



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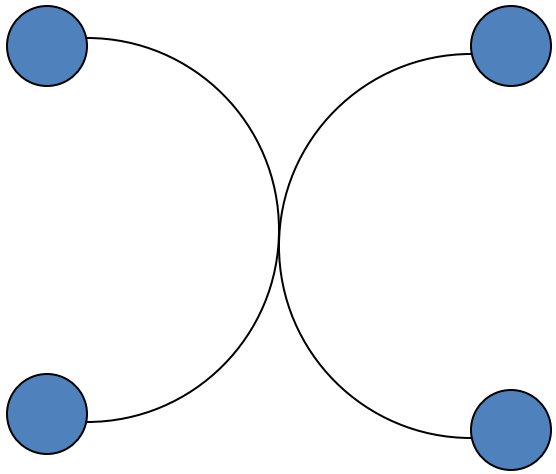

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The Railway Industry actively works to further reduce energy consumption…

Technology related – partly introduced on today's deliveries	•Reduce running resistance, dominated by aerodynamic drag •Reduce weight •Reduce energy loss •Reduce energy consumption of onboard equipment •Use energy regeneration
Technology related and other factor	•Improve space utilisation in terms of seats per length of train •Efficient driving
Operational Strategies	•Reduce top speed •Run the train with a less number of stops •Increase the load factor (passenger-km / offered seat-km)

MECHATRONIC SWITCH & CROSSING

- To develop a radically different concept of switch and crossing design
- Potentially moving away from the traditional moving switch blade to new concept of train direction changing that does not rely on conicity
- The proposed work plan will involve to interlinked plans.
  - Consider the output from Innotrack and the Forever Open railway project which will identify and validate candidate design options
  - The first stream will seek to develop and validate specific aspects or parts of the candidate designs. This work will be done by trialling the new concepts in the existing S & C systems. This will have the double benefit of bringing forward individual improvements to improve the existing switch and crossing system performance in addition to validating each part of the new design.
  - The second work stream develop the most promising radical new switch and crossing designs, using mechatronic actuators? and then taken forward to a structured work plan of testing and development of the final new concepts.
  - The new designs will be validated and ‘approved’ within the project


Allahabad

A STUDY OF CLEANLINESS AT A CATEGORY –A1 STATION: COSTS,OUTCOME AND ISSUES

STATION: ALLAHABAD,NCR

YAKOOB SHEKHA,IRAS 2010

ALLAHABAD DIVISION : A HISTORICAL PERSPECTIVE

- It was during the period of Lord Canning, the then Viceroy and Governor General of India, that the East Indian Railway was successful in running the first train from Allahabad to Kanpur on 3.3.1859
- Allahabad Division forms the spinal cord of Indian Railways connecting the coal - steel belt of the Eastern region to the consuming areas.

STATION PROFILE

Route Main Line **Branch Line**	**757.12 Km** **296.49 Km**
Track Route Length	**1053.61 Km**
Total Track KM	**1944.39 Km**
Traffic carried per annum	
Charted capacity each way **(with maintenance blocks)**	**60 paths fully utilized**
Capacity utilisation **(as% age of charted capacity)**	**130% to 150%**
Average No of Mail / Exp. / Pass. trains per day	**310 Nos.**
Average No. of Goods trainsInterchange Per day	**240.6 Nos.**
No. of stations	**133 Nos.** **A1- 2** **A- 6** **B-3** **D- 22** **E- 79** **F- 21**
Average No. of Passengers booked per day	**2.49 lacs**
TOTAL STAFF	**29212**
TOTAL OFFICERS	**177**

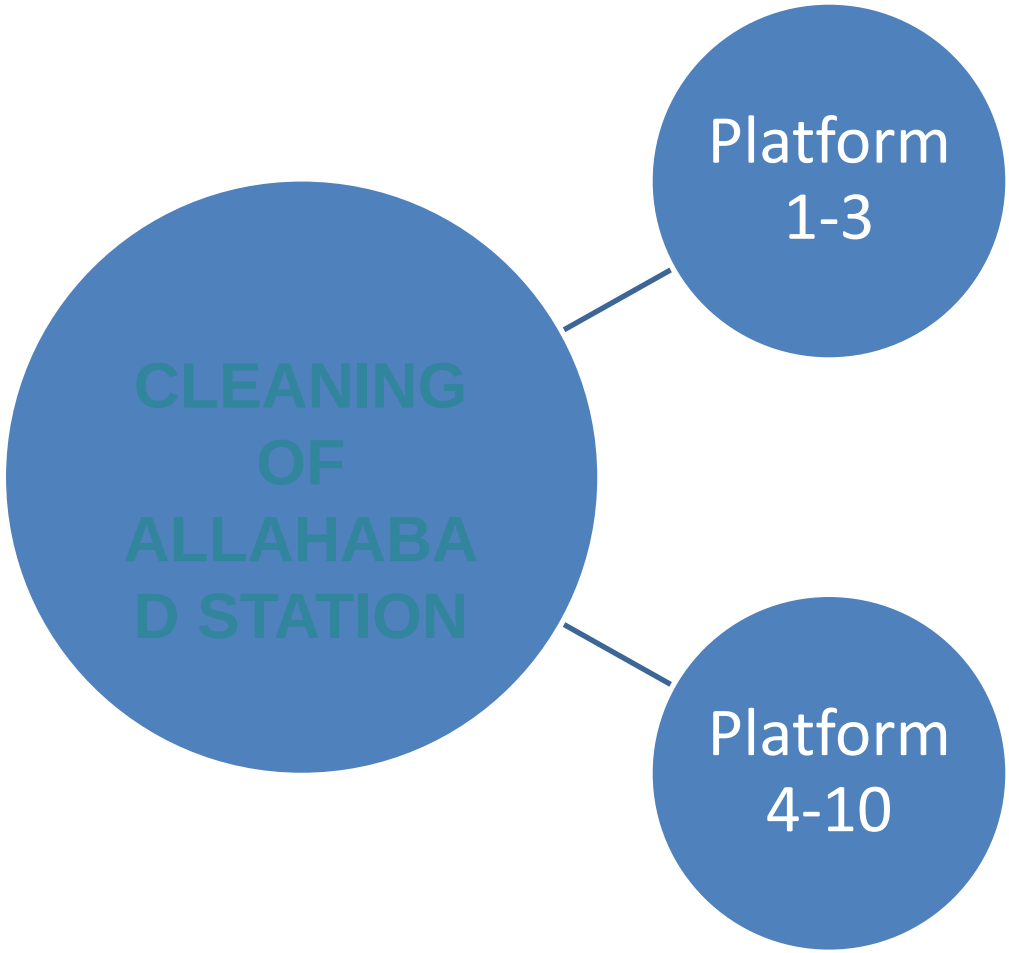
STATION PROFILE

No of platforms	Working platforms	Under Maintenance	Washable aprons
10	9	1	9

TOTAL NUMBER OF PASSENGERS AND TOTAL EARNINGS

S No	Category	No Of passengers	Earnings
1	PRS	101084	28528540
2	UTS	872398	74232354
3	Platform Tickets	12000	60000
TOTAL		985482	102820894

DEPARTMENTS INVOLVED IN CLEANING AND SANITATION AT ALLAHABAD STATION



- Railway itself
- Contractors

DETAILS OF RAILWAY EMPLOYEES INVOLVED IN CLEANING PLATFORMS 1 to3

Sanctioned Strength	**On Roll**
190	132

Employees Shift wise		
1st Shift	2nd shift	**3rd shift**
87	38	8

Total salary paid in the month of April to the 132 employees on roll : **2824520**
Total Annual salary:2824520 * 12 = **3,38,94240**

Annual expenditure on machines beared by the Railways

S No	Equipment	Nos required	Unit Cost	Total Cost
1	Scrubber cum Drier	4	1.5 lakhs	6 lakhs
2	Jet cleaning machine	4	80000	3.2laks
3	Battery operated ride on sweeper machine	1	4.5 lakhs	4.5 lakhs
4	Vaccum cleaner	1	1lakh	1 lakh
				14.7 lakhs

**Monthly expenditure on chemicals and consumables: Rs 200000

Contract Expenditure for maintaining the platforms 4-10

DETAILS OF EQUIPMENTS USED

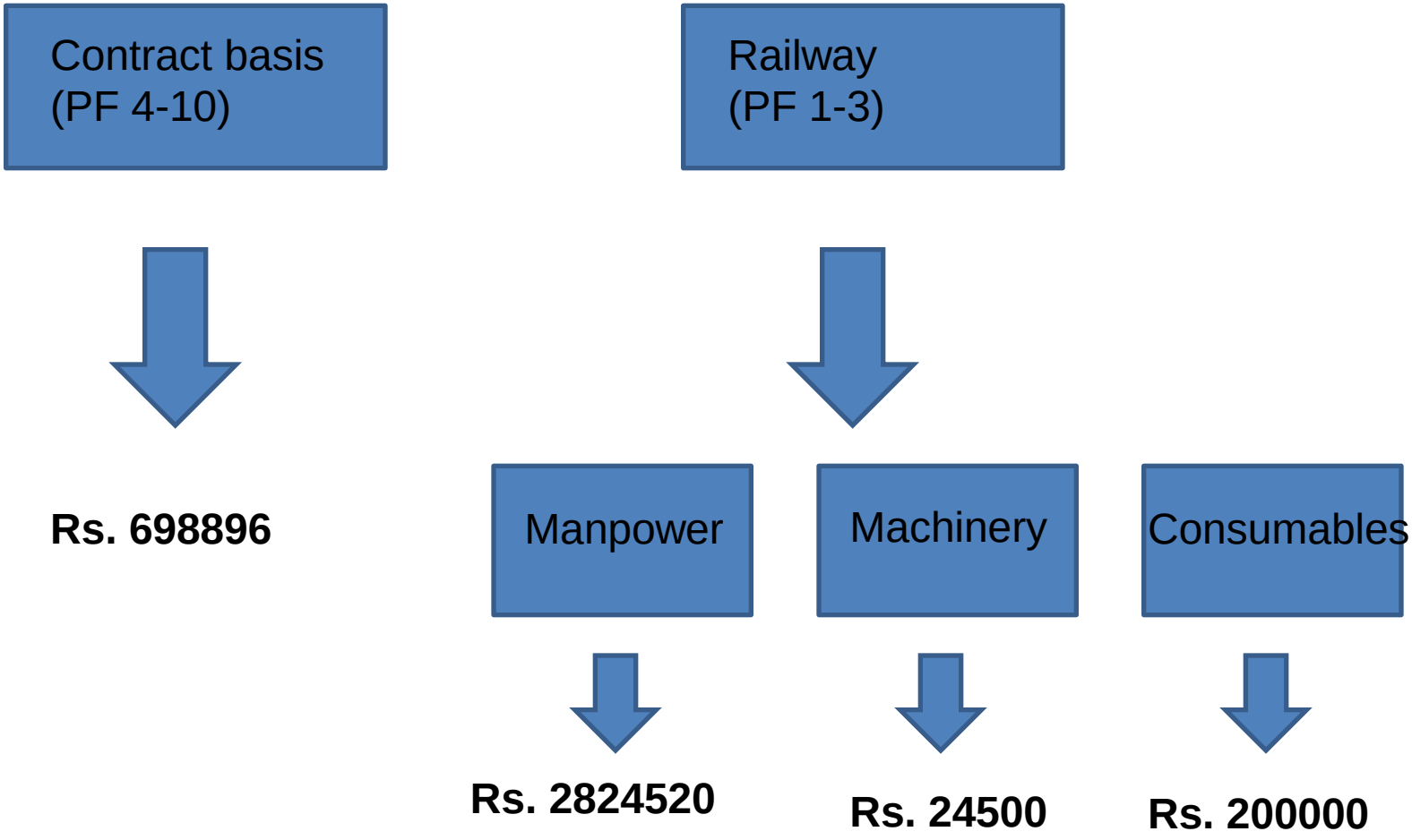
No of labourers: 67

Amount Paid annually: **Rs 8388752**

MONTHLY EXPENDITURE FOR CLEANING ON ACCOUNT OF CONTRACT: Rs 698896

S No	Equipment	Nos required
1	Industrial wet and dry vaccum cleaner	2
2	Heavy duty scrubber cum drier	3
3	Battery operated ride on scrubbing machine	1
4	Truck for garbage disposal	1

Cost comparison/month



Issues and Outcomes

- The materials consumable which are being used here at Allahabad station are brought from Kanpur as these are stock items and may not be purchased from out side or from local market it is costing much time and amount to railway
- Big issue relating to water supply water is not supplied properly some time the cleaning is not done or delayed because of interrupted water supply
- The drainage at station are maintained by engineering department they are not cleaned properly & are chocked it reduce the water flow and creates big problem in rainy season it may be given to these people only they may maintain it well
- Lack of personnel is big issue, administration is trying to reduce the number of employee while for doing these odd job it requires more people.
- Railways had neither developed any standards as benchmarks for various cleanliness activities nor a cohesive plan detailing milestone and roadmap of achieving it.

Cont.

- High incidence of absenteeism among safaiwalas
- Inadequate mechanism to monitor the work of contractor
- lack of assessment of quantum of garbage generated.etc
- most of the people involved in the cleanliness work are not trained & not even using the boot globes and mask ,being untrained reduce their efficiency for handling there jobs
- Drainage system is faulty. Sewer line is very old having brick barrel. It chokes frequently and bricks fall during cleaning. Surface drains are also old and damaged having flow in two portions, due existence of crossovers at the centre of tracks.

Suggestions

- People who are involved in cleanliness must be given some training they must be made aware of their health issues it will improve their efficiency and will help them to take care of their health
- There is lack of combination of work while same type of works are divided in two three departments
- People are putting the liability on others it must be handled carefully
- Work programme must be made in composite form .
- Cleaning is NOT only departmental duty. It is duty of the people also who use it we should have some passenger awareness programme also to make the station and platform clean it should be a dual responsibility.
- Local purchase may be done where the workshop are far it may be good in financial &time management system

CONCLUSION

Cleanliness is most important area which must be given due attention

Cleanliness and sanitation on Indian Railways were not receiving due importance and was secondary activity to other activities in the past.

The expenditure done on the cleaning part was also inadequate.

Standards of performance were not laid down and Involvement of multiple department was also a great issue of fixing responsibility.

But, in the last few years, the railways have taken a number of initiatives to address the issues of cleanliness seriously, such as Clean Train Station, Pay and Use Toilets etc .

What is needed at this hour is effective supervision .initiative need to be cohesive, systematic and sustainable.

CLEANLINESS AT (CATEGORY "A1" STATION) COSTS , OUTCOME & ISSUES VISAKHAPATNAM STATION (VSKP)

AJAY KUMAR JAIN
IRAS-2010 Batch


10:32
విశాఖపట్నం
विशाखपट्टणम
VISAKHAPATNAM

As rightly said by, His Excellency, The Honorable President of India, Shri. Pranab Mukherjee, there are only two departments that bind the entire nation together

The Indian Postal System and

The Indian Railways

And again Indian Railways plays a very pivotal role in weaving the entire nation together and there by assimilating together various cultures, races, nationals and thus withstanding the concept of " Unity in Diversity" for which our country has been reputed and respected since ages.

STATION DETAILS

Total no of platforms - 8
P.F surface type :- There are different types of surfaces on the platforms details of which are tabulated in following slides.

The surface also includes PRS & booking hall, all classes waiting rooms, retiring room, porticos, VIP Room and such other areas.
The various equipments to be used are as prescribed in the contract along with the list of floor cleaners.

Flooring Type, Area and Covering

Platform No	Flooring Type	Area (L*B) in Sq Mtrs	Covering
1	Kota Stone	7440	6489
2	Mosaic	4602	3724
3	Mosaic	4602	3724
4	Mosaic	6899	4365
5	Mosaic	6899	4365
6	Concrete	5275	2893
7	Concrete	5275	2893
8	Granite	9553	6032
	Total Area	50545	34485

Washable Aprons

Platform No	Area in Sq Mtrs	Year of Const	Approximate cost
1	595	2008	1.11
2	421	1992	0.45
3	444	2000	0.58
4	583	2003	0.96
5	589	2006	1.02
6	nil		
7	579	2010	1.18
8	653	2010	1.42
Total	3864		

AGENCIES INVOLVED

All cleaning work and related staff is under Health & Mechanical department. Both railway department and contractor are involved in cleaning at Visakhapatnam Station .

The station cleanliness is supervised by the Health Department in coordination with other related departments.

The total estimated cost of the project was Rs 4,77,28,387/- for a period of two years i.e. 2011-12 to 2012-13.

The contractor has bid it at -16% of the estimated value and the contract was finally awarded for a total value of 4,00,91,845 to M/s GS&IS (Pvt) Ltd, Kolkata for a period of two years.

The contract has been given to M/s General Security & Information Services (Pvt) Ltd, Kolkata for mechanized cleaning and upkeep of Visakhapatnam Railway Station

STATION CLEANLINESS : AREAS OF FOCUS

The areas to be cleaned as per the contract includes

- Circulating area
- Passenger Reservation System
- Booking Hall (Portico)
- All classes of waiting rooms , Retiring room, VIP Room
- Platform number 1 to 8
- Daily rag picking from all tracks, aprons, platforms & yards, bush, weeds removal.
- Garbage collection & disposal
- Pest & Rodent control
- Liberal use of disinfectants
- Cleaning of all water stands and water coolers at station

MANPOWER

The contractor has to deploy the following number of man power for carrying out activities like handle machines, clean open areas, station buildings, washable aprons, platforms, drains, FOB's, Rag Picking, disposal of Garbage, and supervisors

Category	Req No	Total BP+ DA	Total wages per month
Unskilled	181	170.96	928313
Semi Skilled	42	199.12	250891
Skilled	5	231.27	34691
PF @ 10%			121390
ESI @ 4.75%			57660
Total	228		1392945

DETAILS

- **Average number of passengers handled in the past three years**

2010-11	-	9855000
2011-12	-	10046260
2012-13	-	10278400

Number of Originating and through trains at Visakhapatnam Station

Originating:

Mail & Express Trains	13
Passenger Trains	6

Through Trains

All categories	67
Total no of trains per day	86

STATION EARNINGS - PRS

II)	**Visakhapatnam PRS Sale figures:**				
Sl. No.	Particulars	Units	Financial Year		
			2010-11	2011-12	2012-13
1	**Outward :**				
1.1	No. of Passengers	In Lakhs	7.15	8.51	7.70
1.2	Passenger Earnings	In Lakhs	3008.98	3544.61	3367.04
2	**Inward :**				
2.1	No. of Passengers	In Lakhs	6.79	8.08	7.32
3	**Total Outwar and Inward Passengers :**		**13.94**	**16.59**	**15.02**

STATION EARNINGS – NON PRS

I)	**Visakhapatnam Non-PRS sale figures (including MST sales):**				
Sl. No.	Particulars	Units	Financial Year		
			2010-11	2011-12	2012-13
1	**Outward :**				
1.1	No. of Passengers	In Lakhs	89.85	96.53	96.51
1.2	Passenger Earnings	In Lakhs	4468.48	4869.36	5069.15
2	**Inward :**				
2.1	No. of Passengers	In Lakhs	85.37	91.71	91.68
3	**Total Outwar and Inward Passengers :**		**175.22**	**188.24**	**188.19**

RAILWAY EMPLOYEE DETAILS

The entire station cleanliness is awarded on contract basis. From the railway front only two Health Inspectors are employed as against a sanction strength of three.

They fall under the pay band-III with a grade pay of 4600/-

The total cost to railways per annum works out to be

25000*12*2	=	6,00,000
Total for two years	=	12,00,000

These HI are associated with overall supervision of station cleanliness and to ensure that it is carried out in accordance to the conditions laid in the contract.

He also ensures that the records pertaining to cleanliness are properly maintained and regularly signed both by the HI and representative of the contractor.

VARIOUS COSTS

Items	**Cost Per Month**
Wages	1392945
Materials / Consumables	92014
Machinery	18381
Garbage Disposal	29618
Total per month	1532958
10% profit	153296
Total Incl Profit	1686254
Total Per Annum for Ist year	23169120
Add 6% Escalation for IInd year	24559267
Nett Estimate for 2 yrs	**47728387**

OUTCOME

- The cleanliness in some of the areas like general class waiting rooms, on some platforms where the passenger flow was comparatively less was not found up to mark
- Absence of staff from the point of presence during night hours
- Tracks were left uncleaned and improper rag picking.
- Water taps and the surrounding places were not maintained in proper condition on less passenger flowing platforms.
- Night soil and other disposals not being cleared in time.
- Improper cleaning of the corner circulating areas
- Lack of proper uniform while executing the station cleanliness

FROM THE PASSENGERS

The feedback from the passengers with regards to station cleanliness at Visakhapatnam has been highly satisfactory.

There have been very few complaints from the passenger front

The cleanliness by the contractor was maintained up to the standards prescribed by railway authorities in the contract agreement.

The innovativeness in the cleanliness aspect was found with the introduction of high power scrubbers, better quality disinfectants, attractive dustbins and so on.

ISSUES

As Visakhapatnam is a highly floating station with average of 86 trains moving per day the time available to clean the tracks and surrounding areas in very less.

The increasing number of footfalls it is very difficult to clean the station in full at a single go and thus maintenance of cleanliness becomes tough

Frequent absence of the contractual workers and lack of adequate casual labour at times to carry out the work in continuity.

At both ends of station there is no proper pathway to take away the garbage from dustbins to dumping ground.

Inadequate water supply .

SUGGESTIONS

FROM THE PASSENGERS:

The feedback from the passengers have been found to be satisfactory to a larger extent, despite that a few suggestions have been made as under

❖Proper functioning of water taps and ensure proper cleanliness of such areas.

❖Small gaps on the sides of the tracks to be properly covered to avoid the menace of rats and rodents

❖Use of quality disinfectants to avoid the fleeing of mosquitoes, flies and insecticides.

❖To increase the frequency of cleaning of wash rooms especially in the retiring rooms.

❖Waiting areas/hall should be regularly cleaned.

SUGGESTIONS

FROM THE CONTRACTORS SIDE

- Easy accessibility for cleaning up of station
- Periodical meetings with the railway officers associated with the station cleanliness
- Payment of bills presented by contractor in time to keep them associated for long term
- Recognition of work executed to serve as a motivational factor
- Proper coordination between the parties to contract
- Educating them of the best practices being adopted at other stations

SUGGESTIONS

FROM THE RAILWAY OFFICERS

- The contract should preferably be awarded for a period of 3 years as it generates long term employment
- Periodical inspection of machines used under the contract
- Clause regarding AMC of all the machines used in the cleaning contract
- Regular inspection of station by officers so as to ensure that we don't deviate from the cleanliness conditions as mentioned in the contract
- Penalty as applicable to be imposed in case of lapses as per guidelines laid down

CONCLUSION

From the make or buy decision it can be understood that awarding the station cleanliness on contractual basis works out to be cheaper as against its direct execution by the railway authority .

The administration has to ensure the following aspects :

❖Station authorities to ensure that unwanted crowd does not enter the station premises.

❖The clear charter of cleanliness should be displayed at the different areas of station like waiting hall, retiring room, platforms

❖Better day to day monitoring of contract cleaning.

❖Regular inspection by different levels of authorities.

❖Motivating the contractors by providing due recognition to their work, making timely payments to them and coordinating with them to ensure better quality services.

Costing templates

- Cost of supplying bed-rolls in a 2AC coach
- Cost of preparing Electricity Bill for electric energy supplied to an outsider by railways.
- Cost of preparing Electricity Bill for one residential quarter
- Cost of Inspection of one coach at the pit-line
- Per hour cost of time spent by the crew after signing-on

- Cost of attachment/detachment of a coach
- Cost of running a departmental road vehicle.
- Cost per kilometer of Railway Vehicles provided at Pahune Hostel/NAIR (June 2013)
- Cost of operation & maintenance of Running Room

- Cost of Cleaning an AC 2 Tier Coach in pit-line

  Cost of washing a coach

  Cost of dispatch of one letter from Divisional Office

- Cost of providing security at class "A1" station

  Cost of preparing salary of ONE staff in the Division

  Cost of installing and maintaining LED based indicators on one platform

- Cost of attending to a signal failure

  Cost of operating & maintaining ONE Retiring Room

  Cost of ticket checking on Rajdhani Express (Originating-Delhi)

  Cost of a speed restriction

Cost incurred on an Accident Relief Train (ART) to attend a ?mock trial?.

Cost of Detention of a train (about 05 min.) due to Alarm Chain Pulling (ACP)

Cost incurred on a Self-propelled Accident Relief Train (SPART) to

THANK YOU