

Project Details: NAeG/14-15/00114

Project id -	NAeG/14-15/00114
Name of The Project	Computerization of parcel offices of indian railways
Category of Award Applying for	Innovative Use of Technology in e-Governance
Date of Launch	01-12-2012
	<p>Purpose and priorities of the initiative The major shortcomings in the Manual Booking of parcel/luggage packages were as follows:- i) No information regarding the rules and procedures involved in parcel booking ii) ambiguity regarding the pair of stations where parcels can be booked and the freight chargeable on parcel packages iii) cumbersome process of parcel booking at parcel counters iv) lack of transparency regarding time of transportation v) large scale irregularities regarding priority loading of packages vi) involvement of touts in parcel operations and corruption vii) Misplacement of packages and no mechanism to track and trace the lost packages viii) No management tool to identify the irregularities and fix responsibility on the culprits Under the above circumstances it was decided to evolve and introduce a system which could tackle all the above irregularities/shortcomings/constraints and introduce a robust computerised system which could evolve full scale system of booking, loading, unloading and delivery of packages swiftly and thereby leading to passenger satisfaction. Thus evolved the Parcel Management System(PMS). Date of implementation of the initiative:- December 2007-March 2008 Initially PMS was introduced at 7 stations of New Delhi Howrah corridor and at present this system has been proliferated now to 23 major stations of Indian Railways(IR). This is likely to introduced at 610 more stations of IR in the next two years as Ministry of Railways has sanctioned Rs.132 Crores for this phase of roll out of PMS at all major stations on the routes connecting the major metros. g)Strategies adopted for bringing about the transformation and positive impact Most of new systems adopted for system improvement generally face resistance from staff who are accustomed to stereo type working since long and who feel insecure in the changes. To countermand their fears and apprehensions following strategies were adopted to make the PMS roll out successful i) Setting up of testing terminals at major locations ii) Motivating the staff to experiment the new system at Testing site on Testing servers so that they are not afraid of making mistakes iii) On site training to the parcel booking staff. For training purpose online video files have been provided so that Parcel clerks can play back the same on their terminals for better understanding of the application iv) Deployment of handholding staff to tackle any hardware problems v) Recruitment of retired parcel supervisors to associate with the parcel booking during the field testing and training and coordination regarding fixing the bugs found during testing of the software. vi) Grant of appreciation and Awards to the staff doing quality work.</p> <p>PMS has been a favoured application since the inception amongst Railway users because of the ease of operation, inbuilt freight calculator, wharfage/ undercharge calculator. Railway staff has shown tremendous enthusiasm in propagating the PMS application. It was because of this popularity, PMS is functional at 23 stations of IR. The end user i.e. general public has been benefitted by advance information about the trains between pair of stations, freight calculator, single window operation of weighment and booking, barcode labelling, Status updates through SMS and tracking of the packages through IR website www.parcel.indianrail.gov.in</p>
Summary/Objective of the project	
Beneficiary of the project	
Details of Project Head	
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Name(3rd team member)	Virender Kumar
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Supporting documents:-	Award Specific Form
	Self Certification by the Project Head