Complete Business Cycle to enable transparency in working

A) STEPS TOWARDS DIGITISATION TO MAKE BUSINESS EASY WITH RCF

(i) E-Dispatch of material

System has been implemented for limited users. This will facilitate the vendors for making the entry of dispatched items and generation of invoice.

This will also eliminate the human intervention at workshop gate by using the QR code for capturing the information of the material to be delivered while entering to workshop for delivering the materials to Store Depot. Also, the RB / Ward wise unloading sequence will be generated automatically for the vehicles.

(ii) Issue of Digital R-Note & RO to Vendors through automated mail

A web based system is developed to replace the existing paper based R-Note and RO with digitally signed e-R-Note/ e-RO. This will bring transparency in the system for the material delivery and payment to the vendors. The copy of RO will be delivered to vendor through the system generated email without any human intervention.

(iii) Launching of e-Bill submission Module

Earlier the supplier had to physically deposit the bill for material supplied.
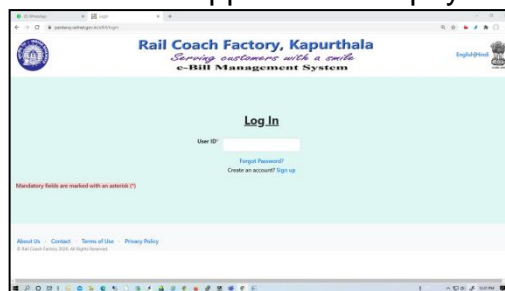
This bill submission was very uncomfortable and time consuming for suppliers located in remote places. Now, new computerised system enables our business partners to submit their digitally authenticated (DSC) bill online https://pardarsy.railnet.gov.in after digital copy of Receipt Order (RO) is received by the vendor.

(iv) Vendor bill payment status

A detailed online status of bill passed or rejected including the payment made, deductions, levies, etc is being provided at RCF website. Vendor can view their payment details for the supplied material. In addition to this, the payment status of bills submitted by vendors is intimated to them through auto SMS/ email.

(v) Auto Unloading Sequence for Lorries based on FIFO

Auto unloading sequence for each receipt branch and ward is generated at the time of entry of vehicle at workshop gate.

This will ensure unloading the lorries in the order of First In First Out (FIFO). Bringing transparency in unloading of lorries on first come first serve basis eliminating mal practices and hardships to suppliers/ transporters.

(vi) Launching of Pardarsy Website

'pardarsy.railnet.gov.in' is the 1st of its kind web portal launched by General Manager of RCF on 29.01.2021. The acronym of 'pardarsy' is **PART**ners **D**irect **A**ccess and **R**egistration **SY**stem. Through this website, a number of facilities like **Electronic Dispatch Note, Electronic Receipt Note/Receipt Order, Electronic Bill submission**, etc. are available to RCF business partners and other customers. This will ensure 100% transparency and a unified web portal for RCF business partners.
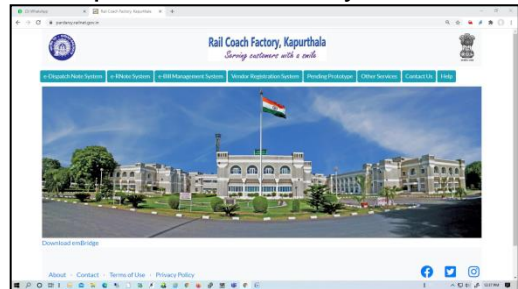

(v) Dossiers for Vendors

A dossier of vendors has been developed which contains the information of

the material rejected of various vendors. Detailed information with reasons for the rejections occurs at various times is recoded. Vendor wise rejection history is available in this dossier various improvement advices sent to the vendors are readily available.
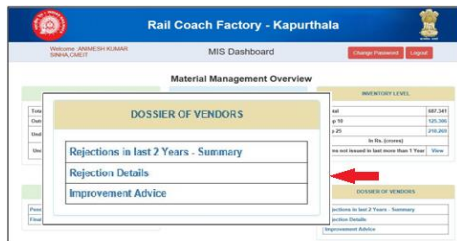
B) OPTIMISATION AND UTILISATION OF MATERIAL FOR PRODUCTION

(i) Implementation of FIFO (First In First Out)

IT has developed software to regulate the issue of material from Stores ward

to Shop. This software assists the Depot Store Keeper to issue the older material first. The aim of this software is to consume the material in the order of its arrival in Depot within warranty period to eliminate wastage and sub-standard materials get weeded out.
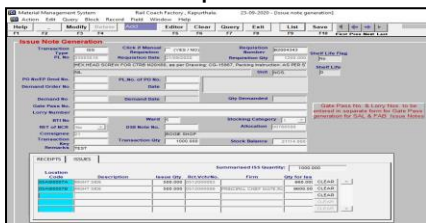
(ii) Prediction of shortfalls of materials for a Production Plan

Provision has been made by IT department for predicting the shortage of material for next 03 months production for production shops (Shell, Bogie

and Furnishing) with respect to the monthly production programme of respective shop. This will contribute in advance planning of the production at shop floor.

(iii) Identification of Surplus/Non-Move Items

Facility has been developed to identify the material available in stock but not being issued or not required for the production or a specific period. This has helped in regulating the future supplies and thus, making best use of purchase grant.

(iv) Identification of Excess Items available in Depot

Facility has been developed to identify the excess material of 03 month's requirement with respect to the monthly production plan. This has helped in disposing the surplus inventory and cancellation of very old developmental orders.

(v) Data of Rolling Stock Certificate to CMMS

Uploading of Rolling Stock Certificate data to Coaching Maintenance Management System (CMMS) of CRIS. A folder of warranty certificate for Rolling Stock is provided to the concerned Railways during the coach delivery. This folder contains the critical details of safety items such as component name, make, item serial number, PL number, etc. for the purpose of warranty claim. Now, this data is digitally transferred to the CMMS portal of the CRIS. Railways now, can refer this data directly from CMMS while registering the warranty claims rather than searching the hard folder manually. Railways can refer this data through CMMS portal as and when they required. This will help in resolving the complaints of railways and to settle down the warranty claims quickly.

C) HUMAN RESOURCE MANAGMENT ACTIVITIES

(i) Touchless RFID Digital Gate Pass for Admin Building & Workshop Staff

Paper based manual Gate Pass issued to staff for coming out from workshop or going to workshop from Administrative Building have been replaced with RFID based Gate Passes. Bearer has to flash this gate pass to RFID Scanner installed at Workshop Gate. Software has been developed for monitoring the usage of RFID gate pass.

(ii) Computerisation of Visitors Gate Pass for Workshop

Record of all visitors is captured in the database. Visitor's gate pass is issued after validating the identity of the visitor and his photo is captured through system. This is helpful to avoid any unsolicited/ unauthorized visit to the workshop and Administrative Building by vendors/ suppliers and their representatives.

(iii) RFID based Identity Card to Supervisors and Officers

All supervisors and officers are given RFID based identity card. This will facilitated them to mark their In/ Exit entry to/ from on RFID based machines installed in the Workshop Gate. The bearer has to flash his RFID I-Card with RFID Scanner at Workshop Gate. Software developed for monitoring the IN/ OUT movement of the officials.

(iv) RCF Mobile App and Service Essentials Visualizer (SEVA) App

Mobile App developed by RCF is enriched with useful information. This App contains the information like Telephone numbers of top management, Department officers & staff, utility emergency numbers, link for Nivaran portal for grievances of employees/ retired employees, empanelled hospitals, etc.

Service Essentials Visualizer (SEVA) App has been launched to facilitate employees for instant viewing of their Service Record, Salary, Leave, Incentive, PF, Pass & PTO balance, Qtr waiting list, Employee Seniority list etc. and other employee related activity.

(v) Launching of Integrated Complaint Redressal Module in Mob App

Existing RCF Mobile App has been enhanced by adding a module for registering the complaints related to infrastructure of Civil, Electrical, S&T and IT department. The complainant can view the status of his complaint and the representative of concerned department can assign the job by monitoring the complaints through this module. This will ease the resident and staff for registering the complaints even they are away from the destination.

D) OTHER MISCELLANEOUS ACTIVITIES

(i) Installation of video conferencing kit at TKJ office

Video conferencing system has been installed and commission between HSQ and RCF TKJ office through M/s RCIL. This has resulted in seamless participation of TKJ officers in GM's store meeting. Earlier a couple of officers have to travelled from New Delhi to RCF Kapurthala which was a

great inconvenient for the travelling and also huge saving in terms of TA to the officials.

(ii) CCTV camera installation at TKJ office

On the request of CMM/TKJ, a CCTV system consisting of 13 cameras along with sufficient storage has been installed and commissioned on TKJ office. This was essential for the security of human beings as well as Railway property. This will keep a watch on the theft incidents and enforce the security.

(iii) Augmentation of Internet Bandwidth

RCF Kapurthala was having Railtel internet bandwidth of 02 Gbps. M/s Railtel was claiming about 02 crore charges on behalf of this, from N.Rly. This was monitored and bandwidth utilizations monitoring was done. Thereafter, this bandwidth was reduced from 02 Gbps to 1.5 Gbps and the internet bandwidth from M/s BSNL was increased from 400 Mbps to 1Gbps. This augmentation of Internet Bandwidth has resulted recurring savings of Rs. 55 lakhs per annum.

(iv) Implementation of E-office

E-office was implemented in RCF on 27.06.2019. RCF has the highest

number of users in e-office and is also the first PU in Indian Railways to implement it.

All of the letters and files as per Railway Board's guidelines are being handled through e-office for the communication between the departments. This has resulted in saving of tones of papers and

man hours through e-delivery and brought transparency. No new physical is being created after 01.06.2020.

E) PROACTIVE ACTION FOR EFFECTIVE COVID-19 FIGHT

- A wide publicity was made for COVID-19 on RCF website by publishing the latest information/ instructions and regular notifications were sent through RCF mobile App.

- Dedicated helpline mobile no. and mobile set were provided for online ordering and door step delivery of vegetables and other grocery material.

- During lockdown, more than 83 thousand SMSs were sent to disseminate the critical information to the RCF employees.

- Downloading the Arogya App and installation in the mobile sets of the employee and dependent members for the protection and prevention from COVID-19.