

Government of India
Ministry of Railways
(Railway Board)

No. 2018/Transf. Cell/Traffic/Parcel-Cloak & Waiting Room

Dated: 09.01.2018

General Manager
Northern Railway
Baroda House
New Delhi

Sub: Pilot for outsourcing of Parcel handling, Cloak Room and improvement in Waiting Room facilities

Ref: DRM/DLI's letter no. DRM/Misc./2017 dated 30.11.2017

Please refer to DRM/DLI's above letter proposing policy intervention for bringing about quantum improvement in the "On-board Catering Services" and "Parcel Services, Cloak Room and Waiting Room facilities".

2. The issues raised in the above letter have been examined by Transformation Cell in consultation with Traffic Commercial Directorate and following course of action is suggested:

Shift to quality based bidding system for on-board catering services

3. Hon'ble MR has already constituted a Committee of officers to deliberate upon issues related to "Improvement in Catering services, particularly quality of food/beverages on train and introduction of quality based bidding system" consisting of - ED/Catering (Convener), Director/Catering, IRCTC, ED/ME/Chg, ED/EE/M, DIG/RPF, ED/CE/Station Dev. and ED F/C. A decision in this regard will be taken by the Board based on the recommendations of the Committee.

Outsourced Parcel handling facilities at stations

4. Parcel handling at stations has for long remained one of the major concerns for the Railways. With growing parcel traffic, parcel loading/unloading and its handling at platforms has become chaotic and cause of major inconvenience to the commuters/passengers at stations. Therefore, it has been decided that Delhi Division may conduct a pilot project for outsourcing the activities by appointment of one agency for booking, stacking and handling of parcels and luggage at a station or the entire Division, whichever is feasible, through open bidding process within the following broad framework:

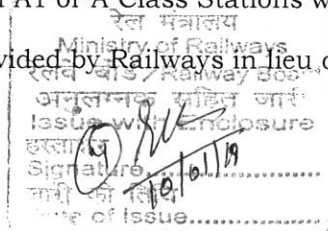
- Space for the involved activities to be provided by Railways in lieu of usual licensing charges.
- Agency to create required infrastructure.
- The agency to accept all types of permitted parcels, luggage, cargo at the station on behalf of the railways and ensure its disposal.
- Agency to be given port connectivity for PMS to generate P Way bills, LT etc.
- Agency to accept parcel from the existing lease holders for stacking, loading and unloading on trains through mechanized trolleys, handling equipments etc.
- Earning/revenue sharing aspect to be devised accordingly so that it's a win-win for Railways as well as the handling agency.
- Period of concession may be decided by the Division.

5. Separately, Delhi Division may also select a single agency as an "aggregator" of parcel services by clubbing departmental parcels and those train SLR spaces where the tenders for leasing have repeatedly failed.

Up-gradation of Cloak Room Facilities on BOT model

6. Delhi Division may undertake a pilot project for upgradation of Cloak Room services on BOT model at identified A1 or A-Class Stations within the following broad parameters:

- Space to be provided by Railways in lieu of usual licensing charges.



- The period of concession may be decided by the Division.
- Base price for a unit of luggage to be kept for specified hours in the cloak room may be determined by discovering the market price through open bidding system (Board's letter No. 2015/TG-IV/14/P/Lockers dated 21.12.2017 may too be referred to).
- The successful bidder may be allowed fixed escalation in the charges on a yearly basis.
- Computerized inventory management and modern locker facility with round the clock working must be ensured. Overall aesthetics and passenger convenience must be kept in mind while planning the above facilities.

Upgradation of Waiting Room facility through PPP model

7. Delhi Division may undertake a pilot project for upgradation of Waiting rooms with modern facilities for dispensing beverages/light refreshments, TVs, upgraded furniture, toilet facilities and other prescribed amenities and services under PPP mode through open bidding process. However, in this case, the bidders may not be permitted to generate revenue through advertisement as it would not be permissible within the framework of the Rail Display Network Policy.

8. All the above pilot projects shall be undertaken in consultation with the Divisional Finance, Divisional Commercial Department and Divisional Engineering Department (wherever applicable).

9. After 3 months of the implementation of the pilot project, a detailed assessment report must be sent by DRM/DLI, through General Manager, Northern Railway, to the Railway Board for consideration. Based on successful implementation of the pilot projects, Railway Board may consider replicating the same model for all railways/divisions.

This issues with the approval of Board (CRB) and concurrence of Associate Finance of Transformation Cell, Railway Board.

Niraj Sahay
09/01/18

(Niraj Sahay)
Executive Director (Traffic)
Transformation Cell

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Dated: 09.01.2018

1. CCM/Northern Railway
2. PFA/Northern Railway
3. DRM/DLI

Sanjeeb Kumar
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Executive Director (Accounts)
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