

(Amitabh Lal)  
Additional Member(Commercial)

D.O.No.TC-I/2009/304/1

New Delhi, Dt. 12.12.2013

My Dear (all CCMs by name)

**Sub: Timely completion of work relating to booking of goods and delivery thereof through Terminal Management System**

Terminal Management System is in use since the year 2003 and now more than 10 years have passed using the system. During this span, a number of versions with changes made as per field requirements and also with respect to change in rules were released. The system has been designed in the most customer friendly manner. Even now, changes in its software are carried out by CRIS, as and when required, and it is a continuous process.

However, it has been noticed that the system is not being used for its full application. Data is being fed with enormous delay. Managerial reports for monitoring the delay like pending work for outward, pending work for inward and consignments awaiting issue of supersessional RR are available in web reports of CCMs, but these reports are also not being used as yet. A back reporting upto three days is available for completion of work relating to TMS, which also leads to lethargy in timely reporting.

Since TMS has now fully stabilized, it has been decided that back reporting in TMS upto three days would be allowed only for the nodal locations, where data of other non-TMS locations is fed on physical receipt of the data. At all other locations a back reporting upto two hours beyond the preceding day would be permitted in all the TMS tasks. For the purpose of identification of the Railway staff using TMS Terminal, CRIS will immediately release the utility to the Zonal Railways for creation and maintenance of Named User IDs and one time password (to be modified by the user at the first login).

It is also decided that timely completion of work would be monitored at officer's level. CCM/FM of the Zonal Railways would personally take up the bad cases of delay in reporting beyond one day and upto three days. The cases of delay in reporting for more than three days and upto seven days would be viewed by CCM of concerned Zonal Railways in person. Any delay over seven days would be viewed by Railway Board (Additional Member/Commercial). Stern action be taken against the defaulting staff.

Kindly acknowledge receipt of this letter.

With best wishes,

Yours sincerely

(Amitabh Lal)

Shri (All CCMs by name)  
Chief Commercial Manager  
All Zonal Railways.

Copy to: AM(IT), CAO(FOIS), MD(CRIS)