

# TRANSPORTATION COMMERCIAL

## 1. PASSENGER BUSINESS:

During 2020-21, the number of Passengers carried was 9.73 million as against 97.37 million in 2019-20 registering a decrease of 90.01%. Passenger Revenue during the year decreased by 71.36 % as under:

Item	2019-20	2020-21	%Var.
No of passengers( In Millions)	97.37	9.73	-90.01
Revenue ( In crores)	1534.29	439.37	-71.36

\*\*The loss in passenger business is attributed to the COVID-19 pandemic.

## 2. FARE & FREIGHT STRUCTURE:

### I. FareStructure: -

- Passenger Fare (2020-21): No changes have been made in Passenger Fare.
- Concession in Passenger Fares During 2020-21: No concession in passenger fares was effected.

### II. Freight Structure: -

- Freight rates have been rationalized w.e.f. 01.11.2018 vide Railway Board's letter No.TCR/1078/2018/15 dated 31.10. 2018 (Rates Circular No.19 of 2018) and it was valid up to 14.04.2021.
  - The highest class has remained as Class – 200 since 2008-09.
  - Total classes assigned (with suffix "A" & "B") for charging commodity has remained as 30.
  - Minimum distance for charging freight has been reduced from 125 Kms to 100 Kms for all commodities vide Railway Board's letter no.TCR/1078/2016/05 dated:13.07.2016 (Rates Circular no.20 of 2016) and it was valid up to 31.03.2020. Vide Rates Circular no. 02 of 2020 dated 17.02. 2020 it is extended till further advice.
  - Railway Board vide Rates Circular no.19 of 2018 dated 31.10.2018 have revised the Rationalized Coal and Coke Tariff Structure w.e.f. 01.11. 2018 and it is valid till date.
1. Commissioning of Private siding/Private Freight Terminal and Additional Rail Infrastructure during 2020 – 2021 is as follows:

Sl. No.	Additional Rail Infrastructure/ PFT/Pvt. SDG	Name of Terminal	Date of Commissioning
1.	New Line	HDS - PRDP New BG Line (Distance - 82.55 Kms)	23.09.2020
2.	Pvt. Siding	Lingaraj SILO sdg of M/s. MCL/Talcher - LSST.	30.04.2020
3.	Pvt. Siding	Deep Draught Iron ore & Coal berths of PPT (Paradeep Port Trust) - DDIP	11.09.2020
4.	Pvt. Siding	M/s. Ramco Cements Ltd - RCLH	05.10.2020
5.	Pvt. Siding	Bharatpur SILO sdg of M/s. MCL/Talcher - BSTC	09.11.2020
6.	Pvt. Siding	M/s. RINL's Central Despatch Yard (CDY sdg) [Visakhapatnam Steel Plant/VSPS]	24.11.2020
7.	Pvt. Siding	M/s. MCL's Balaram SILO sdg (Spur-10) - BBMT	12.03.2021

2. Rakes of following LWIS, SFTO & GPWIS customers have been inducted into ECoR system during financial year 2020-21.

a) **LWIS**

Sl.No.	Name of the customer	Execution of Agreement
1.	M/s Hindustan Petroleum Corporation Ltd.	LWIS agreement has been executed for movement of LPG in one BTPGLN rake.

b) **SFTO**

Sl.No.	Name of the customer	No. & type of rakes inducted
1.	M/s TM International Logistics Ltd.	02 BFNSM 22. 9T rakes
2.	M/s. Jindal Steel & Power Ltd.	01 BRN 22.9T rake

c) **GPWIS**

Sl.No.	Name of the customer	No. & type of rakes inducted
1.	M/s Adani Logistics Ltd	02 BOXNHL rakes.
2	M/s TM International Logistics Ltd	02 BOXNHL rakes.

- Four stations viz. Chipurupalli (CPP), Kotabommali (KBM), Sason (SSN), Naranpur (NANR) have been opened for Goods traffic.
- Fifty (50) Electronic in motion weighbridges (EIMWBs) (Pvt - 42 and Rly- 08) have been integrated with FOIS in this financial year.
- ECoR received one automobile rake from Kanakpura (Jaipur), Rajasthan to Visakhapatnam New Goods Complex, Marripalem on 23.12.2020.
- The following Rail Terminals have been notified as container Rail Terminal for Chasis stuffing / destuffing and loading/unloading operation.
  - Chasis Stuffing / De-stuffing only: Kendujhargarh (KDJR), Naranpur (NANR), Jakhapura (JKPR), Tomka (TMKA), Porjanpur (PRNR), Rajathagarh (RJGR), Khurda Road (KUR), Rayagada (RGDA) Vizianagram (VZM), Sambalpur City (SBPY), Khariar Road (KRAR), Doikalu (DKLU), Kantabanji (KBJ), Kerejanga (KPJG). Brundamal (BXQ), Rengali (RGL), Komakhan (KMK) & Handapa (HNPA).
  - Chasis Stuffing/ De-stuffing & Loading/Unloading: Balangir (BLGR) & Kapilas Road (KIS).
- Total four Container Train Operators (CTOs) have been permitted to access nine (9) private sidings over East Coast Railway for handling of Container traffic.
- All Goods loading locations have been covered under TMS either through Device or through Nodal concept.
- Execution of EOL agreement during 2020-21.

Sl. No.	Name of the Siding	AlphaCode	Dt of Execution of EOL Agreement
1	IOCL pet coke siding, Paradeep	IPCP	14.07.2020

10. E-Payment of Freight: During 2020-21 the system of E-Payment of freight has been commissioned at various locations over this Railway for 09 major customers viz.

Sl. No	Name of the customer	Booking points	Date of Signing agreeme
1	M/s. Hindalco Industries Ltd, Renukoot	All loading points over ECoR	22.06.20

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2	M/s. Sursadhana Sponge & Ispat Pvt. Ltd	All loading points over ECoR	13.07.20
3	M/s. S M Niryat Private Ltd	All loading points over ECoR	21.09.20
4	M/s. ArcelorMittal Nippon Steel India Ltd	NMDB, NMVK & KRDL	28.09.20
5	M/s. Bagadiya Brothers Private Ltd	PRNR, DATR, NYG, SKND &	22.10.20
6	M/s. Visa Minmetal Ltd	CBSP, PPAP, PPTP & SKND	24.11.20
7	M/s. Adani Power Rajasthan Ltd	All loading points over ECoR	16.12.20
8	M/s. Star Cement Ltd	All loading points over ECoR	11.01.21
9	M/s. RCCPL Private Ltd	All loading points over ECoR	12.03.21

**11.Parcel:**

- To ensure an uninterrupted and seamless supply chain of goods and essential commodities in the wake of COVID-19, two [54 trips] intra zonal parcel Spl (VSKP-CTC-VSKP, VSKP-SBP-VSKP), two [21 trips] inter Zonal parcel spl (VZM-ANDI-VZM, CTC-TOK-CTC) were run besides 06 pairs (pass through parcel spl trains).
- Total 11,217 tonnes of essential commodities were transported (especially medicine, medical equipments, milk powder, agriculture produce, Fish etc.) by Parcel spl. fetching revenue of Rs.2.44 crore. In addition, 20 trips Mango special were run transporting 4389 tonnes of Mango and fetching revenue of Rs.1.89 crore.
- Eighteen (18) freight handling terminals (Goods shed) were notified for handling of Parcel traffic in bulk.
- To meet demand of parcel space, One VP has been attached each by train no. 02839/40 BBS-MAS-BBS, 02898/97 BBS-PDY-BBS, 01019/20 BBS-CSMT-BBS and 02727/28 VSKP-SC-VSKP special.
- 17 stations over ECoR have been identified for implementation of PMS in Phase-III.
- WAT Division has awarded contract for packing of two wheelers, parcel & luggage with facility of door pickup and delivery for three (3) years for Rs.39.08 lakhs.

**3. (I) TICKETLESS TRAVEL AND TICKET CHECKING (2020-21)**

1. a.	No. of passengers found traveling without ticket or with irregular tickets	72603
b.	Fare	Rs. 22,371,382
c.	Excess charge	Rs. 18,291,159
2 .a.	Number of Un Booked luggage cases	398
b.	Freight on Un Booked luggage	Rs. 98,435
3. a.	Total number of cases (1 a + 2 a )	73001
b.	Total amount of Fare and Excess charge realized(1b+1c+2b)	Rs. 40,760,976
4. a.	Number of Non Penalty Cases	4168
b.	Amount realized	Rs. 1,311,060
5. a.	Number of passengers prosecuted for irregular travel	NIL
b.	Number of passengers fined	NIL
c.	Amount of fine realized	NIL
d.	Number of passengers imprisoned	NIL

**4. CATERING SERVICES (2020-21):**

Catering facilities (both Railway and IRCTC managed including Water Vending Machines) were available in 408 units at 76 stations. Catering service (through pantry cars/mini pantries) were also provided in 28 pairs of trains such as 02823/24, 02825/26, 02073/74, 02801/02, 02805/06, 08405/06, 08401/02, 02843/44, 02815/16, 02875/76, 02813/14, 02209/10, 02845/46, 02898/97, 08496/95, 08463/64, 02880/79, 02839/40, 02819/20, 02866/65, 02851/52, 02887/88, 08309/10, 02093/94, 02037/38, 02085/86, 08501/02 & 08477/78 by IRCTC. Apart from the above, catering services through train side vending (TSV) has also been provided in 17 trains.

**5. CLAIMS PREVENTION (2020-21):**

Sl No	Item	Coaching/Goods
1	No of claims, carried forward from previous year	446
2	a). No of claim received during the period	413
	b). No of claim re-opened	08
3	No of claim disposed off during the year.	507
4	Average time taken for settling of the claims	385 days

**6. MISSION ITEMS - PROGRESS**

Sl. No.	Item	Unit	2019-20	2020-21
1	<b>Passenger Originating</b>	Millions	97.37	9.73
2	<b>Originating Revenue</b>			
A	Passenger	Crores of Rs.	1534.28	439.37
B	Other Coaching	Crores of Rs.	126.79	46.96
C	Goods	Crores of Rs.	19574.11	19835.58
D	Sundry	Crores of Rs.	190.88	125.07
3	<b>TICKET CHECKING</b>			
A	No. of A + B Cases	Thousands	708.11	72.60
B	Revenue	Lakhs of Rs.	3213.73	406.63
C	No. of C cases	Thousands	109.72	0.40
D	Revenue	Lakhs of Rs.	102.55	0.98

**7. PASSENGER FACILITIES IN 2020-21:**

Sl No	Achievements	Quantity/ Amount	Stations where provided
01	<b>Specials steps taken in view of the pandemic COVID-19</b>		
a)	Shramik Special Trains Run		
	a. Originating	14 Spls	
	b. Terminating	210 Spls	
b)	Express Special trains run	55 Trains/4950 Trips	
c)	Holiday Special run	25 Trains/2331 Trips	
d)	Meals supplied in Shramik Specials	1202307 Meals 821 Services	
e)	Face Mask Vending Machines	02 Stations	BBS, KUR
f)	Automated Ticket Checking & Managing Access System (ATMA)	02 Stations	SBP & TIG
g)	Kiosks for disposable linens and COVID-19 related items	03 Kiosks	BBS, KUR, PURI
h)	"Book Baggage System" for baggage wrapping and sanitization	01	BBS
02	<b>Branding of Train</b>	03 trains 4.50 Cr For 01 year	SBP-Jammu Tawi Exp by M/s Jindal Steel Ltd, BBS- NDLS Rajdhani Exp. by M/S Nalco Ltd and AP Exp. by M/s NMDC Ltd. with a license fee of Rs. 0.50 Crore, Rs. 3.0 Crores and Rs. 1.0 Crores respectively.
03	<b>Non-Fare Revenue</b>	6.86 Cr	ECoR achieved Rs. 6.86 Cr as NFR including branding of trains in 2020-21 against revised target Rs. 6.50 Cr.
04	<b>Passenger Amenities provided</b>		
a)	FOB	7 stations	JJKR, STBJ, NKW, SGDP, BGPL,

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			CLDR, BBS
b)	High Level PF	7 stations	PRNR, GADH, NANR, HSK, TRKR, NKW, BGPL
c)	Monumental Flag	19 stations	KDJR, BHC, CTC, JJKR, KUR, KDJR, DNKL, PURI, KURT, NYGT, ANGL, VZM, JDB, CHE, RGDA, PLH, BRGA, BLGR, BWIP
d)	Toilet for Divyangjan	23stations	TGRL, KRIH, BTV, BRST, JRZ, NYG, BHC, MZZ, CBT, KIS, DOBH, GBQ, ATS, SSN, HSK, RNBT, SBPY, JRPD, RAIR, BAMR, HNPA, BONA, SRGP
e)	Lift	4 stations	KUR, BHC, BBS, BAM
f)	Electronic Train Indication Board	01station	KSNG
g)	Electronic Coach Indication Board	01station	SBPY
h)	Health Kiosk	01 station	VSKP
i)	Pay & Use Toilet	01 station	SBP
j)	Robotic Spa	01 station	VSKP
k)	No of Special trains	80 trains	
l)	PF Shelter	03 Stations	STBJ, NKW, CLDR
m)	ATM	01 Station	SBP

### 8. COMPARATIVE ORIGINATING REVENUES:

Item	Actuals to the end of Mar' 2020	Actuals to the end of Mar' 2021	% Variation
Originating Freight Loading (MT)	200.95	204.90	1.97
Originating Freight Revenue (in crore of Rs.)	19589.02	19835.58	1.26
Originating No. of Passengers (in million)	97.37	9.73	-90.01
Originating Passenger Revenue (in crore of Rs.)	1534.28	439.37	-71.36
Other Coaching Revenue (in crore of Rs.)	126.79	46.96	-62.96
Sundry Revenue (in crore of Rs.)	190.88	125.07	-34.48

### 9. SPECIAL FEATURES OF DIVISIONS IN 2020-21:

#### A. KUR Division: -

##### **Goods:** -

- Under initiative of Business Development Unit (BDU), 192 Rakes of 1.11 MT commodities have been loaded from different sidings to other Divisions. An amount of Rs. 43.79 Crore has been generated from this initiative.
- For the first time, under the initiative of Business Development Unit, JJKR, SKND, RCLH Goods Shed have loaded cement in Mini Rakes.
- As a part of IT initiative, Registration of indent through eRD Module for Iron ore Traffic & eTRR Module for all commodities successfully introduced at NYG siding.
- 16 nos. of Goods Shed upgraded for Round the Clock working module so far.
- Three new Sidings RAMCO, DDIP, Lingaraj SILO are opened during 2020-21.
- The long pending goods outstanding since 1985 against M/s IMFA has been cleared with the payment of principal amount and 50% interest through "out of court settlement".
- Rs. 9,93,698/- has been realized from M/s PPL against Punitive Charges pending since 2007.
- Rs. 10,57,835/- has been realized from M/s Noble Tech Industries Limited against punitive charges lying since 2009.

##### **Best Ever:** -

- Loading : 134.89 MT (Including JSPK), Previous best was 122.63MT in 2019-20.  
5535 EWUs/Day (Including JSPK), Previous best was 5004 EWUs in 2019-20.  
97 rakes/day (Including JSPK), Previous best was 90 rakes/day in 2019-20.
- Revenues: Rs. 11612 Crs (including JSPK), Previous best was Rs. 10809 crs in 2019-20.

- Rakes in a Single Day: 178 rakes/day on 31<sup>st</sup> Mar'2021.
- RRs in a Single Day: 352 RRs are generated in a single day on 31<sup>st</sup> March'2021.

**Parcel: -**

1. During complete nationwide lockdown for COVID-19 Pandemic in month of April & May, 890 tonnes of I/W Parcel commodities and 3229 tonnes of O/W essential commodities like Medicines, Blood samples, hatching eggs, Ghee, Agriculture products and Food items etc are transported to various parts of countries through Parcel Special Trains.
2. Total 22.05 thousand tonnes of essential Parcel Traffic have been transported to various parts of the country. Revenue of Rs. 9.17 Crore has been generated from these parcel traffic in this financial year.
3. Despite of lockdown/shutdown and running less no. trains for Covid-19, Bhubaneswar Parcel Office superseded last year Parcel Traffic Performance. The station has registered a growth of 7.33% more parcel traffic compared to last year.
4. As a part of IT initiative, all outward parcel consignments are being booked through Parcel Management System (PMS) having 100% bar-coding facility.
5. CTC Station superseded last year loading and Revenue in Parcel traffic and achieved 35.7% & 64% raise in loading and Revenue respectively in comparison to last year.
6. In Bulk Parcel loading KUR Division loaded 30 VPs and 7 Parcel Rakes of total weight 3.6 thousand tonnes and earned Rs. 1.25 Crores.
7. BBS Station achieved a loading fig. of 12.3 thousand tonnes & Revenue of Rs. 5.5 Crore.
8. For the 1<sup>st</sup> time three GS rakes Ex: KUR-FUT loaded with Coca-cola soft drinks for which Division has generated Rs.16.85 lakhs revenue.
9. In recent Parcel leasing tender of SLR opened in March 2021, offer for 01 SLR in 08463 received of total tender value of more than 4 Crores in 5 years.

**Catering :-**

1. During nationwide lockdown for pandemic Corona, Commercial Department of Khurda Road Division has made elaborate arrangements for 471 nos. Shramik Special Trains carrying migrant labours from different parts of nation. Total 3,90,895 nos. Meals including Packaged Drinking Water have been served to migrant passengers in these trains.
2. 243083 migrant labours carrying by 210 nos. of Shramik Special Trains de-boarded at BAM, JNP, KUR & NRG stations and food & packaged drinking water have been provided to them at respective stations.
3. New innovated Food Plaza is opened at Khurda Road & Puri Railway station.
4. To avoid unauthorized platform vending, all the authorized Platform Vendors of Khurda Road Division have been provided Identity Card designed by Department having QR Code scanning facility.
5. 100% Rail Neer packaged Drinking water made available at all catering stalls of BBS, KUR, CTC & PURI Railway stations over Khurda Road Division.
6. Environment friendly Kulhad for serving of tea & coffee to Passengers has been implemented at BBS station and to be implemented soon at CTC, PURI, KUR, BAM & CAP Railway stations.
7. Under IT initiative, Point of Sale (POS) machines have been installed at Catering Units of all major Railway stations over Khurda Road Division.
8. Eight nos. of Book stall & two Book stall tables of AH wheelers have been converted to Multi-Purpose Stall (MPS) at yearly License fees of Rs. 25.55 Lakhs for 05 years.

**NFR/NINFRIS Initiative: -**

1. In Non-Fare Revenue (NFR) segment, the Division has generated Rs. 4.16 crs revenue.

2. The concept of "Book Baggage" has been introduced at Bhubaneswar & Puri Railway station to provide the service of Baggage wrapping and sanitization to passengers. NFR of Rs.10.20 Lakhs as yearly L/Fee has been generated from this contract.
3. Sanitary Napkin & Face Mask vending machines are installed at BBS, PURI, CTC, BAM, KUR, JJKR & BHC Railway stations for Passengers & staff as a part of safety measure for COVID-19. NFR of Rs.2.74 Lakhs as yearly L/Fee has been generated from this contract.
4. M/s Agrawal Trading Corporation installed Three (03) KIOSKS to sell disposable linens and Covid-19 related items at Bhubaneswar, Khurda Road & PURI railway stations. NFR of Rs.1.80 Lakhs as yearly L/Fee has been generated from this contract.

**WAT Division:-**

- New PRS opened: NIL
- New passenger halts opened: NIL
- Commissioning of UTS (Unreserved Ticket system connected through unified provision) over WAT Division: NIL.
- Opening of Goods Sheds: KBM & Re-Opening of CPP for Goods Traffic.
- Round the Clock Hours has been implemented at JYP, CHE, VZM.
- Vigilance awareness week is being observed from 27th Oct'20 to 2nd Nov'20.

**System Improvement: -**

(a)	As per the guidelines Ministry of Railways, Waltair Division launched an awareness campaign to promote Covid-19 appropriate behaviour ahead of the upcoming festival and winter season. The campaign launched on 08.10.2020 at VSKP, VZM, CHE, RGDA, KRPU & JDB stations with a motive to encourage people's participation (Jan Andolan) and aimed at delivering messages of mask wearing, physical distancing and hand hygiene.
(b)	For easy access to data, transparency and contact-less movement of files, Commercial department introduced e-office from first week of November.
(c)	Business Development Unit commenced to focus on traditional business & direct contact with the cargo movers to develop healthy atmosphere for increase in goods traffic.
(d)	First automobile rake from Kanakpura (JAIPUR), Rajasthan received at Visakhapatnam New Goods Complex. Recently this goods-shed was renovated and opened for handling all types of goods including automobile traffic. The initiative is likely to not only generate additional traffic and revenue but is also an initiative to handle variety of freight traffic.
(e)	This Division offered tenders for comprehensive logistic service like handling of cargo, door to door service etc.
(f)	100% e-Coaching Balance sheet is implemented over Waltair Division & it is the First Division in ECoR to have 100% implementation. This will increase transparency, ease of doing business, paperless work and timely submission of returns to Traffic Accounts.
(g)	Premium Indent Policy is introduced to Facilitate Freight Customers.
	<b><u>Highlights :</u></b>
(a)	Induction of Electric Vehicles by this Division in June'20 for the first time in Indian railways. This Division came with the new thought to introduce Four electric vehicles in place of hired diesel vehicle to meet the day to day operational & maintenance assets of the railways.
(b)	The Division has initiated new measure under NFR, wrapping and sanitization of passenger baggage at Visakhapatnam railway station for a period of 3years. The project is under progress.
(c)	With focus on new areas of freight traffic, this Division transported the first fly-ash rake from Simhadri Super Thermal Power Plant (NTPC), Visakhapatnam to ACC limited private siding served by Thondebhavi station, SW Rly. This freight train transported 4000 metric tonnes of fly-ash in 59 BOX-N. This would have been transported in 250 trucks by Road, thus transportation through trains is environment friendly and save fuel consumption.

**B. SBP Division:-**

- 02 Nos. of 'Automated Ticket Checking & Managing Access system (ATMA) towards contactless thermal screening and ticket checking have been installed at SBP and TIG station through CSR at a total cost of Rs. 3.5 lakhs.
- 1<sup>st</sup>Coaching Train Branding in SBP Division is done in JAT-SBP-JAT Express for a period of one year, with NFR Revenue of Rs.50 lakhs.
- A new ATM of Union Bank of India has been installed at Sambalpur Railway station building complex.
- As per the directives of Railway Board and HQ Office, this Division conducted a virtual Press Meet through video conferencing with media personnel on 07.08.2020 for improving the freight loading.
- Due to constant planning and monitoring by BDU, it has generated good revenue.
  - 210 Mini rakes loaded and earned Rs.23.13 crores.
  - 43 Fly ash rakes loaded and earned Rs.9.79 crores.
  - 10 Piecemeal rakes loaded and earned Rs.2.28 crores.
  - 1 Cotton rake loaded and earned Rs.22.8 lakhs.
  - 1 de-oiled cake rake loaded and earned Rs. 30.10 lakhs.

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***"TO BE SUCCESSFUL, YOU HAVE TO HAVE YOUR HEART IN YOUR BUSINESS, AND YOUR BUSINESS IN YOUR HEART."***  
—Thomas Watson Sr.