

NR CELL

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.94/TC-III/105/1/NR Cell

New Delhi, dated 3-3-1998.

The General Manager (Comml.)
All Indian Railways.

Sub:- Working of N.R.Cell.

During the Monthly Claims Review Meeting held by OSD/Traffic on 13.2.98, it has been desired that the following action may be taken to streamline the working of NR Cell:

NR Cell should be strengthened by providing:-

- i) FAX and E.Mail.
- ii) There should be regular exchange of information among the Railways and between the zones and Railway Board of the following, besides non-receipt cases.
 - a) Foreign Rly. bound - wagon detached en route
 - b) Foreign Rly. bound - wagon involved in accident
 - c) Rakes of FCI/POL/Coal delivered by Railways.
- iii) STD facility should be made available in NR Cell.
- iv) Whenever any wagon has been detached enroute for repairs and contents requires transshipment, the relevant details should be given to the destination station.

Exchange of the above information will reduce tracing work considerably and lead to prompt settlement of non-receipt cases.

Ministry of Railways desired that the above instructions should be complied with quickly.

(Archana Kaul)
Director Traffic Comml. (Claim)
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

C.L.Kaw
Chairman, Railway Board

D.O.No.96/NR Cell/1/FIEO

New Delhi, dated 12th August, 1996

My dear GMs,

As you are aware, a number of wagons get detached from goods trains both at originating stations and stations enroute, for wagon defects and other reasons. Many of these wagons get subjected to heavy detention for repairs and clearance, and become unconnected in the process. This result in complaints and claims.

Expeditious settlement of claims is one way of securing customer's satisfaction, but it need to be appreciated that the claims organisation on the Railways is only a part of after sale service, and, therefore, is in the form of solving a problem after it has occurred in order to get real customer satisfaction it is necessary for the railways that the goods reach their destination speedily and safely.

Heavy detention to detached and unconnected wagon is a serious matter and needs greater attention. The opening of NR cell has been a light step in this direction and I presume that these Cells are now functioning on all Zonal Railways and in divisional control office, so that wagons are located and moved to the destination expeditiously.

In order to make the system of NR Cell really useful and effective, it is necessary that the information about every detached wagon is collective and intimated to a central point. It has, therefore, been decided that the position of all wagons line detached and unconnected anywhere on the Indian Railways will be compiled and reported to the Railway Board NR Cell on daily basis. All Zonal Railways should fax the position of such wagons in the enclosed proforma on fax No.843973 (Rly.) or 011-3303973 (P&T) repeat FAX No. 843973 (Rly.) or 011-3303973 (P&T) to Jt. Director, Claims, Railway Board.

COM and CCM should be directed to personally ensure that the requisite information is collected on daily basis from the divisional control offices and consolidated at the headquarter level, and relayed to Railway Board. The NR Cell at each level should take steps should to connect these wagons and dispatch them to the destination. The particulars of such connection and movement should be reflected in the daily position. The joint inspection issued for dealing with unconnected wagons under Ministry's letter No.85/TC-III/RITES/52 to 54 date 16.10.86 should be strictly followed.

The N.R. Cell should now use the available channel of communication. However, the Railways should plan on a time-bound basis to put this work on the electric data processing system. It should then be possible to coordinate the activity of locating and moving wagons to the destination on real time basis by appropriate network.

Yours sincerely,
(C.L.Kaw)

All GMs of Zonal Railways.

M.K. Mishra,
Adviser(Commercial)

DO.No. 95/TC-III/105/1/Review

New Delhi, August , 1995

Sub : Working of `Not Received Cells on zonal railways.

`Not Received Cells` were created on the Railways in order to locate the missing wagons and consignments and reach them to their destination. The setting up of this machinery was with the twin objective of cutting down transit delay and preventing claims on one hand and ensuring users` satisfaction and providing responsive after sales services to our customers on the other.

A review of the functioning of these cells on the zonal and divisional levels, gives an impression that the objective has only been partially achieved. The working of these cells needs, therefore, to be streamlined in order that they become more effective and their real impact is felt on connecting wagons and consignments and on claims cases arising from delays and non-receipt of consignments at the destinations.

Registration of NR cases at the goods sheds and stations, their quick transmission to the nearest cell, prompt action to dispatch to the destination and monitoring of movement up to the time of their actual arrival at the destination, and the important components of this service. Proper communication system and reasonable priority with regard to communication network are absolutely essential if these cells have to achieve the purpose for which these have been set up.

Some of the Zonal Railways, such as South Central, Southern and Northern, have connected the NR Cell with automax facilities available on their Railways in order to provide prompt and definite communication for expeditious tracing and monitoring the movement of unconnected wagons and

consignments. It is desirable that the automax facility on other Zonal Railways where it is available should be extended to the NR Cell. This would help to maintain continuous monitoring and transmission even on a daily basis from one point to the other.

I am writing this letter to you to seek your personal attention to this very vital area of our service. It is only necessary that we clear the backlog of NR Cells but also ensure prompt registration, tracing, movement and delivery of consignments at the destination.

Yours sincerely,

(M.K.Mishra)

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.94/TCIII/105/1/NRCel

New Delhi, dated 20.5.1994

The General Managers,
All Indian Railways,

Sub : Working of `Not Received Cell on Zonal Railways.

Ref : This Ministry's letter No. 93/TCIII/106/4 dated 20.10.93.

Railways will open `NOT RECEIVE CELLS` in order to provide responsive after-sales service to our customers.

These NOT RECEIVE CELLS` will be jointly manned by Commercial and Operating staff for the purpose of connecting un-connected and unclaimed wagons/consignments lying at stations and in yards by back-tracing them and ensure their expeditious movement to the destination.

COMPOSITION OF NR CELL

NR Cell will be set up at Divisional, Zonal and Railway Board levels. The composition of these cells at different level will be as under :-

DIVISIONAL LEVEL :

The NR Cell will comprise a Commercial Controller, Commercial Inspector and a Train Clerk. Each Station where goods and parcels traffic is handled will maintain particulars on `NOT Received` wagons and packages, both perishable and non-perishable in separate registers e.g. wagon loads, small packages, perishables/dangerous and explosive goods. As soon as a representative of the consignor is given `NR`, the particulars of the same wagon/package will be relayed through control where direct communication is not available or direct telephonically to facilitate its back-tracing right from that movement onwards. Where only control communication is available the information regarding `NOT RECEIVED` wagons/packages will be received by the Stock Controller and passed to the Divisional ``NOT RECEIVED CELL` under clear signatures.

HEADQUARTERS LEVEL

It will comprise a Commercial Controller, Commercial/Claims Prevention Inspector, Trains Clerk. This Cell will receive information from each Division and interact with adjacent/concerned Zonal Railways and exchange information regarding `NOT RECEIVED` wagons load/packages and connect them by matching the information.

BOARD LEVEL

The N R Cell at Board level will comprise a Claims Prevention Inspector, an Assistant and two Trains Clerks who will gather information from all the Zonal Railways regarding unconnected consignments waiting for more than 15 days and match the railway-wise information made available from different Zonal Railways. After matching the information the Board's NR Cells will interact with the Zonal Railways Headquarters NR Cells give them feed-back about the matched/linked consignments for further pushing them up to the destination.

UTILISATION OF COMPUTERS.

The Zonal and Board levels `NR CELLS` will make use of computers intensively for the purpose of connecting wagons and consignments.

The basic information will be made available by the Zonal Railway `NR Cells`, which shall be matched by the Board `NR Cell` to expedite the process of connecting/tracing wagons and consignments.,

RECORDS TO BE MAINTAINED :

Each NR Cell will maintain records separately as under :-

- 1) Wagon Loads: Separate register maintaining railway-wise information about wagon load consignments overdue at various stations on the Division or Railway;
- 2) Parcel/small packages: Separate register railway-wise of overdue parcels and small packages on the Divisions or Railway;
- 3) Perishable/dangerous/explosive consignments: Separate registers regarding such consignments, which are overdue at various stations on the Divisions/Railway.

PUBLICITY OF N.R.CELLS:

N.R.Cell will be approachable not only by the Railway staff at stations but also by the public where they have not received their consignments well in due time. Each railway will insert prominent advertisements in leading national and

local dailies- every month - giving details of the telephone numbers and the persons who can be contacted by the public in case they have not received their consignments within the normal expected time.

CODING OF N.R.CELL ENQS/ENDORSEMENTS:

Coded enquiry endorsements shall be made by the goods/parcel clerks on the RR/P.W.Bills with station code, date, month, year and serial number with indication of wagon-load(W)/small(S) or parcel(P) separately e.g. on 25.5.94 the first N.R.endorsement for wagon-load at New Delhi shall be NDLS 255941(W).

DUTIES OF STATIONS:

The goods/parcel clerk will record 'N.R.' endorsement with code or diary number starting with station code, date, month, year and serial number on the reverse of the RR/PW Bills and also immediately convey these particulars of the consignments to the Division NR Cell and maintain a record at the station to this effect. He will make an entry as to what time and to whom the particulars were relayed in the NR Cell in the Division. The will facilitate the Divisional NR Cell to back trace wagons/packages from the booking point with the help of the Zonal N.R.Cell and expedite the delivery at destination.

DUTIES OF YARDS:

Each yard will advise the unconnected wagon numbers available there to the Divisional NR Cell directly or through Stock Controller for matching. Also each yard will back-trace the unconnected wagons with the adjacent yard, Division, Railway from where such wagon was received. On connecting the wagon the Incharge of the Trains Branch will inform the Divisional N.R.Cell about the correct particulars of the booking of the unconnected wagon and push it to the destination.

DUTIES TOWARDS PUBLIC:

Public also be urged to contact N.R.Cell on Divisions, Zonal Railways or in the Railway Board for the consignments or loads, which have not been received by them well in time and have been given 'NOT RECEIVED' endorsement at the destination.

COMMUNICATION:

Each N.R.Cell at all levels shall be provided with two Railway and one Public Telephone. Wherever Hot Lines are feasible the Railways should ensure their provision in 'NR Cells'.

FOLLOW UP:

Periodical follow up meetings shall be held at Sr.DCM/DCM, CCO and ED/GP level with NR Cell and progress reviewed.

COORDINATION:

Chief Claims Officers and Chief Operating Managers shall review the working of N.R. Cell on monthly basis and remove the slags found during the course of working of these Cells.

Action may be taken accordingly and receipt of the letter acknowledged.

(Shri Prakash)
Executive Director, TT(M)
(PG)/Rly.Board

(Baldev Singh)
Executive Director
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.94/TCIII/105/1/NRCeII

New Delhi, dated 28.4.1995

The General Managers,
All Indian Railways,

Sub : Working of ` Not Received Cell on Zonal Railways.

Ref : This Ministry`s circular letter of even number dated 20.5.94.

Setting up of NR Cell was ordered in order to provide responsive after-sale services to out customers and instructions were issued to open such Cells at Regional, Zonal and Railway Board levels. A review of working of these Cells have been made and a thrust is required to make these Cells more effective. The following action may be taken to streamline the working of NR Cell at various levels.

Presently the Divisional NR Cells are not getting any feedback from the goods sheds in respect of NR enquiries received. There is also no institutional system to ensure that such enquiry reach the NR Cells at Divisional levels. It is, therefore, necessary that all goods sheds receiving NR enquiries must transmit this information to the divisional NR Cells to '20 Hours Stock Report'. Since the Section Controller will not be having the time to take all the details, only total number of such enquiries made be relate by the Chief Goods Clerk of every station and it should be the responsibility of NR Cell personnel to get the details, during the day from the goods sheds reporting such enquiries. Simultaneously, the information of wagons detached en-route should also be taken if not already being done in the '20-Hours Stock Report' and extracted to the NR Cell for matching/connection. The effectiveness of the Cell should be determined by the number of enquiries received. Field inspectors should be intensified to see that all NR enquiries received at the goods sheds are faithfully reported to the Divisional Controller of NR Cells.

The functioning of the headquarters and Board's NR Cells will also require monitoring at senior administrative levels in order to ensure that the time interval between receipt of NR enquiry to the time of its connection and onward dispatch of the wagons/consignments to the destination is brought down. In the divisional and headquarter offices, the information regarding wagon more than 72 hours old in all marshalling/station yards should also be maintained to facilitate connection of wagons.

To make a success of this scheme, it is imperative that a campaign to activate these cells is launched immediately and field inspections are undertaken to see that the field level functionaries understand the rationale for creation of these cells, as already indicated. The Railway's target is to make claims on account of wagons not received at destination approximate to zero during the current financial year. To make a success of this scheme, a concerned drive is therefore imperative.

(Shri Prakash)
Executive Director, TT(M)
(PG)/Rly.Board

(H.C.Punia)
Executive Director
Railway Board