

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

NO. 2002/TGI/20/P/Vacant Berth

New Delhi
22nd October 2002

To

The Chief Commercial Managers
All Zonal Railways.

(Commercial Circular No.95/2002)

**Sub: Running Train vacant berth information
& Current Reservation System**

A system has been evolved by Kota Division for giving advance intimation to the station regarding vacant berths on the train and confirmation by the station in advance of the same and a very good communication with the passengers in respect of their advance confirmation by the station staff. The system is very good and it is desired that similar system should be started on your Zonal Railway at all A class stations. The system designed by Kota Division is enclosed herewith for guidance and implementation.

(Dr. P.K. Goel)

Executive Director Passenger Marketing

Encl: One.

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AM/C
At the time of appearance to the General Manager 21/10
RUNNING TRAIN VACANT BERTH INFORMATION

AND

CURRENT RESERVATION SYSTEM

KOTA DIVISION OF WESTERN RLY.

w.e.f. 1st June 2002

Running train vacant berth information and current reservation system introduced on Kota division w.e.f 1.6.2002

Running train vacant berth information system has been started on Kota division w.e.f. 1.06.2002 so that vacant berths in Rajdhani, Super fast, Mail/Express and passenger trains can be properly utilized at Kota and Agra Fort stations. This has generated very good response from the staff as well as passengers.

2.0 Methodology for the system is as under:-

2.1 Collection of information about vacant berth position- Vacant berth position of different trains is deposited in **Room message box** fixed on platform approximately in front of A.C. coaches of the train by Train Supdt./Train Conductor at Vadodara, Ratlam, Nagda, Shamgarh, Bhawani Mandi, Ramganj, Mandi, Kota, Sawai Madhopur, Gangapur City, Bayana, Bharatpur & Tundla stations.

2.1.1 Down Trains:

2431 TVC-HNZM Rajdhani Express (Bi-weekly)	} Position collected from Vadodara.
2953 August Kranti Rajdhani Exp.	
2951 Rajdhani Express	
2953 August Kranti Rajdhani Exp.	} Repeat message collected from Ratlam.
2951 Rajdhani Exp.	

The position of vacant berths – class-wise and coach-wise – is collected by the Ticket Collector on duty, first at Vadodara and then again updated position at Ratlam is collected from the Train Superintendents and passed on to CMI/Control Kota via Commercial Control- Vadodara & Ratlam.

2.1.2 Position from Nagda:

2983	Durg-JP SF Exp.	(Weekly)
2979	BDTS-JP SF Exp.	(Tri-weekly)
2977	ERS-JP SF Exp.	(Weekly)
2477	JAM-JAT SF Exp.	(Weekly)
2475	Hapa-JAT SF Exp.	(Weekly)
2473	ADI-JAT Sarvodaya Exp.	(Weekly)
2471	BDTS-JAT Swaraj Exp.	
9775	SBC-JP SF Exp.	(Bi-weekly)
9773	IND-JP Express	(Bi-weekly)

The vacant berth position is collected by Ticket Collector at Nagda and given to ASM/Nagda on duty who, in turn, passes it on to CMI(Control)/Kota.

2.1.3 Updated position collected at Bhawani Mandi:

2001 MCT-ASR Golden Temple Mail } Repeat message from Bhawani
2471 BDTS-JAT Swaraj SF Exp. } Mandi.

2.1.4 Updated position collected from Ramganj Mandi:

2967 Chennai-JP SF Exp. (Tri-weekly)
2955 MCT-JP SF Exp.
2925 MCT-ASR Paschim Exp.
2415 IND-NZM Intercity Exp.
9023 MCT-FZR Janta Exp.
9019 BDTS-DDN Exp.
5064 BDTS-GKP Avadh Exp. } Repeat Message from
Ramganj Mandi

2.1.5 Position from Bundi

281 Neemuch-AF Passenger

2.1.6 Position from Gangapur city

2308 JU-HWH Superfast Exp.

2.1.7 Position from Bayana to Agra Fort :

5064 BDTS-GKP Avadh Exp. for Agra Fort.

2.1.8 Updated position from Fatehpur Sikri to Agra Fort :

5064 BDTS-GKP Avadh Exp. for AF - Repeat Message

2.2 Up TRAINS :

2.2.1 Position from Tundla (N. RLY.) to Agra Fort :-

5063 GKP-BDTS Avadh Exp.
2307 HWH-JU SF Exp. for AF.

2.2.2 Position from Mathura Jn (C.RLY):-

2954 HNKM-MCT A.K.Rajdhani Exp. - Position collected by Lobby staff of W.Rly. at Mathura and passed on to Kota CMI/Control.

3. Position from Gangapur city :-

2926 ASR-MCT	Paschim Exp.
2904 ASR-MCT	Golden Temple Mail
9020 DDN-BDTS	Exp.
9024 FZR-MCT	Janta Exp.
2416 NZM-IND	Intercity Exp.
5063 GKP-BDTS	Avadh Exp.
2307 HWH-JU	SF Exp. for AF

2.2.4 Updated position from Sawai Madhopur:

2926 ASR-MCT	Paschim Exp.
2904 ASR-MCT	Golden Temple Mail
9020 DDN-BDTS	Exp.
9024 FZR-MCT	Janta Exp.
2416 NZM-IND	Intercity Exp.
5063 GKP-BDTS	Avadh Exp.
492 JU-BPL	Passenger

Repeat message to Kota.

3. Room message box has been provided at Gangapur City, Sawai Madhopur, Bayana, Shamgarh, Bhawani Mandi, Ramganj Mandi station and placed on platform at a convenient location and Train Superintendent / Train conductor drops the vacant berth position in these boxes. At other stations, position is directly collected by Points-man/Ticket Collector from Train Superintendent or Train conductor. ASM, on duty transmits this position to CMI(Control)/Kota, who has been provided with a separate Dy. Control communication line.

3.1 There are some bookings of berths between Shamgarh & Bhawani Mandi/Ramganj Mandi and, as such, the updated position of the Down trains which stop at Bhawani Mandi or Ramganj Mandi is again collected from Train Superintendent / Train conductor and Repeat message is collected by Commercial Control from ASM on duty at these stations. Similarly, room message is collected at Gangapur city and then repeat message at Sawai Madhopur for Up trains.

This updated position about vacant berths-coach wise and class wise - is transmitted by CMI/Control to Head T.C. and announcement booth at Kota, after getting the position from Bhawani Mandi, Ramganj Mandi, Nagda, Ratlam and Vadodara, as the case may be. For transmitting the message from Comml. Control to announcing booth and Head T.C. at current reservation booths on platform No. 1 as well as PF No. 2 & 3, a 4-way Intercomm. (a sort of conference facility) has been provided so as

to furnish the information to these staff simultaneously. In most of the cases, updated vacant berth position is available to the Commercial Control, Announcing Booth and current reservation booth staff about 40 to 60 minutes prior to arrival of trains at Kota and Agra Fort.

- 3.2 Announcement of vacant berth position is made by the announcer repeatedly till the departure of the train.
- 3.3 Allotment of vacant berth is done at the booth on priority - first to waitlisted passengers and then to other passengers on first come first served basis at the counter.
- 4.0 **Telecom infrastructure** - Telecom facilities provided at Kota station are as under:-
 - 4.1 CMI(Control) has been equipped with **Divisional Deputy Control** line by which collection of vacant berth position from different stations of the division becomes easier & faster.
 - 4.2 **Four way Intercom** and conference provision have been made to facilitate simultaneous dissemination of information from CMI (Control) to Enquiry Clerk, announcer and Head T.C at current reservation booth.
 - 4.3 **Indication board** with LED display technique has been installed on Platforms No.1 and 2 at Kota near current reservation booths to indicate resultant vacant berth position of trains to the passenger from a distant place.
 - 4.4 CMI (Control) has been equipped with **Byte Intercom** terminal so that Officers in DRM's Office (DRM/ADRM/Sr.DCM & DCM) can monitor the system through Byte intercom., which also has provision to hear the quality and frequency of announcements. This is a very effective aid for monitoring the frequency and quality of announcement at DRM/ ADRM/ Sr.DCM/ DCM and ACM's level.
- 5.0 The vacancies left after providing current reservation at Kota are again transmitted to stations like ~~Sawai Madhopur~~, ~~Gangapur city~~ and Bharatpur, Agra Fort through CMI/Control to the Head T.C. at these stations for Down trains, so as to make announcement well before the arrival of trains for enabling passengers to get allotment of their accommodation/reservation against vacant berths for their onward journeys towards Delhi and, Howrah for trains going towards Eastern side. Similarly, system exist for advising passenger about vacant berths at Ramganj Mandi, Bhawani Mandi, Shamgarh & Nagda for Up trains.

Similar arrangement has been made at Agra Fort also for both Up and DN trains. For Up trains, the position is collected from Tundla and for DN trains from Gangapur City & Bayana.

The system has been functioning satisfactorily for more than a month and has been appreciated by the Public, Media, Press and Railway employees, as well.

6.0 Results achieved:-

This has not only resulted in extra earnings but also provided transparency in allotment of vacant berths and earned good will from the travelling public. The number of complaints which used to originate involving TTEs/TCs have shown a declining trend. Summary of allotment of vacant berths and earnings achieved from 1st July to 15th July is shown below (details are in annexure 3):-

Utilisation Of Vacant Berths Through Current Reservation Booth Of Kota Jn In Different Classes of Trains Running Over Kota Division. (From 1/7/02 To 15/7/02.)

DATE	NO. OF VACANT BERTHS	NO. OF RAC/WL CLEARED	BOOKING ON FREE PASS	FRESH BOOKING ON CASH AMT.	TOTAL CASH AMOUNT Rs.
1/7/02	1000	0	12	118	27526
2/7/02	1295	0	25	167	49922
3/7/02	1275	45	19	163	47629
4/7/02	1808	30	9	177	35781
5/7/02	2631	0	6	188	54156
6/7/02	2393	28	12	223	52933
7/7/02	2052	33	21	181	37392
8/7/02	1803	54	14	207	32803
9/7/02	2520	6	13	259	51673
10/7/02	2599	0	18	248	59501
11/7/02	2405	28	16	191	39405
12/7/02	2580	16	12	179	43383
13/7/02	2175	110	42	162	46515
14/7/02	1649	28	32	154	45858
15/7/02	2165	18	24	154	30936
TOTAL	30353	396	275	2751	655513

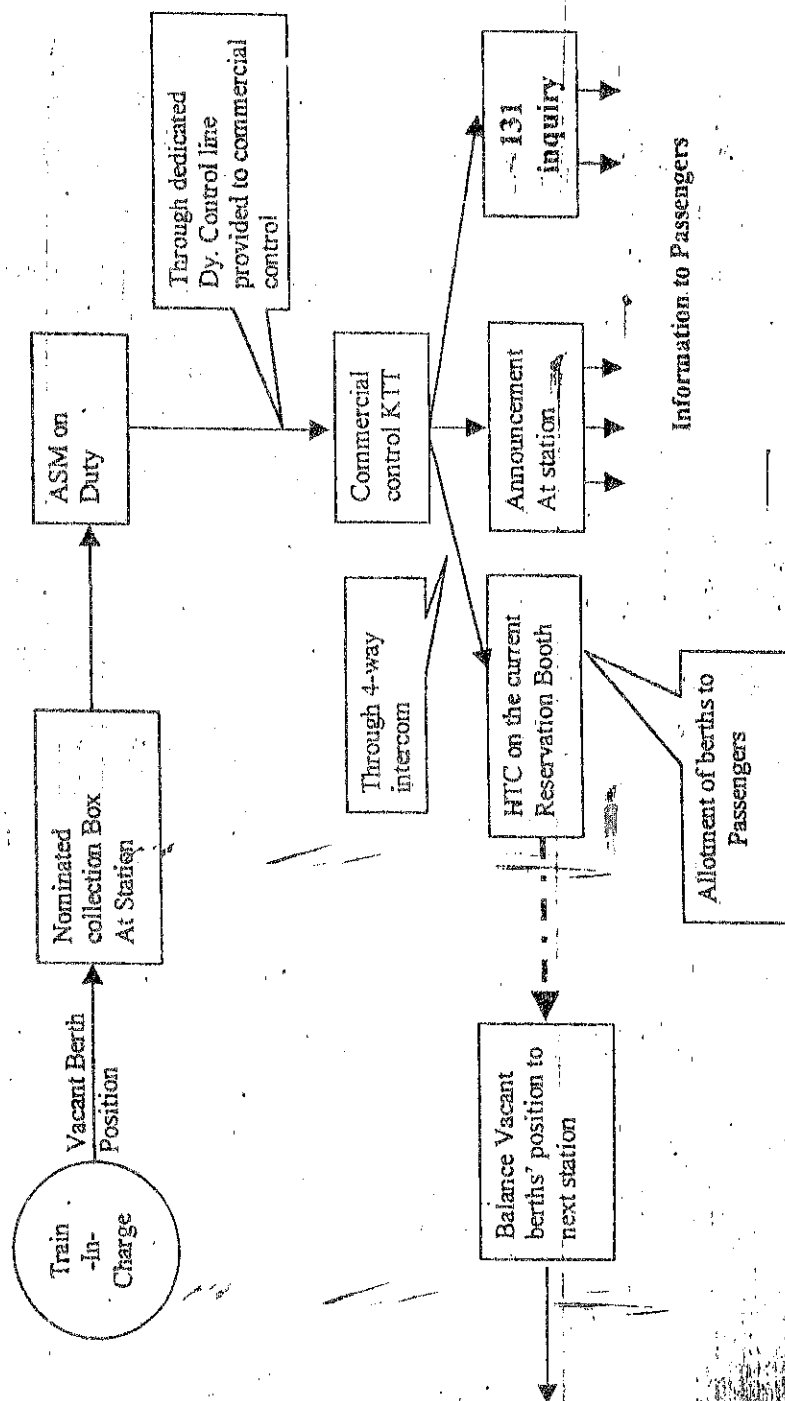
7.0 Additional benefits:-

- Transparency
- Good-will from traveling public.
- Enhanced customer satisfaction.
- Better image of Railway.
- Prevention of leakage of railway revenue.

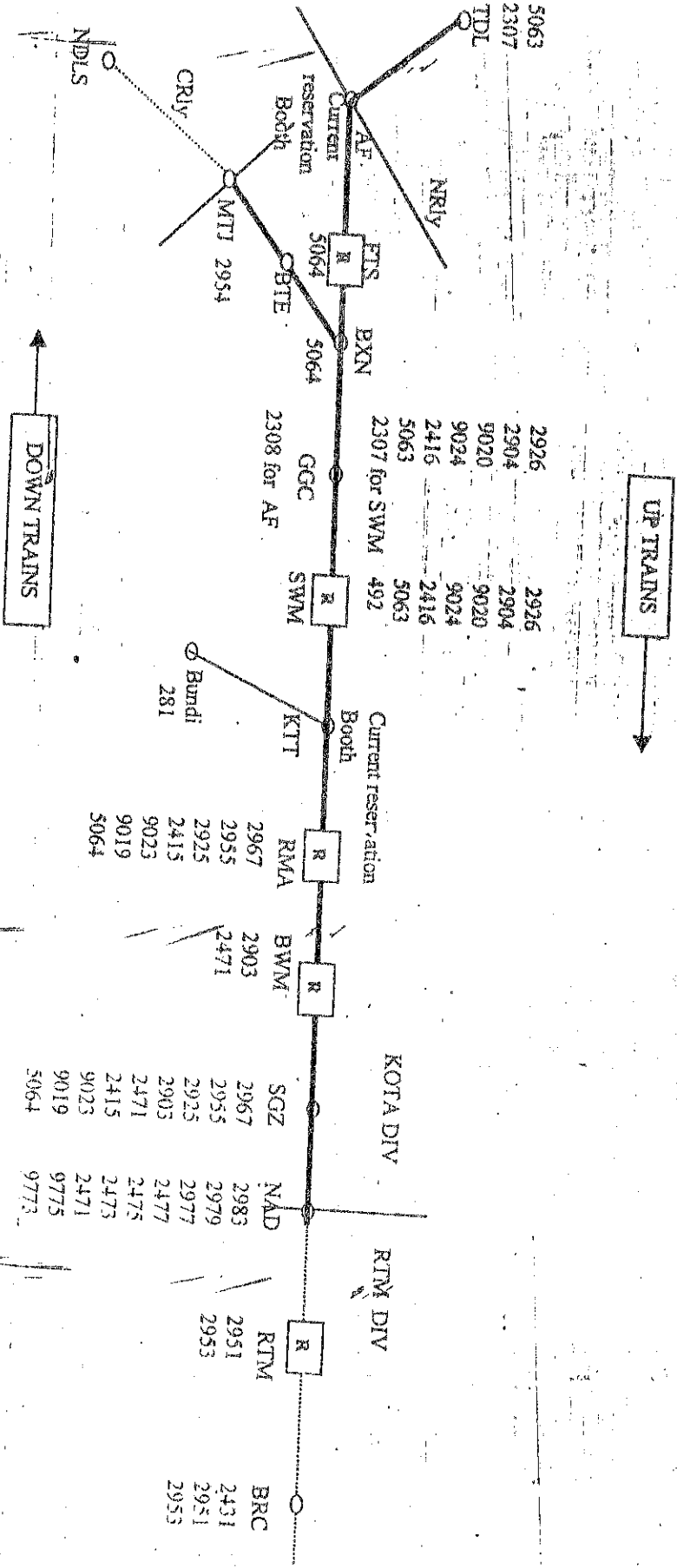
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INFORMATION FLOW DIAGRAM

Collecting vacant berth position & arranging current reservation



Nominated station for collection of vacant berth position on Kota Division



CUPRENT RESERVATION (UP+DN)										BERTHS ALLOTMENT										CASH AMOUNT			
VACANT BERTHS AS PER ROOM MESSAGE										BERTHS ALLOTMENT										CASH AMOUNT			
DATE	IAC/FC		IAC	SL	TOTAL	IAC/FC		IAC		IAC		IAC		IAC		CASH	ALLOT.	IAC/FC	IAC	SL	TOTAL		
	RAC/WL	FIP				RAC/WL	FIP	RAC/WL	FIP	RAC/WL	FIP	RAC/WL	FIP	RAC/WL	FIP								
17/02	39	164	96	701	1000	0	0	0	2	0	2	0	2	0	8	116	130	0	1826	25700	27526		
27/02	58	131	188	918	1295	0	0	0	13	2	0	0	4	0	12	164	192	0	2824	46185	49922		
37/02	70	139	198	868	1275	0	0	0	8	0	9	0	0	0	11	163	227	0	0	47629	47629		
47/02	77	136	306	1289	1808	0	0	0	3	0	0	0	0	0	6	177	216	0	0	35781	35781		
57/02	74	265	274	2018	2631	0	0	0	3	6	0	0	3	0	3	179	194	0	8472	42945	54156		
67/02	121	222	328	1722	2393	0	0	0	5	0	0	0	8	0	7	215	263	0	7304	45629	52933		
77/02	125	288	309	1330	2052	0	2	1	12	0	0	0	5	33	7	155	215	1618	0	4565	31209	37392	
87/02	108	317	252	1226	1803	0	3	0	6	2	0	0	10	54	5	195	275	0	2824	21605	32903		
97/02	109	215	290	1906	2520	0	0	1	4	2	0	0	8	6	9	248	278	1618	2824	10043	37188	51673	
107/02	100	296	316	1887	2599	0	0	0	10	2	0	0	18	0	8	228	266	0	2824	43802	59501		
117/02	90	261	490	1564	2405	0	0	1	7	0	0	0	5	28	9	185	235	2683	0	4565	32157	39405	
127/02	117	344	298	1821	2580	0	0	0	2	4	0	0	4	16	10	171	207	0	5648	34083	43383		
137/02	127	201	299	1551	2178	0	5	5	9	10	0	5	8	108	23	139	314	795	14120	25865	46515		
147/02	107	194	163	1185	1649	0	1	3	16	6	0	0	13	28	15	132	214	5600	9234	21062	45858		
157/02	135	317	415	1298	2165	0	3	0	9	5	0	0	10	18	12	139	196	0	4378	20006	30936		
TOTAL	1457	3490	4222	21184	30353	0	14	11	2	109	39	9	7	95	385	145	2606	3422	12314	53148	510846	655513	

FIP:- Free pass