Capturing Advance Loading Plan and Intimation to Customers

Disclaimer: The User Manual is only to be used for general purpose and for reporting in FOIS Application and is not authorized by Railway Board. In case of any conflict, or policy issues, the concerned Rate Circulars along with related instructions issued by Railway Board/Competent Authorities from time to time shall take precedence.

Part A

1. <u>Customer's subscription to the service for Receiving Notification for Advance Loading</u> <u>Plan</u>

All interested Freight Customers shall need to give their consent and subscribe to the free service for receiving notifications from Indian Railways regarding planned supply of wagons against their registered indents. An individual shall be required to subscribe to the service once and the same shall be applicable for all e-Indents and for all organizations authorized for user. Following enhancements in e-RD application have been carried for users to subscribe to the service the service:

For Subscription of Notifications

1. Users shall have option to provide a one-time consent for activating SMS and e-mail alerts from Indian Railways on the advance wagon supply plan fed in the system against customer indents. Here, user shall be displayed with all terms and condition of the service (ReferImage)

Indian Railways	e-Demand Registration System												
	TO START E-DEMAND ALERTS ON YOUR MOBILE PHO												
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	Consent for Receiving Rake Supply Notification												
Ease of business process-Relay of information of supply of rakes through SMS and Mail.													
(i) This facility of SMS/E-mail is being provided to	inform the consignee, of the approximate date of rake supply. This will not hold the Railways responsible for any delay/non-supply of rakes as intimated.												
	supply of rake and consignees in no manner can claim for the supply of rakes on the dates/lime intimated earlier.												
(iii) Rakes may not be supplied, as intimated ea	rlier, to meet exigencies or any unforeseen reasons beyond the control of Railways. In such a situation Railways cannot be held responsible for any loss incurred to the consignee.												
(iv) The railways cannot be held responsible by t rakes as intimated earlier.	he consignee for any loss, destruction, damage, or deterioration of any consignment proved by the owner to have been caused by the delay of placement of rakes/non-availability of												
(v) This cannot bind the railways of any compens	sation or monetary liability for any loss which has arisen to the customer from whatsoever circumstances.												
(vi) Railways shall not be responsible for any los	is. destruction, damage, or deterioration of such goods from whatever cause arising, until the rake has been actually placed at the specified point for loading the consignment.												
	I agree p3b2y_ 🔹												
	Subscribe												

2. Additionally, customer on registration of e-indent in system shall have a check box to opt for Supply Plan notification alerts. This shall be optional for users and can be

reversed when user wishes to opt out of the service. The option shall be specific for a userid and if opted, same shall be applicable for all e-Indents registered by same userid irrespective of the Organization.

3. Subscription of service shall be notified to the customer via an SMS and e-mail sent on user registered mobile number and e-mail id respectively.

SMS Sample:

Dear Customer, Your request for advance notification on the expected supply of wagons against your registered indents has been accepted by Indian Railways. *T&C Apply. FOIS/IR

Email Sample:

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N	no-reply.fois 11:08 AM Indian Railways – Subscription Confir Hello Ms.Mr. JAYA Your request for recei	Hello MarMin. JAYA Your request for receiving Advance notifications on the wegon supply Plan, against your registered indents, has been accepted. Inden Rahweys shall keep you informed on the wegon supply plan draffed by
N	no-reply fois 11:06 AM One Time Password for e-demand Your One Time Password(OTP) generate	Relivery Authorities from time to time against your pending indents across all locations. "TSC Apply. "Terms and Conditions: (1) This facility of SMSE-mail is being provided to inform the consignee, of the approximate date of rake supply. This will not hold the Reliverys responsible for any delayinon-supply of
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	notification.irbdportal 10:57 AM	specified point for loading the consignment.

For Un-Subscription of Notifications

 A facility to Un-Subscribe the service, the user shall be provided an option to do so through <u>e-RD Application.</u>

9	Indian Railways	e-Demand Registration System	
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		rencies or any unforeseen reasons beyond the control of Railways. In such a situation Railways cannot be held responsible for any loss incurre	ed to the consignee
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		Unsubscribe	

2. An email message confirming acceptance of user request to Un-Subscribe the service shall be sent to customer on registered e-mail ID.

Email Sample:

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No-reply.fois 12:01 PM Indian Raiways – Un-subscribe Confirmati Helio Ms.Mr. JAYA Your request for un-su	Indian Railways – Un-subscribe Confirmation (Advance Notification for Supply of Wagon)	12:01 PM Show more
N One Time Password (OTP) generate	Hello Ms/Mr. JAYA	
N Indian Railways - Intimation of Wagon Regi Dear Mr/Ms PAREEK, Your demand for w	Your request for un-subscribing to Advance notifications on the wagon supply Plan, has been accepted by Indian Railways Note: To start receiving SMS alerts from Indian Railways please deactivate DND services for IR/FED by sending an SMS in the below-mentioned format:	
NK Nishor 11:07 AM Single RR Issue Dear Ma'am, Please find the invoice No fo	Type "SMS START" in the message text and send it to 9021739699. This is as per TRAI regulations. Thanks and Revards	
N no-reptycfois 11:00 AM Indian Railways – Subscription Confir Hello Ms.Mir. JAYA Your request for recei	FOIS	
N One Time Password for e-demand		

Part B:

Capture Indent linking against Loading Plan by Divisional Railway

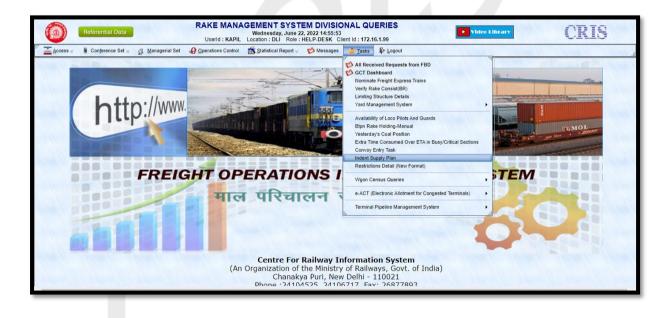
 A task (Indent Supply Plan) is designed in FOIS/RMS Divisional Web Application for the authorized Divisional Users (<u>Stock Controller identified by Role assigned to user</u> <u>as Dy. Stock</u>) to <u>prepare a loading plan for next day against pending indents based</u> <u>on applicable rules or decision of the concerned Dy. Stock invoking the planning task</u>.

Authorized Users: Divisional User of Forwarding location (<u>Stock Controller identified by</u> Role assigned to user as Dy. Stock)

Authorized Divisional User shall login into **RMS Divisional Queries** (Web Interface) and navigate to "**Tasks** → **Indent Supply Plan**" Menu on home screen.

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2. On Submitting the input form with relevant filters, user shall be displayed with all the Outstanding Indents available eligible for supply on subsequent day. The list shall display demand particulars including Demand Number, Demand Date, Rake Type, Consignor, Consignee, Destination, Units, Restricted Free Flag, Premium Indent, Priority, Traffic Type and many more details. Colour indicators for Restricted Indents, Premium indents and other business specific indicators for Programmed/ non-programmed/ lapsable/non-lapsable indents registered in the system shall also be provided in this view for easy identification.

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- 3. User shall have an option to view pending indents specific for a stock/ location/ commodity and many more filters to help draw out the **loading plan for next day**.
- 4. User shall be required to select a specific indent and mark the same as planned for loading on next day by Clicking "Mark Demand for Supply" button. User shall also provide the reason/remarks for same in case it is done overruling the ODR/ Priority rules for the specific indent at the time of marking the indent.

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- 5. The specific indent shall be marked as tentatively planned for supply in the system by on click of "**Save**" button. All such indents considered by competent authority for wagon supply, shall be highlighted in Dark Green color post save.
- 6. In case required to undo the plan (Prior to confirmation for the day), Divisional user shall also have option to reverse the supply plan for specific indents. Herein, user shall be required to select an already planned indent (Highlighted in Dark Green Color) and click the "De-Mark" button to un-mark the same from the next day's plan. User shall be required to specify a reason/remark for the same.

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7. Post finalizing the supply plan for the next day, Stock Controller of the division shall be required to freeze the plan in the system which shall trigger a notification to all customers regarding the plan of wagon supply.

- 8. On confirmation, System shall send the email/SMS notification to the Customers accordingly. Here, only customer who has e-registered the indent and provided consent for alert **(Step A)** shall be notified.
- 9. Indents shall be visible to the Stock Controller throughout the day and option for tentative planning of supply for next day shall be available in system till Confirmation by Stock Controller. However, the option of confirming the plan shall only be available from 1700 Hrs of the day till 2359 Hrs of the day for next day's supply plan.

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10. User shall confirm the plan by Clicking on "Confirm Plan" Button.

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 Post confirmation of the supply plan by Stock Controller, <u>there shall be no provision</u> <u>to un-confirm</u>. Any change in supply plan shall thereafter be available from 0000 Hrs of the next calendar day.

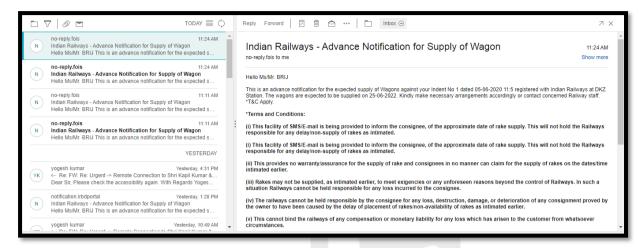
Part C Notification to Customers

1. Once a supply plan against an Indent has been captured by the Divisional Authorities and confirmed, System shall send an e-mail and SMS notification to the users who have registered the indents and further subscribed to the notification service.

SMS Sample:

Dear Customer, This is an advance notification for the expected supply of Wagons against your Indent No **<Demand No>** dated **<Demand Data/Time>** registered with Indian Railways at **<Station Code>** Station. The wagons are expected to be supplied on **<Planned For Date>**. Kindly make necessary arrangements accordingly or contact concerned Railway staff. *T&C Apply. FOIS/IR

Email Sample:



- 2. Notification <u>shall be sent only against e-Demands registered in FOIS</u> though user can plan for all physical indents also that are registered in FOIS/TMS Application.
- 3. Customer who has registered the Indent in e-RD Module and provided consent for alert shall only be notified.
- 4. The email shall also contain the Disclaimer as suggested by Railway Board.

Note:

- 1. On any day of operation, the planning task shall provide view of Indents to Stock Controller as under:
 - a. All complete Indents registered in the system in the working division as per the selection criteria for which allotment has not been reported in the system.
 - b. Indents planned for supply on current date and not yet allotted shall continue to be displayed as Pending Allotment. Same shall be displayed in a distinct color code in the list of indents.
 - c. For Premium indents, same shall only be displayed in case the next day is a probable supply day for the premium indents.
 - d. There shall be no check in "expected loading date" specified by user while registering the Indent.
 - e. No other allotment system i.e., RAS or e-ACT shall restrict view of indents. However, decision of RAS/e-ACT shall override the supply plan fed by Stock Controller.
 - f. Restricted Indents shall also be visible in the planning task. However, same shall be distinctly visible with a color code in the list of indents and shall be allowed for supply planning.
- 2. In case between the time of planning and confirmation of plan by Divisional user, the wagons have been supplied against any such indent planned for next day, system shall revalidate the allotments in system and only send out notification against those indents awaiting supply.
- 3. The supply plan shall have no binding in FOIS Application for supply of Rakes or allotment of Rakes against the planned indents. Neither shall system restrict supply and allotment of Rakes against any other Indent which is not planned by the stock controller.
- 4. System shall not validate the Priority Rule (PTO) during supply planning being carried out by the stock controller.
- 5. Post confirmation of the supply plan by Stock Controller, there shall be no provision to un-confirm. Any change in supply plan shall thereafter be available from 00:00 Hrs of the next calendar day.