



# Strategic shifts

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सामान्य पर भीष्टे कवी रो, जय आर उदकपन कर नको है

Why settle for ordinary, when excellence is achievable

# Passenger experience

- Improve passenger comfort and security by adopting sealed and temperature controlled coaches
- Redesign contracts and implement access control systems to attain high levels of cleanliness in trains and stations
- Provide high quality and availability of choice in catering services through e-catering, liberalized food pricing and better contract structures
- Deliver a seamless customer experience through availability of information at various stages of passenger journey by developing Railway Display Network at stations and an integrated application for customer interface

# Freight

- Develop more focused, end-to-end solutions for meeting customer needs of priority commodities which would fuel incremental growth
- Adopt more sophisticated and scientific freight pricing policy
- Develop an inflation based model for auto-correction of passenger fares
- Deliver predictable and reliable freight service through time-tabling of freight trains and committing to fulfillment levels in SLAs with customers
- Liberalize policy framework to rapidly develop terminal infrastructure (e.g., reduce time to commission a siding from 9 years to 3 years)

# 3x infrastructure

- Prioritize and fast-track project development in line with **commercial attractiveness and traffic growth projections** through a central Rail Planning and Investment Organization (RPIO)
- Improve rate of construction from ~7 to **14 kms per day** through better-quality DPRs (e.g., quality expertise and use of cutting edge technology [such as LiDAR]), financial empowerment of field executives, EPC contracting and sophisticated project management systems
- Increase throughput by 10% via higher horsepower per ton ratio of 2 and 0-based time-tabling of freight trains
- Upgrade **operating conditions of goods sheds** based on pre-defined infrastructure requirements via PPP arrangements; build a dedicated cross functional team to oversee this
- Expand **capacity and scope of terminal services** by partnering with existing government agencies (e.g., DMICDC, State Governments, NHAI) to build multi-commodity, multi-modal freight logistics parks

# Non-fare revenues

- 1 Land:** Prioritize 30 most profitable land parcels & monetize them in the next 2 years

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- 2 Parcel:** Hive off a separate business unit to handle parcel business

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- 3 Rail Display Network:** Set up 2 lakh screens across 2,175 stations, with 50-50 information & advertisements

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- 4 Policy framework & organisation:** Develop policies for unsolicited bids, reserve pricing, partnering with media players, accountability of officers for loss of potential revenue; build ownership & capabilities in the organisation

# Near-zero fatalities

- Commence tracking of all accidents and fatalities that take place on the system
- Encourage open culture of reporting even near-misses via safety training for all staff and a revised penalty system
- Minimize risk of human errors and trespassing by prioritizing and implementing 10 low-cost technological / other interventions
- Eliminate all unmanned level crossings on the broad gauge network in the next 3 years and provide alternative paths (e.g., RUBs/ROBs)
- Strengthen root cause investigation by establishing a dedicated investigative agency team with external experts and capabilities
- Minimize fatality impact of accidents by upgrading rolling stock to be more accident-resistant

# Technology

- 1 Ultra high speed wireless corridor along IR's network
- 2 Pan-IR Enterprise Resource Planning (ERP)
- 3 Heavy haul and high speed trains
- 4 Next generation customised rolling stock
- 5 Network of display technologies to enhance passenger experience

# Cost

- Reduce fuel cost by 20% through accelerating electrification & strategic procurement of diesel
- Improve organizational effectiveness and productivity by 15% through multiskilling and leveraging technology
- Enhance asset reliability and performance by optimizing repair and maintenance procedures and reducing unit cost of repair and maintenance



- 1** Redesign performance management system to be outcome-based to encourage initiative taking by employees

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- 2** Propagate innovation & learning through a structured forum

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- 3** Allocate 25% seats in each department for officers from other departments; mandate cross-departmental exposure as a condition for promotion above SAG level

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- 4** Organise customer-centricity training across levels

# Thank You