

**Annexure I  
(Para 1.6)  
Survey Questionnaire on Freight services in Indian Railways**

Date:

Time:

Location:

**GENERAL**

1 **Name of the siding:** \_\_\_\_\_

Contact number:

(i) Outward traffic (commodity):

From:

To:

(ii) Inward Traffic (commodity)

From:

To:

(iii) Rail Customer Since (month /year)

(iv) Average Annual Production /Total quantity Handled (MTs):

(v) Average Annual Quantity handled through Railways (MTs):

(vi) Average Lead (Kms.):

<b>ATTITUDE OF OFFICERS /STAFF</b>				
<b>2</b>	Does interaction with officers at Divisional /Zonal Headquarter meet with adequate response?			
	Always	Mostly	Some Times	Never
<b>3</b>	Are Railway Staff at field level friendly and responsive?			
	Always	Mostly	Some Times	Never
<b>RELIABILITY/ TIMELINESS OF FREIGHT SERVICES</b>				
<b>4</b>	Is timely information made available in respect of availability of rake?			
	Always	Mostly	Some Times	Never
<b>5</b>	Are the rakes placed at the time preferred by you?			
	Always	Mostly	Some Times	Never
<b>6</b>	Are rakes supplied to you on time?			
	Always	Mostly	Some Times	Never
<b>7</b>	If you have been experiencing delays in placement of rakes, the average delay ranges			
	Up to 5 hours	More than 5 hours but less than 12 hours	More than 12 hours but less than 24 hours	Beyond 24 hours
<b>8</b>	Are the wagons supplied clean, fit for loading and without damage?			
	Always	Mostly	Some Times	Never
<b>9</b>	Whether your rakes are moved with in reasonable time after the completion of loading?			
	Always	Mostly	Some Times	Never
<b>10</b>	Do the rakes booked by you reach destination timely?			
	Always	Mostly	Sometimes	Never
<b>11</b>	What would make you offer more traffic to Railways?			
	Scheduled running of trains	Door to door service	Timely placement of rakes	Can't say
<b>12</b>	What other changes would you suggest in freight operation of Railways that will make you offer major share of product to Railways?			
	(i)			
	(ii)			

<b>13</b>	Do you have access to FOIS for tracking the freight trains and ascertain its expected time of arrival?			
	Always	Mostly	Sometimes	Never
<b>14</b>	If yes, is the information reliable?			
	Always	Mostly	sometimes	Never
	<b>TERMINALS AND SIDING OPERATIONS</b>			
<b>15</b>	Are adequate facilities such as approach roads, lighting and stacking area available?			
	YES		NO	
<b>16</b>	<i>If not, the suggestions to improve the service</i>			
<b>17</b>	Are you satisfied with the working hours at terminals?			
	YES		NO	
<b>18</b>	Any suggestions regarding the working hours at terminals			
<b>19</b>	Are the mechanized loading /unloading facility available at the terminal?			
	YES		NO	
<b>20</b>	Do you feel that that the free time allowed for loading /unloading adequate?			
	YES		NO	
<b>21</b>	Do the existing policies of Railways on investments for improving the facilities at sidings offer adequate incentive?			
	YES		NO	
<b>22</b>	If not, what is your suggestion			
	<b>SECURITY OF CARGO AND COMPENSATION</b>			
<b>23</b>	Is adequate security arrangement against pilferage and theft provided for your cargo at terminal as well as enroute?			
	Always	Mostly	Sometimes	Never
<b>24</b>	Are the claims processing against the damage /pilferage prompt and efficient?			
	Always	Mostly	Sometimes	Never
	<b>GRIEVANCE REDRESSAL</b>			
<b>25</b>	Are you aware of the existing mechanism for redressal of your grievances?			
	YES		NO	
<b>26</b>	Are your complaints with respect to freight operations handled promptly and effectively?			
	Always	Mostly	Sometimes	Never

## Annexure II

(Para 1.7)

## SAMPLE SELECTION ON FREIGHT SERVICES

Zone	Division	Terminals selected	Interchange point selected	C&W depot selected
NEFR	Katihar Lumding	New Guwahati Jogighopa Bongaigaon refinery Numaligarh Oil Refinery	Katihar Malda Town	-
ER	Howrah Asansol	Durgapur Goods Shed Ultratech Cement Siding Asansol Goods Shed Barkeshwar Thermal Power Plant Siding Pakur Stone Quarry siding	Bhattachanagar Asansol	Pakur Sitarampur
NR	Delhi Ambala	GNTF Bhatinda Ghaziabad Shakurbasti Jammu Tawi IFFCO, Aonla	Palwal Bhatinda Rewari Sriganganagar	Tuglakabad Ghaziabad Ambala Khanalampur
SR	Chennai Palghat	Dalmia Cement Siding Kudal Nagar Good shed Salem Market Goods Shed Panambur Goods Shed Kochi Refinery Siding Kurukkupet Goods Shed Tiruchirapalli Goods Shed	Renigunta Jollarpettai Kankanadi Thokkur	Tondiarpet Jollarpettai Kankanadi
SWR	Hubli Mysore	Ranjitpura JVSL, Tornagalu Tinaighat Sasalu New Mysore Good Terminal	Miraj Bellary Kankanadi	Hospet
NWR	Ajmer Jodhpur Bikaner	Jaisalmer Laxmi Cement Siding, Banas Kanakpura STPB-Birdhwal BNGS	Chittorgarh Palanpur Rewari Bandikuin	Madar Abu Road Jaisalmer Jodhpur Jaipur Lalgarh
ECR	<i>Dhanbad</i> <i>Mughalsarai</i>	Karpurigram Narayanpur Anant Raxaul Fatuha Patherdih Katrasgarh Jarangdish	MGS Up & Down yard Pradhankhunta Mahadiya	MGS Gaya Patherdih Barwadih
NER	Lucknow Izatnagar	Gonda Nakaha Jungle Rudrapur City	Persendi Katra Chamrua Farukkabad	Gonda Gorakhpur
SCR	Secunderabad Vijayawada	Rudram siding, Bhadrachalam Nagarjuna Fertiliser Corporation, Kakinada Port Rajsri Cement Siding, Malkheid Road Ultratech Cement Juturu KTPS, Kondapalli Sanat Nagar	Balharshah Wadi Duvvada Vijayawada	Ramagundam Sanat Nagar Kakinada Vijayawada
SECR	Bilaspur Raipur	Raigarh JSLK siding, Kirodimal Nagar Lafarge India Pvt.Ltd. Bijuri colliery MPSEB Siding Khaparkheda Century Cement, Tilda Ambuja Cement, Bhatapara	Jharsugda IB RVH	BCN Depot AKT P P Yard Bhilai Bhilai Marshalling yard

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SER	Chakradharpur Kharagpur  Adra	Barajamada Noamundi Roapway Sdg. TISCO Sdg., TATA Bokaro Steel Plant siding (inward) Bokaro Steel Plant siding (outward) Orissa Cement siding, Rajgangpur Bhaga Goods Shed JCP siding TATA RSP Siding, Raurkela Kolaghat TPP siding	Jharsugda Joruli Andal Asansol	Bondamunda TATA Bokaro Adra
WCR	Jabalpur  Kota	Kota TP Station Chambal Chemical & Fertilizer Maiher Cement JQSG Prism Cement	Singrauli Manikpur Swaimadhampur Chanderiya	New Katni Jn. Satna KTT-Kota Sakatpura
WR	Ahmedabad  Vadodara Ratlam	Mundra Port Siding Kandla Port Good Shed IFFCO Siding, Kandla Wanakbori TPS Sdg. Vikram Cement Siding	Palanpur	Sabarmati Vatva Karachiya Vadodara Yard
ECOR	Khurda  Waltair  Sambalpur	Cuttak, Jagdarpur Nayagarh, Nergundi, NTPC exchange yard TLHR PPL/PRDP VSKP siding NALCO Siding, Damanjodi Bhusan Power &Steel, Lapange	Duvvada Bhadrak Joruli	Ore Exchange yard/VSKP VSKP Steel Plant Khurda Road, Paradeep
NCR	Allahabad  Jhansi  Agra Cantt.	Diamond Cement Siding, Parichha IOC, Baad NTPC, Dadri U.P Rajya Vidyut Nigam, Parichha, Yamuna Bridge	Mughalsarai Harduaganj Alwar Palwal	Juhi Baad
CR	Bhusawal Solapur Mumbai Nagpur	Nasik Thermal Power Station Siding Orient Cement Siding MSEB Siding Solapur Goods Shed Ghugas Coal Siding Wani Goods Shed NTPG siding BRSG siding Rajur Goods Shed I Rajur Goods Shed II Nasik Road terminal BPCL siding, Trombay Jalgaon Goods Shed Cement siding, Wadi Pune Goods Shed BSC, Hotgi Turbhe APM Complex RCF siding, Thal-vaishet MPBG siding, Sarni New Mulund Goods shed Umrer Coal siding WCCL, Wani	Jalgaon Manmad Hotgi Wadi Vasai Road Roha Balharshah Nagpur	Bhusawal Daund Wadi Trombay Igatpuri Ajni Amla

**Annexure III  
(Para No. 3.7)**

**Statement showing the sample selection made for micro analysis of specific Issues in Corporate Safety Plan**

<b>Category</b>	<b>Issues</b>	<b>Extent of sample selection</b>
Zonal Hqrs	Safety related records of all concerned departments	100%
Divisional Hqrs	Safety related records of all concerned departments	Total 28 divisions on IR
Workshop	Safety related works (including POH, upgradation works etc.)	18 workshops on IR
Carriage sheds	Safety related works	17 sheds on IR
Loco sheds	Safety related technological upgradation works	20 loco sheds on IR
RDSO	Research projects & evaluation of new technology	100% of Safety related items
ROH depots	Safety related technological upgradation works	15 Depots on IR
Training Centres	Review of training modules and facilities provided in respect of safety related training	15 Training centres on IR
Works	Track Renewals etc.	A total of 271 works were reviewed
Production Units	Safety related technological upgradation works	100%

**Annexure-IV**

**(Para 3.9.1.3)**

**Availability of Safety requirements at Manned/Unmanned Level Crossing Gates**

Sl.No.	Details of items to be provided	SR	CR	ER	NR	WR	NWR	SCR	SER	NER	NCR	ECR	SECR	ECoR	SWR	WCR	NFR	Total
1	No. of LCs test checked	10	20	10	10	11	10	10	10	10	10	10	10	10	10	10	10	171
2	No. of LCs Manned	5	10	5	5	9	5	5	6	5	5	5	5	5	7	5	5	92
3	No. of LCs Provided with telephone	5	10	1	5	9	5	5	6	5	5	5	5	5	7	5	5	88
4	No. of LCs Interlocked	5	9	2	5	6	1	3	5	5	3	4	4	3	1	3	3	62
5	No. of LCs where wicket gates or stiles have been provided for pedestrians.	5	6	3	0	4	0	3	2	5	1	2	3	3	6	1	3	47
6	No. of LCs with reflectors provided on the stop disc on both sides of the gate.	4	9	5	5	6	5	4	6	5	5	4	2	5	7	4	4	80
7	No. of LCs with lamps provided on the gate on both sides for the road users	5	10	4	5	8	5	4	4	5	4	5	5	5	7	2	5	83
8	No. of LCs with speed breaker/bumps provided on either approach (unmanned level crossing only)	7	13	6	5	1	5	5	4	9	10	8	4	5	8	10	8	108
9	No. of LCs with warning boards for road users provided on both the approaches at the gate in the case of unmanned level crossings.	6	12	3	5	2	10	5	4	5	10	5	4	7	10	7	8	103
10	No. of LCs with locking arrangements provided for both gates.	5	10	5	5	9	5	5	6	5	5	5	3	5	7	5	5	90
11	No. of LCs with lifting barrier is less than 5 mtrs from centre of track	3	6	5	1	4	5	2	6	5	5	0	3	5	7	3	5	65

**Annexure-V**  
**(Para 3.9.1.6 -C)**

**Vacancy position of Safety category staff as on 31.3.2008.**

Zone	Operating Dept.			Civil Engg. Dept.			Mechanical Dept.			Electrical Dept.		
	Sanctioned strength	Vacancies	Percentage of vacancy	Sanctioned strength	Vacancies	Percentage of vacancy	Sanctioned strength	Vacancies	Percentage of vacancy	Sanctioned strength	Vacancies	Percentage of vacancy
1	2	3	4	5	6	7	8	9	10	11	12	13
SR	12059	992	8.23	17824	3967	22.26	4096	362	8.84	610	92	15.08
CR	17355	1226	7.06	19445	2869	14.75	5380	396	7.36	613	161	26.26
ER	14459	690	4.77	17190	5983	34.80	5725	614	10.72	777	154	19.82
NR	21259	3532	16.61	26364	3441	13.05	7835	841	10.73	538	152	28.25
WR	14547	1611	11.07	21543	1856	8.62	2018	419	20.76	636	105	16.51
NWR	9276	917	9.88	12787	2885	22.56	1549	57	3.68	125	27	21.60
SCR	14989	2278	15.20	21086	4296	20.37	2339	444	18.98	30	4	13.33
SER	12832	1457	11.35	16773	4805	28.65	4616	728	15.77	227	49	21.59
NER	7728	620	8.02	10495	1870	17.82	1205	69	5.73	82	17	20.73
NCR	12183	1837	15.08	15401	1873	12.16	2776	169	6.09	1226	150	12.23
ECR	14359	1944	13.54	19525	5596	28.66	4801	571	11.89	428	101	23.60
SECR	9456	2021	21.37	11993	3403	28.37	1464	231	15.78	98	24	24.49
ECoR	7231	1092	15.10	12081	4456	36.88	2339	519	22.19	239	52	21.76
SWR	5886	1157	19.66	8399	3116	37.10	1893	376	19.86	116	43	37.07
WCR	10086	806	7.99	15611	3139	20.11	2090	190	9.09	557	67	12.03
NFR	8117	657	8.09	15882	2023	12.74	2681	338	12.61	208	66	31.73
RPU/ Metro	343	46	13.41	17	1	5.88	0	0	0.00	805	52	6.46

Source: Safety CDO  
(Para 7.9 of CSP)

Annexure VI  
(Para 3.9.1.6-E)

## Upgradation of Running Rooms &amp; Crew Lobbies

Zone	Division	No. available	No.upgraded (out of Col.3)	No. under upgradation (Out of Col.3)	No. proposed for upgradation (Out of Col.3)
1	2	3	4	5	6
<b>Running Rooms</b>					
SR	Chennai	10	2	2	0
	TVM	8	2	1	3
CR	Pune	4	4	0	0
	Bhusawal	6	6	0	0
	Nagpur	5	2	2	1
	Solapur	3	3	0	0
ER	SDAH	1	0	1	0
	HWH	1	1	0	0
	ASN	2	2	0	0
NR	LKO	10	0	1	9
	DLI	13	3	3	1
	Ratlam	4	3	0	1
WR	Ahmedabad	12	4	1	2
	BKN	5	5	0	0
NWR	JU	3	2	1	0
	SC	10	5	2	0
SCR	GTL	8	3	1	0
	Chakradharpur	10	1	4	0
SER	Kharagpur	5	1	0	1
		7	0	4	7
NER					
NCR	JHANSI	6	0	1	1
ECR	DHN	13	0	13	0
	MGS	4	3	1	0
SECR	Bilaspur	8	7	1	0
ECoR		4	2	1	1
SWR	Bangalore	8	4	2	0
WCR	Bhopal	8	5	1	0
NFR		9	0	1	0
RPU/Metro		0	0	0	0
<b>Total</b>		<b>187</b>	<b>70</b>	<b>44</b>	<b>27</b>
<b>Crew Lobbies</b>					
SR	Chennai	7	0	4	0
	TVM	4	1	1	2
CR	Mumbai	9	1	1	2
	Pune	5	3	0	0
	Bhusawal	7	7	0	0
	Nagpur	3	2	0	1
	Solapur	5	4	1	0
ER	SDAH	9	3	2	2
	ASN	6	4	0	2
	HWH	2	2	0	0
NR	LKO	9	5	2	2
	DLI	12	9	1	1
WR	Ratlam	4	3	0	0
	Ahmedabad	9	8	1	0
NWR	BKN	6	1	4	1
	JU	3	2	1	0
SCR	SC	9	8	1	0
	GTL	6	5	0	0
SER	Chakradharpur	6	1	1	0
	Kharagpur	3	1	0	0
NER		4	0	3	1
NCR	JHANSI	3	1	1	1
ECR	DHN	10	4	6	0
	MGS	4	3	0	0
SECR	Bilaspur	6	5	1	0
ECoR		1	1	0	0
SWR	Bangalore	2	2	0	0
WCR	Bhopal	7	6	0	0
NFR		4	3	1	0
RPU/Metro		0	0	0	0
<b>Total</b>		<b>165</b>	<b>95</b>	<b>32</b>	<b>15</b>

(Para 7.20, 7.21 of CSP)