

JMBPL Rail

Standard Operating Policy and Procedures

Rail Operations

Introduction

A **standard operating policy & procedure (SOPP)** is a set of step-by-step activities compiled by an organization to help workers conduct **complex** as well as **standard routine operations**. SOPPs help to achieve **efficiency, quality output and uniformity of performance** while contributing to efforts that lead to **process excellence**.

This SOPP aims to achieve the following objectives:

1. Function as a **guide and reference document** to stakeholders at all levels of the organization
2. Clearly **communicate** activities and help to achieve **consistency** in operational procedures
3. **Create accountability** by assigning responsibilities at each stage of the lifecycle
4. **Aid governance** by documenting **auditable processes** and detailing **control elements** at each stage of the lifecycle

What is the Lifecycle and Process Tree?

Each SOPP follows the process tree hierarchy and covers a specific entire process.

- A **process** represents logical grouping of sub processes and provides detail at functional level
- A **sub process** represents grouping of similar activities
- An **activity lists** down specific tasks that have/are measurable, time bound, associated risks, mitigating controls and defined owners

The entire business lifecycle consists of several processes. An SOPP is tasked with the coverage of all sub process and activities applicable to a particular process.

Who are the Stakeholders for this SOPP?

This stakeholders for this SOPP shall primarily be activity owners and business units.

1. Activity owners (operating units) – Activity owners shall use this SOPP as a reference document while performing their **activities daily**.
2. Business units – Business units shall use the SOPP as a repository of all activities across the lifecycle. This will aid in identifying **process improvement opportunities**.

Who will use this SOPP?

This SOPP shall be used by stakeholders across the entire organization. Most notable shall be the following:

1. Risk and Governance units – Risk and Governance units shall reference the SOPP to **review existing controls** and evaluate their **effectiveness**.
2. Auditors – Auditors shall use this SOPP to check **adherence to defined processes** and standards. The SOPP shall help them identify any deviations to defined processes and standards, ensuring that corrective actions are taken promptly to address any discrepancies and improve overall compliance with established procedures.

How do you read the SOPP?

To read this SOPP, it is essential to understand the **process lifecycle and its coverage**. This SOPP is documented in a **chronological order** in line with the sequence of activities performed by activity owners. Therefore, it should be read as such.

This SOPP also provides references to various **organization level policies, checklists, systems, reports** etc. These have been appropriately **referenced** at applicable activities and attached as

Annexures to this SOPP.

Each activity has an activity owner assigned to it. An activity also has the following references against it:

- Performer – Person who will execute the activity.
- Frequency – Each activity has defined period.
- Template – Reference to any template (If Any)
- System / Manual reference – Each activity is performed either manually or rooted through system.

Organization structure

The organization structure defined in the SOPP is the structure defined at the functional level. **'Activity owners'** are defined as those who are responsible for **performing the activity**. **'Business Owners'** are defined as those who have **oversight and ultimate ownership** for the activities.

The **'roles and responsibilities'** table in the SOPP lists down the 'business owners' and provides details on **key activities** they are responsible for. The list of 'business owners' shall form the organization structure for the SOPP and mega process.

Rules for this SOP

- This SOPP shall be reviewed on annual basis.
- Any changes in the SOPP will be approved by xx and then updated by xx.

Document review and approval.

Revision history

Version	Created By	Document Approved By	Date Approved	Revision				
SOPP Number	1							
Applicable Entities	Entity Type	Entity Name						
	Logistics	➤ JMBPL - Rail						
Process Owner	Terminal Head							
IT Applications	<table><tr><td>Entity Name</td><td>System</td></tr><tr><td>JMBPL – Rail</td><td>RFS – Rail Freight System</td></tr></table>				Entity Name	System	JMBPL – Rail	RFS – Rail Freight System
Entity Name	System							
JMBPL – Rail	RFS – Rail Freight System							
Guidelines / Policy reference								
SOPP Cross References								

Contents

Rail Operations.....	1
Abbreviations and Definitions.....	6
Executive Summary.....	7
Organization Structure.....	8
Key Process Activities.....	10
1. Inward Train Activity.....	10
2. Examination Activity.....	11
3. Outward Train Activity.....	12
4. Commercial Activities.....	13
5. Other Activities.....	14
6. Guidelines for Rail Composition & Loadability.....	16
Symbols/ legends used in flowcharts.....	17

Abbreviations and Definitions

Abbreviations	Details
BPC	Brake Power certificate
CEO	Chief Executive Officer
CHA	Customs House Agent
COO	Chief Operating Officer
DC	Delivery Challan
DGM/ AGM	Deputy/ Assistant General Manager
DOA	Delegation of Authority
EC	Executive Committee
ETA	Estimated Time of Arrival
F&A	Finance and Accounts
FOIS	Freight Operation Information System
GPS	Global Positioning System
HO	Head Office
HOD	Head of Department
IR	Indian Railways
KPI	Key Performance Indicators
PCTO	Private Container Train Operators
POH	Periodic Overhauling
R&D	Reception & Dispatch
RFS	Rail Freight System
ROH	Routine Overhauling
RR	Rail Receipt
TH	Terminal Head
TMS	Terminal Management System
TOS	Terminal operating system
TXR	Train Examiner

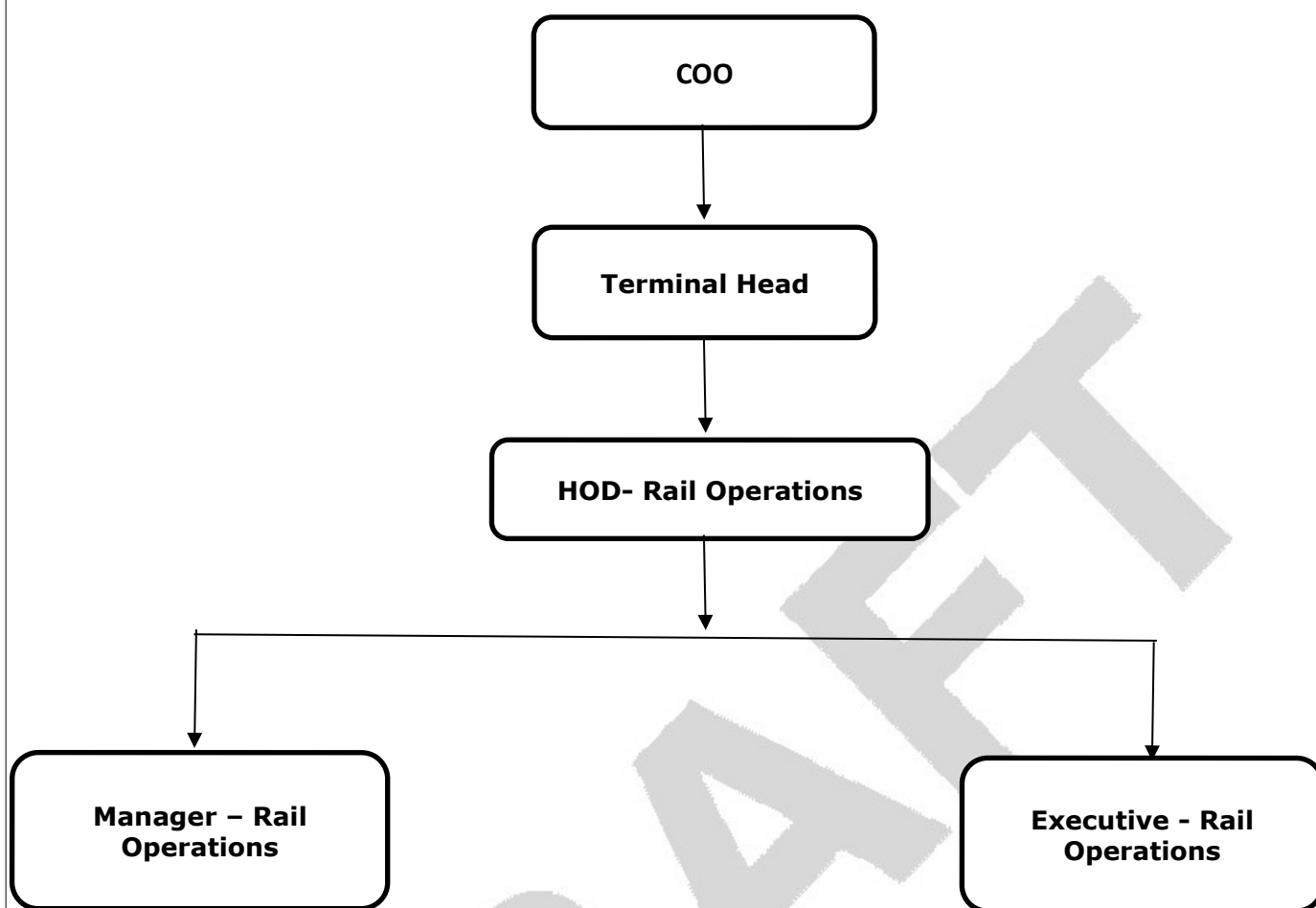
Executive Summary

The Standard Operating Procedures (SOP) for Rail Operations provide a structured framework for the efficient management and execution of daily railway operations, ensuring safe, timely, and cost-effective transportation. This document outlines the roles and responsibilities of key personnel in managing train placement, shunting, haulage, and freight operations while ensuring compliance with regulatory requirements.

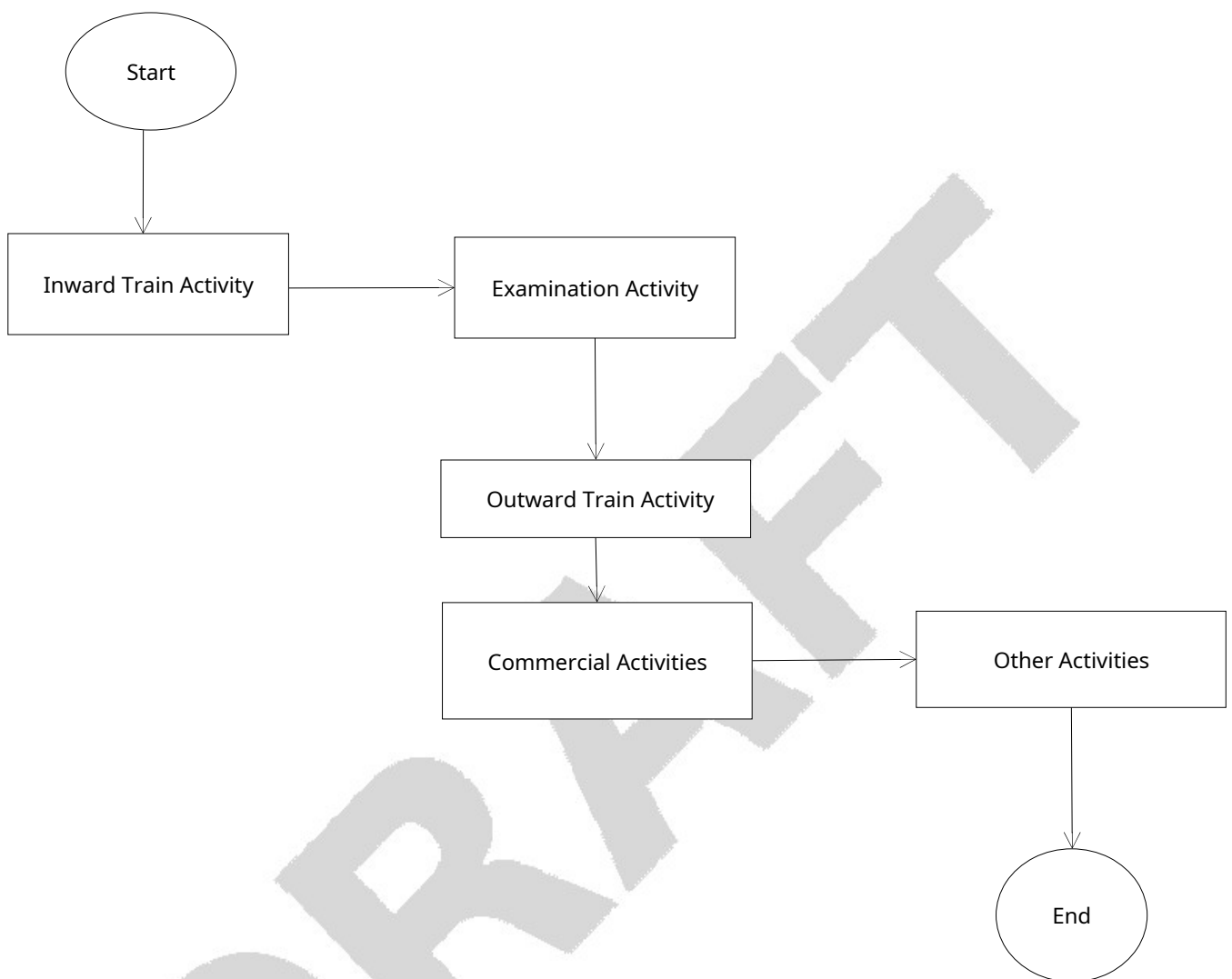
Key activities within the SOP include:

1. **Train Placement and Yard Operations:** The Executive - Railway Operations coordinates train placement in sidings, generates necessary memos and updates the Railway staff on the placement and schedule. The loading and unloading operations are closely monitored to ensure safe handling and timely departure.
2. **Examinations and Certification:** The SOP ensures that regular safety checks are conducted, including "Safe to Run" and Brake Power Certificate (BPC) examinations, as mandated by Indian Railways, to guarantee operational safety and compliance.
3. **Shunting Operations:** The document outlines the procedures for shunting activities, detailing the calculation of shunting charges based on engine availability and the time spent at sidings, with the necessary documentation prepared for billing.
4. **Tracking and Reporting:** Real-time tracking of rakes using the FOIS and GPS systems is emphasized. Daily "Train Running Position" reports are generated, and inquiries related to the status of incoming and outgoing rakes are managed efficiently to ensure smooth customer service.
5. **Billing and Documentation:** The SOP covers the preparation of freight sheets, forwarding notes, and the management of haulage and stabling charges. The coordination between the Indian Railways Operating team and Commercial staff ensures proper billing and payment processes.

Organization Structure



Process Flow



Key Process Activities

1. Inward Train Activity

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
1.1 Communication with Indian Railways Executive / Manager - Railway Operations notifies the Indian Railway (IR) team about the train's placement in the sidings, including the specific line to which it is assigned. The time of arrival at the station is recorded manually, and updates are subsequently entered into the Rail Freight System (RFS) system.	Executive / Manager - Railway Operations	HOD - Railway Operations / Terminal Head	As and when	Manual
1.2 Generation of Placement Memo Once the train arrives and is ready for placement at the Reception & Dispatch (R&D) yard, Executive / Manager - Railway Operations generates a Placement Memo in the RFS system and shares it with the Executive - Operations.	Executive / Manager - Railway Operations	HOD - Railway Operations	As and when	System
1.3 Inward Rake release Memo Executive / Manager - Railway Operations generates the "Inward Rake Release Memo" in RFS and shares it with Railways Operations.	Executive / Manager - Railway Operations	HOD - Railway Operations	As and when	System

2. Examination Activity

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
2.1 Validation of Examination Executive / Manager - Railway Operations determines the type of examination required, either through the FOIS system or manually. Once the examination type is confirmed, the Railway staff is notified and informed about the specific exam that needs to be conducted.	Executive / Manager - Railway Operations	HOD - Railway Operations	As and when	System
2.2 Arrangement of Vehicles Executive / Manager - Railway arranges transportation for the staff, ensuring vehicles are provided for their travel to and from the depot.	Executive / Manager - Railway Operations	HOD - Railway Operations	As and when	Manual
2.3 Types of Examination Indian Railways conducts the following examinations: 1. Safe to Run: This examination is conducted after every loading or unloading of a rake to ensure it is safe for operation. 2. Brake Power Certificate (BPC): Rakes are handed over to Indian Railways for the Brake Power Certificate (BPC) examination every 30 days or after 9000 kilometers of running, whichever occurs first. This examination is conducted at the nominated examination center, i.e., the base depot.	Indian Railways	HOD - Railway Operations / Terminal Head	As and when	Manual
2.4 Overhauling of Rakes Routine Overhauling (ROH) of a rake, or train, involves periodic maintenance and repairs to ensure safe and efficient operation, including inspections, repairs, and replacement of worn-out parts. ROH is conducted in every 18 months. Periodic Overhauling (POH) of a rake, or train, involves a scheduled, comprehensive maintenance and repair process to ensure safety and operational efficiency. POH is conducted in every 4.5 Years.	Indian Railways	HOD - Railway Operations / Terminal Head	As and when	Manual

3. Outward Train Activity

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
3.1 Load Plan Executive / Manager- Railway Operations ensures that the load plan for outward shipments is prepared. Executive - Yard Operations is then notified about the loading schedule, and the start time for outward loading is communicated to the Operations team.	Executive / Manager - Railway Operations	HOD - Railway Operations / Terminal Head	As and when	Manual
3.2 Locomotive indent Executive / Manager - Railway Operations prepares Locomotive indent and shared 4 hours before the required time with Indian Railways.	Executive / Manager - Railway Operations	HOD - Railway Operations	As and when	Manual
3.3 Train Summary Once the loading is complete, Executive / Manager - Railway Operations (Both JMBPL and DICT teams) is informed. The Train Summary is then handed over for the removal of the rake.	Executive / Manager - Railway Operations	HOD - Railway Operations	As and when	Manual

4. Commercial Activities

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
4.1 Uploading of Train Summary Executive / Manager - Railway Operations shares the Train Summary with the Indian Railways (IR) staff for uploading into the Train Management System (TMS).	Executive / Manager - Railway Operations	HOD - Railway Operations	As and when	System
4.2 Haulage Charges Executive / Manager - Railway Operations prepares the Freight Sheet for haulage charges and compiles a forwarding note for the Commercial staff at the terminal to facilitate the payment of railway haulage charges.	Executive / Manager - Railway Operations	HOD - Railway Operations / Terminal Head	As and when	Manual
4.3 Transfer of Railway Receipt (RR) Executive / Manager - Railway Operations confirms that the electronic train receipt (eT-RR) is processed through the TMS system. The RR and Train Summary are then transferred to the destination port using TMS login credentials. Upon arrival at the destination, the Transaction Slip, along with the RR, Train Summary, and Freight Sheet, is handed over to the Commercial staff of Indian Railways for final delivery.	Executive / Manager - Railway Operations	HOD - Railway Operations	As and when	System

5. Other Activities

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
5.1 Shunting Activity Shunting activity involves transferring rakes from one line to another as required. Shunting charges are applicable and calculated based on the time the engine is available at the sidings. The Executive / Manager - Railway Operations manually prepares the Shunting Program Memo and hands it over to Indian Railways. The timings of the shunting activity are recorded for billing purposes. Every ten days, the Indian Railways team informs the Indian Railways Commercial team about the applicable shunting timings to facilitate further billing.	Executive/ Manager - Railway Operations	HOD - Railway Operations / Terminal Head	As and when	Manual
5.2 Stabling Activity In the event that Private Container Train Operators (PCTO) rakes are held up in the railway network for more than four hours due to reasons attributable to the PCTO, stabling charges are applied. The details of en-route stabling are forwarded by the Indian Railway Operating team to the Indian Railway Commercial staff, who are responsible for billing the charges to JMBPL - Rail.	Indian Railways	HOD - Railway Operations / Terminal Head	As and when	Manual
5.3 Tracing & Tracking Activity Executive / Manager - Railway Operations focuses on tracking the movement of incoming and outgoing rakes using the FOIS and GPS systems. A "Train Running Position" report is prepared three times a day, and the team supports customer service by assisting with tracking inquiries related to the movement of rakes.	Executive / Manager - Railway Operations	HOD - Railway Operations / Terminal Head	As and when	Manual
5.4 Liaisoning Activity	Executive /	HOD - Railway	As and	Manual

<p>Liaisoning Activity includes both internal and external coordination.</p> <p>Internally, Executive / Manager - Railway operations communicate with the Service Centre and Yard Operations departments to ensure the timely issue of load plans and smooth operation.</p> <p>Externally, Executive - Railway coordination with railway officials at distinct levels i.e., area, division and zonal levels ensures that the rake runs efficiently and smoothly without delays.</p>	<p>Manager - Railway Operations</p>	<p>Operations / Terminal Head</p>	<p>when</p>	
---	--	--	--------------------	--

6. Guidelines for Rail Composition & Loadability.





Composition of Container Trains:

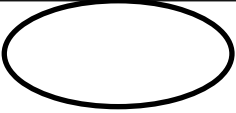
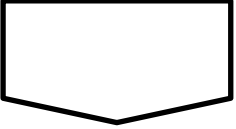

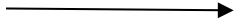
- One full rake consists of 45 Wagons.
- Set of 5 Wagons is called as a Unit.
- Set of nine units forms a rake.
- Minimum composition of a Container rake is forty wagons and Maximum is forty-five wagons.

Loadability:

- On one Bogie Low height Container Flat (BLC) Wagon either one 40ft wagon or two 20ft containers can be loaded.
- One 20 ft container cannot be loaded and released the wagon.
- One 20ft Loaded container and one 20ft empty container cannot be loaded and released.

Symbols/ legends used in flowcharts.

	Start/End
	Manual process activity
	Decision/possibility/alternative
	Alternate process

	Process connecting in same page
	Process connecting in other page
	Output document
	Flow direction