**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 are defined are 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** | |  |  | | --- | --- | | **Entity Name** | **System** | | JMBPL – Rail | RFS – Rail Freight System | |
| **Guidelines / Policy reference** |  |
| **SOPP Cross References** |  |

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## 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

## 

**COO**

**Terminal Head**

**Executive - Rail Operations**

**Manager – Rail Operations**

**HOD- Rail Operations**

## Process Flow

## 

Examination Activity

Other Activities

Outward Train Activity

Commercial Activities

## 

Inward Train Activity

## Key Process Activities

### 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** |

## 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** |

## 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** |

## 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** |

## 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**  Liaisoning Activity includes both internal and external coordination.  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.  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. | **Executive / Manager - Railway Operations** | **HOD - Railway Operations / Terminal Head** | **As and when** | **Manual** |

## 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 |