



No.C/CR/Misc/Action Plan/RCBP-NI Works/2023

27.10.2023

**PCOM, CPRO,
DRMs/ SC, HYB, BZA, GTL, NED & GNT**

Sub: Action plan for timely dissemination of information to passengers/public on changes in the pattern of train services due to rolling corridor block programs and pre-NI/ NI works etc.- Reg.

The rolling corridor block programs and the blocks for pre-NI and NI works for commissioning of infrastructure works involve cancellation/ partial cancellation / elimination of stoppages/diversion/re-scheduling of train services etc. In such circumstances, advance communication to the passengers/public about the changes in the pattern of train services is required to enable them to suitably plan their journeys in tune with the changes in the pattern of train operations.

In this connection, in order to ensure timely dissemination of information about the changes in the pattern of train services, the following action plan may be adopted:

(a) By Operating Branch:

- (i) Any modifications in the pattern of train services such as cancellation/partial cancellation/diversion/re-scheduling etc. are to be immediately fed in the Integrated Coaching Management System (ICMS). Since the data inputs for the National Train Enquiry System (NTES) are mainly sourced from ICMS, timely updation of the information in ICMS is essential to ensure that accurate information flow is available to all enquiry channels including 139 through ICMS/NTES.
- (ii) Coaching Cell in the Divisional Control Office and the ICMS cell at HQ have to closely monitor and ensure that any changes in the running pattern of trains are fed into ICMS without any delay.
- (iii) Operating notifications regarding modification in the pattern of train services may be issued well in advance so that sufficient time will be available for feeding the changes in the ICMS/PRS and for communicating the information to the passengers/public.

(b) By Commercial Branch:

- (i) The facility of auto updation of the information fed in ICMS into the PRS Database is to be always kept enabled unless otherwise specified.
- (ii) The PRS Database/HQ has to update the changes regarding diversion/partial cancellation/elimination of stoppages of trains/short termination in the PRS Database and bulk SMSs are to be sent to the passengers, who have already booked tickets on the trains affected.

- (iii) The Commercial Control at the Division has to send bulk SMSs to already booked passengers through PRS system regarding cancellation/re-scheduling of trains well before charting of the trains concerned and ensure that cancellation of trains fed in ICMS by the Operating branch are reflected in PRS, duly triggering bulk SMSs.

(c) By Public Relations Branch:

- (i) Changes in the pattern of train services are to be given wide publicity by the office of CPRO to reach the targeted group of passengers/public, in the relevant regions through various Media.
- (ii) Activities such as Press Releases, scrolling in TV news channels and publicity through Social Media platforms etc. are to be taken up immediately on receipt of the operating notifications duly mentioning the reasons for the changes in the pattern of train services.
- (iii) The Divisional PR teams also have to disseminate the information through local Media - newspapers and cable TV channels etc.

(d) At Stations:

- (i) The changes in the pattern of train services are to be prominently displayed in the notice boards/through LED boards/CCTV systems available at stations.
- (ii) Frequent announcements are to be made through PA systems wherever available.
- (iii) In sections/stations where there are major changes in the pattern of train services, it has to be ensured that the Enquiry counters are manned and the staff are well aware of the changes for effective dissemination of information to the passengers.
- (iv) Special Help Desks are to be setup at major stations on need basis depending on the scale of changes in the pattern of train services.

The action plan as mentioned above may be implemented even in case of any dislocation of train services due to untoward incidents/emergencies.


(K. R. K. Reddy) 27/10/23

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Copy to: Secy. to GM for kind information of GM
AGM for information please

Copy to: RGM/CRIS/SC to keep the auto update option in PRS enabled for
modifications in the pattern of train services fed in ICMS wherever applicable.

Copy to : CCM/PS, CCM/PM and CPTM
Sr.DOMs & Sr.DCMs/SC, HYB, GNT, BZA, NED & GTL } for necessary action.