GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

NO. 2018/PG/18/All-India Helpline   New Delhi, dated 29.09.2020

PCCMs, PCOMs
All Indian Railways

Sub: Freight & Parcel Queries through RailMadad & Freight Portal

Ref: (I) No. 2018/PG/18/All-India Helpline dt. 21.08.2020
      (II) No. 2018/PG/18/All-India Helpline dt. 25.08.2020

Please link earlier instructions on working of Freight & Parcel queries through RailMadad.

Please find enclosed the protocol for officials. This should be strictly followed. Suggestions if any should be mailed to ddpgrb@gmail.com.

A freight portal is also going to be launched very shortly. This will add to the traffic on calls and other channels. Please counsel all involved to be polite and prompt in handling queries. Also, please ensure that an ACM is nominated to closely monitor these queries & working of the cell.

(Debraj Panda)
Additional Member (Commercial)
Railway Board

Copy to : AM(T) for information

Protocol for NR Cell for handling Freight/Parcel Queries

I. Upon receiving the query through 139 (live call)

1. He shall confirm the details available on his dashboard, as filled in by the Call Center Executive.
2. If the data or information required to reply the query is available with him, he shall share the same with the caller. In case this information is not readily available, he shall seek some time from the caller.
3. Within the promised time he should get the desired information and share with the caller. In case he is not able to get the desired information within the promised time, he should call and seek more time. All follow-ups should be recorded in 'Action Taken' tab of RailMadad, by forwarding to self.
4. The NR cell Executive shall ask the caller, at the end of the call after having provided the information as to whether the caller is satisfied with the information provided. The case shall be closed *only after* the caller expresses satisfaction. Before finally closing the call the caller should be requested politely to give the feedback on the link being sent.
5. For all queries pertaining to Goods, the contact details of ACM nominated for this purpose shall be invariably given to the caller. This has to be done only after supplying the basis information pertaining to the query.
6. The NR Cell executive shall always be polite while talking. He shall not use diversionary tactics like 'Please check the parcel portal' and 'Use the freight calculator' etc. However, they can give the number of the concerned CPS or CGS but only after providing the caller with the minimum information such as availability of train, freight rate, timings, documents required etc. A reference to CPS/CGS, should be complete with their name, mobile, full name of station and full designation. NR Cell should also follow up with CPS/CGS.

II. Upon receiving the query on other than 139 or through 139 dashboard (not an active call)

1. The NR Cell executives should open the dashboard inbox at the start of the working day for any overnight queries or any queries from Social Media, Mail and Web that might have landed.
2. They shall ascertain the information required and shall send the reply back preferably on sms/mail. For this purpose the NR Cell should use interim reply function of the RailMadad.
3. No information should be shared only verbally. The purpose of having all information recorded in the case (on RailMadad) is to ensure that the information is correctly exchanged with the caller. This will also help the next person on duty in NR Cell to take the case forward. This can be done by using 'Action Taken' & forwarding to self/same division.

4. A communication tab has now been provided in RailMadad, especially to fetch additional information through a non-verbal mode. However, to repeat, any information sought or received over phone should also be recorded in the 'Action Taken' tab of RailMadad.

5. Any complaint etc. pertaining to parcel/goods which has landed in the 'Facilitation' tab of RailMadad should be quickly transferred to the correct tab.

III. Protocol for the ACM

1. He shall regularly check his dashboard, especially checking all the queries pertaining to Goods. He shall have a sample check of the queries pertaining to parcels.

2. He shall personally go through all those queries where the feedback is 'unsatisfactory'. He shall follow it up with the caller to ascertain the deficiencies in the process, if any.

3. He shall vigorously follow any lead provided by any caller on these queries. A summary should be presented to the Sr. DCM, not later than on a weekly basis.

4. He shall ensure that all cases other than query landing up on the facilitation tab should be suitably transferred to their appropriate tabs while ensuring that if the remedy lies on his division then the same should be actively pursued.

5. Ensure that all NR cell officials have personal ids for accessing RailMadad. Generic ids are not allowed.

6. Template based text to be used only for supplementing the reply.