

PCOM

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

(68)

(2)
No. 2020/TT-IV/19/2

New Delhi dated 09.10.2020

JER General Managers
All Indian Railways

Sub: Freight Business Development Portal

As per the directions of Railway Board, CRIS team has developed a Freight Business-Development (FBD) Portal. The FBD has been specially designed and developed with a **Customer First** philosophy and helps in familiarizing the new freight customers with Indian Railways Freight Business. The Portal presents a bouquet of Information on IR Freight Business, organised in simple and easy access links. The site also provides enhanced features for existing customers including GIS based Track & Trace and provision to contact Railways with their concerns.

2. The New FBD Portal provides a channel to the potential freight customers to reach railway officials and seek their assistance in transporting their goods by railways. It shall also help Divisional and Zonal Business Development units to reach the potential customers with the help of real-time monitoring of queries raised by such customers through the New Freight Business Development Portal.

3. The portal has been designed and developed with several useful features, including a Freight Calculator, GIS-based tracking of Consignments, Terminal Dashboard, Details on Freight incentive schemes, Own-a-terminal & Own-a-Wagon scheme and process details, and FAQs updated regularly, to name a few. The FBD portal can be reached through "Freight Business" option available under the new 'Freight Services' feature added in the top menu bar of <http://www.indianrailways.gov.in/>.

4. The FB portal can also be accessed directly at <https://fois.indianrail.gov.in/RailSAHAY/>

5. The "RailMadad" Grievance redressal portal of Indian Railways has also been integrated with the new BD Portal for directing queries of the prospective and existing customers to Freight Business Units of the Divisions.
6. The process flow for queries submitted by the prospective customer is as below:
- All query/concerns shall be directed to Freight Business Development Cell (Presently NR cell)
 - The query/concerns shall be escalated to Sr.DOM of concerned division in case same is not responded within 3 hours of registration in the system.
 - The query/concerns shall further be escalated CFTM in case not addressed within 24 hours of registration in the system.
7. Those approaching RailMadad directly through any of other channels including IVR/Call Centre or mobile App shall also be served seamlessly and directed to Freight Business Development Cell (NR Cell) as above.
8. Sr. DOMs and CFTMs can view status of all the freight facilitation related queries in MIS available on their "RailMadad" dashboard, analyze the demand pattern and contact the prospective customers to assist them.
9. Traffic Transportation and Business Research Unit of NR will be the nodal organization to track and monitor the transactions on FBD.
10. The FBD portal has been launched on 30 Sept. 2020.

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