

B. Vision

- To Award All Earning Contracts viz. Parking, Catering, Sanitation and Publicity on maximum potential of generation of revenue by addressing all bottlenecks and elaborating the scope of work with receptive /flexible approach for incorporation of new innovative ideas and deletion of outdated, absurd clauses which have been increasing the chances of leakage of revenue.
- Focus on Non Fare Revenue enhancement by exploring the all feasible avenues under NINFRIS and unsolicited proposals.
- To evolve a system of Ticket Checking by awarding a contract which is not only limited to Buses but inclusive of MUV for swift and fast and confidential Raids which will not only create awareness amongst users of services of railways but also minimize the leakage of revenue and unauthorized vending.
- To ensure safe and time bound Passenger Train Services, special emphasis on security of ladies and senior citizens travelling alone.
- To pay special emphasis on improvement of on board services in terms of food, bed roll and cleanliness.
- To replace old equipment's by provision of Budget under relevant Plan Head and special emphasis on paperless, efficient and transparent working by provision of latest PC's to all staff.
- To create requisite infrastructure for staff in terms of quality seating, neat and clean environment, provision of ideal boarding /lodging facilities at Rest Rooms.
- To initiate regular Training Schedule for Staff for updating working knowledge through small batches by provision of latest means.
- To maintain high standard of cleanliness at stations on regular basis.
- Counseling to each and every frontline staff to be courteous and polite while dealing with passengers.

C. Mission

➤ Earning Contracts

A. Parking :

- 1.To invite and award all feasible contracts including Non Railway Head and Access Control and explore and invite Parking cum logistic for complete solution ,moving a step ahead to Parking cum Stacking.
2. To include commercial vehicles in contracts as per geographical conditions of the individual site for better and realistic appreciation.

B. Catering :

1. To provide catering facility with variety of quality food by introducing Food Plaza on main stations and streamlining/updating of stalls /trolleys as per requirement .
2. Converting stalls to MPS as per requirement.
3. To keep a regular check on provision of quality catering facility (stations and On board) to valued passengers on specified rates.

C. Sanitation :

1. To ensure special emphasis on cleanliness with effective/transparent monitoring of awarded contracts and departmental mechanism at stations and on Board.
2. Provision of improved mechanized cleaning through latest Cleaning Machines ,Provision of quality dust bins for dry + wet waste, improved dumping pits.

D. Publicity :

1. To award contracts with innovative Ideas in addition to traditional contracts to increase the earning and replace outdated infrastructure by provision of latest technology equipped system.
2. To award new contracts under NFR (NINFRIS+ unsolicited) to utilize idle /unutilized space or upgrade /replace existing unviable contracts /departmental infrastructure.

