CONTENTS

• RITES Brief Introduction
• Salient Features of RITES QA Division
• Essential system requirements for Third Party Inspection Regime
• Development of IBS – Background, System configuration, OS , Data Base
• Features Available –
  - Clients
  - Suppliers
  - Inspecting Engineers
  - Internal Customers
• Performance Multiplier impact of IBS – BENEFITS
• Next Phase-
  - Mobile Applications
  - ERP

• SUMMATION
Salient features of RITES LIMITED

• RITES LTD- MINI RATNA Company Under Ministry Of Railways
• Year of Establishment - 1974
• Primarily established for inspection of Railway materials
• Core Competence- Consultancy organization in the fields of transport, Quality Assurance, infrastructure and related technologies
• Major Sectors of operation - 29
• ISO 9001 certified, ISO/ IEC 17020 accreditation, ISO/ IEC 17025 accreditation
RITES SERVICE PROFILE

* Airport Engineering
* Architecture & Design
* Bridge & Tunnel Engineering
* CAD Design – Mech. & Civil
* Electrical Engineering
* Engineering Survey
* Environmental Engineering
* Expotech
* Financial Management
* Geo-technology
* Highway Engineering
* Human Resources Development
* Information Technology
* Material System Management
* Operation & Maintenance
* Ports & Harbors
* Property Development
* Quality Assurance
* Ropeways
* Signal & Telecommunication
* Traffic Logistics & Economics
* Urban Development
* Urban Transport
* Water Resources & Waterways
QUALITY ASSURANCE DIVISION

• QA DIVISION – Third Party inspection and Quality Audits
• Trained team of about 400 engineers
• Pan India presence with network of 5 regional and 47 sub-regional locations
• Standing authorized inspection agency for Indian Railways in India and Abroad
• Nearly 50% of turnover from Non Railway Clients - PSUs, State Govt. Agencies, Private Sector
Spectrum of services

- Indian Railways
- Production Units
- Railway Electrification
- Metro & General coaches including Stage inspection
- Engine block in process inspection
- Rails
- State Power utilities
- Water supply departments
- Central/State PSUs
Birds’ Eye view (contd..)

• Largest inspection body in India
• Values of Stores Inspected- Rs 30,000 Cr per year
• Total Annual Inspections carried out- 93000
• Clients serviced - 2000
• Suppliers/ vendors covered – 43,000
• Countries covered over 25
Essential System requirements in Third Party Inspection Regime
System Requirements of Third Party Inspection Regime

- User friendly & Transparent
- Well defined Inspection Protocol
- Client Information data
- Supplier interface
- Call Processing interface
- Financial Interface
- Information dissemination to all Stake Holders
- Management Reporting System
Diagnosis of The Problem

- Excess Time in Call Registration and Intimation to Inspection Engineer- 2 to 3 days
- Incidences of call papers not getting connected - Loss of data due to papers not getting connected, Loss of Historical data
- Lack of data integrity
- Lack of Transparency - Manual intervention at all levels implied lack of transparency
- Non availability of updated information on status of inspection.
Need For Project

• Why & How Project was conceived
  ➢ ELMINATION OF VENDOR INTEREREENCE FOR CALL REGISTRATION
  ➢ REDUCED PAPER WORK
  ➢ ADDITIONAL EXPENDITURE IN POSTAL SERVICES – VENDOR AS WELL AS RITES
  ➢ INCREASE IN CALL ATTENDING EFFICIENCY - FIFO BASIS
  ➢ REDUCE INQUIRY ON CALL STATUS
  ➢ TRANSPARENCY IN OVERALL SYSTEM
  ➢ DESSEMINATION OF INSPECTION REPORTS
  ➢ OVERALL MONITORING AND MANAGEMENT REPORTS
Client interface

- New Contract/purchase order details
- Technical Details – Item description, specification
- Inspection status – live data on status of inspection
- Copy of inspection note
Supplier Interface

• Registration of Inspection Request

• Call Scheduling information

• Information dissemination

• Financial transactions – Billing / Lab testing charges
Internal Processing

• Nomination of Inspection Engineer - Intimation through SMS and E-Mail
• Access to technical details
• Inspection call processing by Inspection Engineer – updation of current status – pending/ lab testing/ stage inspection/ acceptance/ rejection
• Updation of evidence of inspection – Photographs, Inspection note
• Financial transactions- billing of inspection fee /Lab
Backbone of Transparency - Information Dissemination

- Wide Geographical spread between Clients, RITES and Suppliers

- Large volumes of information, manual handling of information not feasible.

- Round the clock real time web based information system

- To Generate confidence and instill Transparency
INSPECTION & BILLING SYSTEM DESCRIPTION
Remote Data Center- (ISP)

- DATABASE SERVER
  - ORACLE 11g
- APPLICATION / WEB SERVER
- Inspection Monitoring & Billing System
- SWITCH

Internet

NORTHERN REGION- DELHI
- RITES
  - SWITCH
  - AIRTEL ROUTER
- LEASED / PSTN LINE
- USER

EASTERN REGION- KOLKATA
- RITES
  - SWITCH
  - AIRTEL ROUTER
- LEASED / PSTN LINE
- USER

SOUTHERN REGION- CHENNAI
- RITES
  - SWITCH
  - AIRTEL ROUTER
- LEASED / PSTN LINE
- USER

WESTERN REGION- MUMBAI
- RITES
  - SWITCH
  - AIRTEL ROUTER
- LEASED LINE
- USER

INSPECTION MONITORING & BILLING SYSTEM

INDIA

RITES
IBS TECHNICAL SPECIFICATION

REMOTE SERVER
Designed in Dot Net 1.1, Coding in ‘C’ Sharp,
Reporting in Crystal report
Database : Oracle 11 G

INTERNET CONNECTIVITY

USER SYSTEM REQUIREMENT
Windows XP or Higher, Internet Explorer 6
and above, MS Word, MS Excel,
Adobe Acrobat Reader
IBS SAILENT FEATURES

• Available 365 Days x 24 Hrs x 7 Day
• Accessed from any location using Internet
• As IBS is Centralized System, data redundancy & duplication is eliminated
• Access by Management, CM & IE
• Limited access to – Vendors
• Requirement based details in public domain for – Purchaser/ Users
FLOW CHART OF INSPECTION PROCESS

1. Registration of Purchase Order
2. Call Registration
3. Call Marking
4. Inspection by Inspecting Engineer
   - Call Status Update & Photo Upload
   - Submission of Case Papers in Inspection Office for Billing
5. Inspection Certificate Issued
6. Bill Generation & Dispatch of Bills
7. Bill realisation posting
CALL REGISTRATION BY VENDOR
Vendor PO Entry Form

Vendor ID: 6161
Vendor: ESCORTS LTD. (RAILWAY EQUIPMENT DIVISION (0639)), Plot No. 113 Sector-24, Faridabad

Vendor Purchase Order Details

<table>
<thead>
<tr>
<th>Ref No.</th>
<th>PO Date</th>
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</thead>
<tbody>
<tr>
<td>e15121437</td>
<td>31/12/2015</td>
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<table>
<thead>
<tr>
<th>Item Serial No.</th>
<th>Item Description</th>
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<tbody>
<tr>
<td>1</td>
<td>SHOCK ABSORBER FOR PRIMARY SUSPENSION FOR IRY COACHES, DRG. NO. 300500 ALT. (NIL) SPECIFICATION : C-6703 (REV-2)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bill Paying Officer/Paying Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>DGF-FA B.C.AO (STORES) NR/BARODA HOUSE/NEW DELHI</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Consignee</th>
</tr>
</thead>
<tbody>
<tr>
<td>627-DV.CMM/DEPOT/NR/JAGADHRI</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Unit of Measurement</th>
<th>Base Value</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>114</td>
<td></td>
<td></td>
<td>934800</td>
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</table>

<table>
<thead>
<tr>
<th>Rate</th>
<th>Discount</th>
<th>Base Value</th>
<th>Other Charges (AMT)</th>
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<tbody>
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<td>8200</td>
<td>0</td>
<td>934800</td>
<td>55281.63</td>
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<table>
<thead>
<tr>
<th>Excise Type</th>
<th>Percentage</th>
<th>Value</th>
<th>Excise</th>
<th>Sale Tax</th>
<th>Total Value</th>
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<tr>
<td></td>
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<td>11650</td>
<td>55281.63</td>
<td>1106556.63</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Last Date of Supply/DD/MM/YYYY</th>
<th>Delivery Deadline Date/DD/MM/YYYY</th>
</tr>
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<tbody>
<tr>
<td>07/07/2017</td>
<td>07/07/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Sl. No.</th>
<th>Item Description</th>
<th>Consignee</th>
<th>Quantity</th>
<th>Rate</th>
<th>Total Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SHOCK ABSORBER FOR PRIMARY SUSPENSION FOR IRY COACHES, DRG. NO. 300500 ALT. (NIL) SPECIFICATION : C-6703 (REV-2)</td>
<td>627-DV.CMM/DEPOT/NR/JAGADHRI</td>
<td>114</td>
<td>8200</td>
<td>1106556.63</td>
</tr>
</tbody>
</table>

To search a item, select Consignee or Enter some search criteria in Item Description & Click on Search Button, And To see all items again, click on Show All Button.
**User Login**

<table>
<thead>
<tr>
<th>User Id:</th>
<th>skyanik</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password:</td>
<td></td>
</tr>
</tbody>
</table>

** IE Login**

**Inspection Status**

<table>
<thead>
<tr>
<th>Region</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern</td>
<td>Southern</td>
</tr>
<tr>
<td>Eastern</td>
<td>Western</td>
</tr>
</tbody>
</table>

**Bulletin Board**

**HAPPY NEW YEAR 2014!!**

All Users are requested to Logout from the System when they are not using the Application.

System will be not available from 01.00 pm to 01.30 pm due to maintenance work.
CALL MARKING SCREEN

![Image of the online call marking form interface]

<table>
<thead>
<tr>
<th>Case No.</th>
<th>M1601275</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract No.</td>
<td>01-15-3235-10532</td>
</tr>
<tr>
<td>Vendor</td>
<td>M.T. HEALTH &amp; SAFETY PVT LTD/B-2 HOUSE, 151-3, GAITAM NAGAR/NEW DELHI</td>
</tr>
<tr>
<td>Place of Inspection</td>
<td>M.T. HEALTH &amp; SAFETY PVT LTD/B-2 HOUSE, 151-3, GAITAM NAGAR/NEW DELHI</td>
</tr>
<tr>
<td>Remarks (250 Char Max)</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>SELF CONTAINED BREATHING APPARATUS</td>
</tr>
<tr>
<td>Staggered DP</td>
<td>1. Lot Size &amp; DP</td>
</tr>
<tr>
<td>Quantity Ordered</td>
<td>4</td>
</tr>
<tr>
<td>Quantity offered</td>
<td>0</td>
</tr>
<tr>
<td>Call Material Value</td>
<td>270800</td>
</tr>
</tbody>
</table>

Options: Save, Cancel, Case History, Reject Call
**INSTRUCTIONS FOR IES**

<table>
<thead>
<tr>
<th>Message No.</th>
<th>Message Date</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>229</td>
<td>27/02/2016</td>
<td>Inspection on Sunday/National Holidays</td>
</tr>
<tr>
<td>230</td>
<td>06/03/2016</td>
<td>Inspection of imported material - documents to be collected for material accepted on visual inspection &amp;/or action</td>
</tr>
<tr>
<td>231</td>
<td>07/03/2016</td>
<td>Certificate of Inst. No. 201</td>
</tr>
<tr>
<td>232</td>
<td>08/03/2016</td>
<td>Instructions for installation of wall box housing and letter casing</td>
</tr>
<tr>
<td>233</td>
<td>09/03/2016</td>
<td>Submission of all docs to corporate office by 2nd Jun. 2016</td>
</tr>
<tr>
<td>234</td>
<td>10/03/2016</td>
<td>Inspection of modular toilet</td>
</tr>
<tr>
<td>235</td>
<td>11/03/2016</td>
<td>Inspection of contact wire</td>
</tr>
<tr>
<td>236</td>
<td>12/03/2016</td>
<td>Testing of cables for R.C. Habitational</td>
</tr>
<tr>
<td>237</td>
<td>13/03/2016</td>
<td>Inspection of R.C. U.P. handed</td>
</tr>
<tr>
<td>238</td>
<td>14/03/2016</td>
<td>Sub-letting of modular housing M/F Hill5, U.F.H., Railway</td>
</tr>
<tr>
<td>239</td>
<td>15/03/2016</td>
<td>Inst. No. 107 on inspection charges for re-inspection/call cancellation</td>
</tr>
</tbody>
</table>

He read all the instructions carefully before proceeding to

---

**IE LOGIN**

**Inspection Engineer Login Form**

- **User ID**
- **Password**

Login  | Change Password
<table>
<thead>
<tr>
<th>S.no</th>
<th>VENDOR NAME</th>
<th>PURCHASER</th>
<th>ITEM DESCRIPTION</th>
<th>DELV DATE</th>
<th>L/W DATE</th>
<th>CALL DATE</th>
<th>CALL NO.</th>
<th>TRAVELING DATE</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>WEI INDUSTRIES (P) LTD.</td>
<td>E. ESTE WIR</td>
<td>SUPPLY OF BASED MATERIAL TO CONSTRUCT WITH BUS MANHOLE FREE EARTH</td>
<td>20-06-2016</td>
<td>12-06-2016</td>
<td>12-05-2016</td>
<td>210</td>
<td>12-05-2016</td>
<td>3121170179614438</td>
</tr>
<tr>
<td>2</td>
<td>BALANSOFT CO-DELHI</td>
<td>E. ESTE WIR</td>
<td>COPPER PVC ISOLATED WIRE for PLAT ELECTRIC CABLES 3X4.00 SQMM</td>
<td>29-04-2016</td>
<td>13-05-2016</td>
<td>23-05-2016</td>
<td>228</td>
<td>23-05-2016</td>
<td>3121170179614438</td>
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<tr>
<td>3</td>
<td>BALANSOFT CO-DELHI</td>
<td>E. ESTE WIR</td>
<td>COPPER PVC ISOLATED WIRE for PLAT ELECTRIC CABLES 3X4.00 SQMM</td>
<td>30-02-2016</td>
<td>13-05-2016</td>
<td>24-05-2016</td>
<td>228</td>
<td>24-05-2016</td>
<td>3121170179614438</td>
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<tr>
<td>4</td>
<td>BALANSOFT CO-DELHI</td>
<td>E. ESTE WIR</td>
<td>COPPER PVC ISOLATED WIRE for PLAT ELECTRIC CABLES 3X1.00 SQMM</td>
<td>29-02-2016</td>
<td>13-05-2016</td>
<td>22-05-2016</td>
<td>228</td>
<td>22-05-2016</td>
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<tr>
<td>5</td>
<td>BALANSOFT CO-DELHI</td>
<td>E. ESTE WIR</td>
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<td>29-02-2016</td>
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<td>22-05-2016</td>
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<td>22-05-2016</td>
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<tr>
<td>6</td>
<td>BALANSOFT CO-DELHI</td>
<td>E. ESTE WIR</td>
<td>COPPER PVC ISOLATED WIRE for PLAT ELECTRIC CABLES 3X1.00 SQMM</td>
<td>29-02-2016</td>
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<td>22-05-2016</td>
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<td>7</td>
<td>BALANSOFT CO-DELHI</td>
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<td>22-05-2016</td>
<td>228</td>
<td>22-05-2016</td>
<td>3121170179614438</td>
</tr>
</tbody>
</table>

**Status:**
- **Advance Fee:** 256/3DFP-03/00/15-16
- **Paid:** 230/04/15-16
- **Paid:** 247/04/15-16

**Remarks:**
- R2L/05/15-16
- R2L/05/15-16

**Description:**
- Length of sample drum for 97' manhole against 100' manholes.
- Length of sample drum for 97' manhole against 100' manholes.
- Length of sample drum for 97' manhole against 100' manholes.
CONTROLLING MANAGER
PUBLIC DOMAIN
RITES LIMITED
Quality Assurance Division

Our Service Spectrum

- Are dispatch inspection at manufacturers premises stage and final third party inspection
- Vendor capability and capacity assessment
- Development of service-specific Quality Assurance Plans (QAP)
- Laboratory Testing Services
- Quality Audits of processes
- Energy Auditing Services
- Bar Marking Verification for Bureau of Energy Efficiency

Our Resources

- Qualified and trained technical expertise
- Pool of experienced personnel from within and drawn from the pool of railway engineers and managers
- Laterally and horizontally induced engineers and project managers
- Geographically distributed offices & personnel all over India
- NABL Accredited Lab to ISO/IEC 17025 at Kolkata
- Panel of NABL & Government approvals labs for testing & QA support
- In house laboratories with state of the art facilities provide vital technical support

Inspection Offices

- Central Region (Central Region)
- Western Region (Western Region)
- Northern Region (Northern Region)
- Southern Region (Southern Region)

Feedback

1. Click Here to give Feedback (Effective from 1st NOV 17)
2. Draft guidelines for technical assessment for MSEI registration. Comments invited from all.
Client Wise Call Status.mp4
PERFORMANCE MULTIPLIER EFFECT
Tangible benefits

• Call received till 1500 hrs marked to IE on same day
• Av call attending time - 3 days
• Call date to Inspection completion -7 days
TANGIBLE BENEFITS

IBS

- Improved productivity
- Reduced cycle time
- Lean system – wasteful intervention eliminated
- Standardisation of process
- Lower cost manpower systems
FINANCIAL GAINS

INSPECTIONS HANLED UP FROM 76K IN 2008-09 TO 95K IN 2015-16. Target – Double by 2018-19

VALUE OF INSPECTED MATERIAL FROM Rs. 5700 Cr. To Rs. 28000 Cr

NEGLIGIBLE MAINTENANCE COST
OTHER BENEFITS

SOCIO ECONOMIC

WIDER REACH-40000 VENDORS

SPEED, ACCURACY & DATA INTEGRITY

GREATER TRANSPARENCY

ENVIRONMENT PEPELESS
Alignment with focus areas of GOI

• E Governance
• Digital India
• Transparency
• Ease of doing business
• Prompt response
WAY FORWARD

MOBILE APPLICATION

ERP
SUMMATION

• OBJECTIVE OF SEAMLESS, INSTANTANEOUS AND MANLESS ACCESS TO QA SERVICES HAS BEEN ACHIEVED TO THE ENTIRE SATISFACTION OF OUR CLIENTS

• TRANSAPARENCY & LEAN SYSTEM – THE MOST SIGNIFICANT SPINOFF
IBS- SILENT SERVICE  24X7
THANK YOU