Railway Facility Management Service through Kudumbashree SHG women

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• Year of starting: **2014**

• Location: **9 Districts** under Southern Railway
  Thiruvananthapuram division

• Beneficiaries: **248** women

• Key Component: *Convergence* with Railway

• **24 x 7** Kudumbashree manned Railway parking and Waiting hall
Railway Parking Management

197 Members engaged
45 Stations manned
7 districts covered
Railway Waiting Hall Management

43 Women engaged
7 Stations manned
4 Districts Covered

11-Sep-2018
Emergence of Best Practice

• Southern railway, to bring in more revenue and to provide quality services by breaking the prevalent monopoly, has approached Kudumbashree

• The Mission accepted the proposal and the first unit formed in Eranakulam south railway station to manage the railway parking for short duration

• The railway authorities made an agreement with Kudumbashree to manage their parking area on a revenue sharing model depending on the revenue inflows.
• The management of railway parking that started in Ernakulam gradually extended to all main stations under Trivandrum division of Southern railways.

• The positive feedback in parking service prompted railway to make an agreement with Kudumbashree for management of premium A/C waiting halls.

• In the year of 2017, Kudumbashree submitted Expression of interest to Railway, which resulted in extension of period of contract to 3 years.

• The revenue generated is shared among railway and Kudumbashree based on the nature of the stations.
• The payment is collected from passengers through computerized billing system

• The revenue share of Kudumbashree is utilized for the salary of the members and for the development of infrastructure.

• The Mission identified interested people from among the community and provided adequate training

• The members are provided with ID and uniform
• Some of the units taken *loan* for infrastructure development

• The unit members are receiving a minimum of *Rs.8000/- to Rs.20,000/-* as monthly income depending on the stations.

• *Value added services* - kids play zone, Infant feeding room, free reading of news papers and Magazines, mini libraries were also provided to add to the pleasant stay inside these cozy waiting halls for a nominal charge
Human Resources

• **State Level**: State Officers of Railway and Kudumbashree

• **District Level**: Commercial Inspectors of Railway and District programme Managers of Kudumbashree are involved in the implementation and monitoring of the project

• **District specific supervisors** were also selected for coordination

• **Joint inspections** and evaluations were done
District Supervisor

Facility Management Teams in the district

District Level

District Mission Coordinator and Micro Enterprise Team

Commercial Inspector and staffs

State Level

Kudumbashree Executive Director and Micro Enterprise Team

Railway - Senior Divisional Commercial Manager and Commercial Team
Discussions were held with Southern Railway Palakkad division for expanding the project to remaining 5 districts.
Based on the Kudumbashree experience this project is having potential of scaling up to a national level as Indian Railway has 7653 stations under which SHG manned stations are only 45 which means only 0.58% opportunity has been utilized so far.
Challenges

• Possibilities of vehicle theft /fuel theft
• Night shift
• Misbehavior from passengers

Timely intervention from Kudumbashree Mission, Railway Protection Force and Police support helped to overcome these challenges
Key Learning

• Tapping right opportunity in the right time
• Attempt to converge with other departments
• Identification of right beneficiary
• Supervision and Periodical Evaluation
• Co ordination plays a critical role
24 എബ്രയുക്ത് പ്രവൃത്തി: തീ നിരുന്ന വിഗ്രഹങ്ങൾ പൊക്കത്തിൽ മൂലകായ്

അനന്തൻ മേൽ

പുരുഷരും പെൺരും ഇന്നാണ് മുൻഭാഗവും മുൻകൊടുവും എന്നാണ് മുൻകൊടുക്കാനായിരുന്നു. പിന്നെതന്നെ എന്നാണ് ഇതു വെച്ചെഴുതിയത് മുൻകൊടുക്കാനായിരുന്നു. കുറുകെയ്ക്കടുത്തായി കിളി എന്നും മുൻകൊടുക്കാനായിരുന്നു. മുൻകൊടുക്കാനായിരുന്നു. കുറുകെയ്ക്കടുത്തായി കിളി എന്നും മുൻകൊടുക്കാനായിരുന്നു. മുൻകൊടുക്കാനായിരുന്നു. കുറുകെയ്ക്കടുത്തായി കിളി എന്നും മുൻകൊടുക്കാനായിരുന്നു. മുൻകൊടുക്കാനായിരുന്നു. കുറുകെയ്ക്കടുത്തായി കിളി എന്നും മുൻകൊടുക്കാനായിരുന്നു. മുൻകൊടുക്കാനായിരുന്നു. കുറുകെയ്ക്കടുത്തായി കിളി എന്നും മുൻകൊടുക്കാനായി

11-Sep-2018
Trendy waiting room opened at Ernakulam Jn.

STAFF REPORTER

KOCHI: People visiting the Ernakulam Junction railway station are in for a surprise with a trendy, air-conditioned waiting room having sofas and kids’ play area in place.

They can check into the new waiting room manned by friendly staff of Kudumbasree for Rs.20 an hour. The amenity was inaugurated on Saturday by Rajesh Chandran, Ernakulam Area Manager of Southern Railway.

Passengers travelling in all classes can use the facility which also has modern toilets and a television set.

WiFi soon

"WiFi will be made available within a few days. The land and building are ours while the furniture and amenities were readied by the Kudumbasree women self-help group (SHG). At present, 25 persons can be accommodated here. Provision to seat more people will be made in the coming days based on demand," Mr. Chandran said.

The project has been implemented on a cost-sharing basis between Kudumbasree and the Railway's commercial wing. The SHG will get 80 percent while the rest will go to the Railway.

Passengers can check into the new facility manned by Kudumbasree staff for Rs.20 an hour

Since announcements on train arrivals would not be audible in the room, Kudumbasree personnel who manage it will alert passengers every few minutes.

The new amenity has been set up at a time when the Railway is under fire for not adhering to the commitments made repeatedly in its annual budgets to renovate the station to world-class standards. Installation of escalators at platforms is suffering undue delays, reportedly due to red tape.

The demand for toilets and more passenger amenities at each platform too is hanging fire. Officials said that platform and coach indication boards would be installed in the station shortly to guide passengers to the right platform and to the approximate location where their coach would call at.
Ernakulam Junction gets a swanky AC waiting hall

Kochi: A swanky air-conditioned waiting hall, to be maintained and operated by volunteers of Kudumbashree Mission, has been opened at Ernakulam Junction railway station. The facility, to be charged Rs 20 per head for an hour, will be thrown open to public from Sunday.

“This is the first time the railways is associating with a non-governmental organization to maintain and operate a thematic waiting hall. Unlike the normal air-conditioned waiting halls available in other major stations in the country, our hall has facilities such as free Wi-Fi, kids play zone, mini-library, train-on-call service, gents and ladies washrooms, breastfeeding comfort, changing room for infants and digital display of trains arrival and departure timings,” said Rajesh Chandran, area manager, Ernakulam.

He inaugurated the hall set up at platform no one of the station on Saturday.

“Train-on-call” is a free service to be provided on request wherein a passenger can demand volunteers on duty to remind him/her about the train and coach position he/she wishes to travel. The waiting hall also has television, magazines and newspapers, mobile/laptop charging points and sleek sofas.

At a time, the hall can accommodate 40 passengers. Those using washrooms will be provided with bath towels, hand wash, etc. Four Kudumbashree Mission volunteers will be on 24X7 duty.

“We are very happy to associate with the railways for yet another service after parking lot operation and maintenance and serving home-

ly food on demand in trains. Close to Rs 3 lakh has been spent by the Mission for setting up the hall, and the fund was raised from the savings of parking lot service,” said Dani Thomas, district coordinator (Ernakulam), Kudumbashree Mission.

In the initial phase, Kudumbashree and railways will share the revenue on an 80:20 ratio. It will be revised after a month.

The waiting hall, converted from a dilapidated space, is soundproof. Passengers will be given computerized receipts and Kudumbashree volunteers will maintain a record of passengers checking in and out.

This is the second air-conditioned waiting hall after Thiruvananthapuram central railway station.
Also dedicated state-of-art **AC waiting room at Ernakulam** station. Another milestone in improving travel experience.
Thank You