



Office of the Financial Adviser and Chief Accounts Officer,
Stores & Workshop,
Chennai- 600 023

**INTERACTIVE VOICE RESPONSE SYSTEM
FOR SUPPLIERS' BILL QUERIES**



Inaugurated by
Shri. Thomas Varghese,
GENERAL MANAGER, SOUTHERN RAILWAY
on
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CONTENTS

1.	Introduction	1
2.	Objectives of IVRS	2
3.	General Features	3
4.	Special Features	4
5.	Query Facilities	4
6.	Method of Accessing	5
7.	Future Plans	6
8.	Sample Data	7 & 8
9.	Annexures – A Stores Suppliers' Bill Registration Acknowledgement Slip	9
10.	Annexures – B Progress Made in the Implementation of Electronic Funds Transfer System (EFT)	10
11.	Annexures – C EFT, TOUCH SCREEN, WEBSITE STATISTICS	11

1. Introduction

Every day this office is dealing with a large volume of suppliers' bills which necessitates that large number of queries from the suppliers are to be answered by this office. As CO6 Number forms the basis for all queries, **Stores Supplier Bill Registration Acknowledgment slips** (a sample copy of the acknowledgment slip is enclosed as Annexure – A) are given to suppliers on all working days as and when bills are submitted by them at the nominated counter at the ground floor of this office.

Being the first **Stores Accounts office in Indian Railways** to get **ISO: 9001:2000** certificate, this office has taken a number of initiatives to improve the service to the suppliers.




Much before the CVC directive on e-payments, (CVC Ltr.No.2004/V-I/CVC/1/12 dt. 11.05.04) extensive trial runs were started for **Electronic Clearing System** for salary payments from Aug 2003 and **Electronic funds transfer** for suppliers' bill payments from Sep 2003. These facilities were formally inaugurated by FC on 19.02.2004 and this office became the first office on Indian Railways to successfully implement ECS & EFT. More than 1200 suppliers have already opted for the EFT mode of payment. (Progress Made in Implementation of Electronic Fund Transfer System (EFT) and other statistics are enclosed as Annexure – B & C).

To enable the suppliers to get online status of their bills, a state of the art **Touch Screen**, which was also inaugurated by **FC** on **19.02.2004**, has been provided in this office with software developed in house. Through this facility, the suppliers can get the current status of their bills by simply touching a few buttons on the screen. Searching the bill status based on Purchase Order number has also been provided in the system. Average hits per day on the Touch Screen is **308**.

TOUCH SCREEN SHOW - [TOUCHSCREEN]

Window

 **SOUTHERN RAILWAY**

ENQUIRY ON CURRENT STATUS OF SUPPLIER'S BILL

OFFICE OF THE
FA&CAO/
WST/ PER,
NEW JUNIT
OFFICE
ATKAVARAM
CHENNAI - 23.

ENQUIRY

CO6 SEARCH

HELP

CO6 NUMBER
YEAR - SEC - SLNO

2004

Format & Example :
XXXX - X - XXXXX
2004 - B - 01465

SHOW

1 2 3
4 5 6
7 8 9
0 CE BACK CANCEL

A B
C S
T R
I L
E

STEPS : 1) Press [ENQUIRY Icon](#) to enter the enquiry screen.
2) Please Fill your 10 digit CO6 Number , Which is printed on the Acknowledgement Copy (*Choose Digits & Alphabets from Number Panel*) and Press **Show Icon** !

Help : Please Press **'HELP Icon'** for detailed help.

Record: 1/1

TOUCH SCREEN SHOW - [TOUCHSCREEN]

Window

SOUTHERN RAILWAY

ENQUIRY ON CURRENT STATUS OF SUPPLIER'S BILL

OFFICE OF THE
FA&CAO/
WST/ PER,
NEW JOINT
OFFICE,
AYANAVARAM
CHENNAI - 23.

ENQUIRY

CO6 SEARCH

HELP

CO6 NUMBER
2004B09826

Name of Supplier
POLYMER PRODUCTS OF INDIA

STATUS
Cheque Prepd.

PO Number	PO Date	Bill No	Bill Date	Co7 No	Co7 Date
20010406964	06/02/02	218	02/12/02	2004A1646	08/10/04

CHEQUE NO & DATE	Bill Amount	
EFT	Amount Passed	13280
092836	Deduction	3187
12-OCT-04	Net Amount	10093

DEDUCTION DETAILS

CLOSE

STEPS : 1) Press '**Enquiry Icon**' to view online status of Supplier's Bill. 3) Now, you can view your Bill Status.
 2) Please Fill your 10 digit CO6 Number , Which is printed on the Acknowledgement Copy (*Choose Digits & Alphabets from Number Panel*) and Press '**Show Icon**'. **Help** : Please Press '**HELP Icon**' for detailed help.

Record: 1/1

Pictures taken from Touch Screen

Web enabling of Suppliers' Bill Status on Internet (www.southernrailway.org) was also inaugurated by FC on 19.02.2004. Through this facility more than 100 suppliers are verifying the status of their bills on the internet.

Railway Bill - Microsoft Internet Explorer

Address: http://www.southernrailway.org/bill/BILL_HOME.ASP



Southern Railway

Bills

Status of Suppliers' Bills

Members Login

User Id :


Password :

*This Facility is available for Suppliers who have opted for EFT mode of payment. To Opt for Eft mode of payment contact Assistance Financial Adviser / Bills.

[New Users](#)

Bill_Status - Microsoft Internet Explorer

Address: http://www.southernrailway.org/bill/Bill_Status_View.asp



Southern Railway

Select and Go

Welcome! SUDHA ENGINEERING WORKS

Bill Status Details

C06 NUMBER	C06DATE	VENDOR NAME	BILL NUMBER	BILL DATE	PO NUMBER	STATUS
2004B08477	7/9/2004	SUDHA ENGINEERING WORKS	16	10/8/2004	7012	Cheque Prepared
2004B08802	13/9/2004	SUDHA ENGINEERING WORKS	27	10/9/2004	60035	Cheque Prepared
2004B08478	7/9/2004	SUDHA ENGINEERING WORKS	25	2/9/2004	2087	Cheque Prepared
2003B10925	4/11/2003	SUDHA ENGINEERING WORKS	34	30/10/2003	3041	Cheque Prepared
2003B11963	24/11/2003	SUDHA ENGINEERING	35	12/11/2003	2774	Cheque Prepared

In addition to the **Touch Screen and Web enabled suppliers bill status enquiry** facilities, a telephone based online suppliers' bill status enquiry facility has been setup with the application software developed using BORLAND C++ Builder and hardware using Intel Dialogical Card D/4 PCI technology with the objective of providing transparency in the working of Stores Accounts office and to provide latest information to suppliers from wherever they seek. Through this facility the suppliers can get the current status of their bills in any one of the following languages, viz., English, Hindi or Tamil by simply touching a few buttons on the telephone and the system will inform the current status of the bill with complete details.

2. Objectives of IVRS

- One more step in the direction of providing transparency in the working of Stores Accounts office.
- to provide information to suppliers wherever they are located.
- to provide easy access to the current status of their bills.
- to provide correct & clear information on bills.
- to maintain ISO standards.
- to achieve greater customer satisfaction.

3. General Features of the IVRS

- User friendly Menu design has been used.
- Easily navigable.
- On line help has been provided.
- Proper messages for incorrect Co6 Numbers / PO Number have been provided.
- Appropriate validations have been provided in the system.
- Information is available in 3 languages viz. English, Hindi and Tamil.
- This facility is available over the following BSNL Phone Numbers: **044-26602822, 044-26602823, 044-26602824.**

4. Special Features of the IVRS

- This is in addition to the Touch Screen and Web enabled Suppliers Bill status enquiry facilities already available.
- This facility is more user friendly & mobile. Users can access it from any where.
- Provisions have been made in this application to surpass the messages (cut - through facility) to reach relevant menu level in order to save time.
- This application uses the online ORACLE database to give the status of supplier bills; hence IVRS users always get the latest bill status concurrently.

5. Query Facilities available in the IVRS System

- Supplier may key in CO6 number to know their bill status.
- Supplier may also key in PO number for knowing their bill registration number. (CO6 No.)
- Reasons for bill return, Deduction/Recovery and Disallowance are also made available over the phone.
- User friendly Help is also provided in the IVRS system for using the service without much difficulty.
- Telephonic Enquiry for further details may also be made on BSNL phone number 044-26602819.

6. Method of Accessing

- Dial 044-26602822 or 044-26602823 or 044-26602824.
- IVRS guides the user at each stage by giving suitable instructions.
- IVRS facility is available during working hours on all working days of the Office of FA&CAO/S&W/PER.

Step No.	Description	If you have the CO6 NUMBER	If you have the Purchase Order Number
1.	Dial IVRS Phone No.	Dial 044-26602822 or 044-26602823 or 044-26602824	
2.	Choose the Language	Dial 1 for English, 2 for Hindi or 3 for Tamil	
3.	Choose the menu option. (For Help Dial 9)	Dial 1 (If Co6 No. is known)	Dial 2 (If Co6 No. is Not known)
4.	Dial CO6Number [or] Dial PO Number Format (2 digit section, 2 digit year, 5 digit machine serial number)	Dial Co6number for IVRS as given in the acknowledgement. (e.g. Dial 2005 02 [B] 06559)	Dial PONUMBER (e.g. Dial 040406302)
5.	Confirmation	Dial 5	Dial 5

Note: For a valid Co6number or a valid P.O.Number the system gives the status details and in case of further information (viz. Deduction, Recovery etc.) the system guides the caller for obtaining them.

7. Future Plans

- Implementing 100% EFT in cities where EFT facility is available.
- Creating awareness among all suppliers and persuade them to switch over to EFT mode.
- Launching of Bill Registration Acknowledgement, EFT payment advices, Bill return advices through E-mail and SMS.
- Extending EFT facility for non-stock bills.
- Re-designing and enhancing the present Web page to provide more information with vibrant colours and style.



8. Sample Data

**IVRS PHONE LINES : Dial 044-26602822 or 044-26602823
or 044-26602824.**

I – BILL STATUS ENQUIRY

A) EFT PLAIN : CO6 NO : 2005 02 [B] 06466

Passed Amount	Deducted Amount	Net Amount	EFT Payment made on
1754106	0	1754106	02/08/2005

B) NON-EFT PLAIN : CO6 NO : 2005 02 [B] 06408

Passed Amount	Deducted Amount	Net Amount	Payment made vide cheque No & Date
113400	0	113400	421023 01/08/2005

C) BILL RETURNED : CO6 NO : 2005 02 [B] 06443

STATUS	BILL RETURN DATE	REASON
R	29/07/2005	Want of RR & Inspection Certificate

C) PAYMENT WITH RECOVERY

CO6 NO : 2005 02 [B] 06764

Passed Amount	Deducted Amount	Net Amount	EFT Payment made on
13260	265 (TLD)	12995	10/08/2005

Annexure - A

Stores Supplier Bill Registration Acknowledgment slip

Southern Railway

OFFICE OF THE FA&CAO/S&W/PER,
AYANAVARAM,
CHENNAI - 600 023.

Date :25-AUG-05

To
BOMBARDIER TRANSPORTATION INDIA LIMITED
EFT REFERENCE NO : EFT00953

The receipt of the following bills is acknowledged as under :

Slno	Billno	Billdate	BillAmount	Co6no	Co6date	CO6NO(for IVRS)
001	234482	18-JUL-05	39064	2005A01398	25-AUG-05	20050101398
002	234481	18-JUL-05	158894	2005A01397	25-AUG-05	20050101397

Seal

/FA & CAO /S&W/PER.

Please Note !

1. For all future correspondence please mention Co6number and date.
2. Now you can get the current status of your bill(s) online through IVRS, if you know the co6number or purchase order number. Dial any of the following BSNL Phone Nos. **044-26602822,044-26602823,044-26602824.** This service is available in ENGLISH,TAMIL and HINDI.
3. Telephonic Enquiry for further details may also be made on BSNL phone number **044-26602819.**

Annexure - B

**Progress Made in Implementation of Electronic Funds
Transfer System (EFT)
(Sep' 03 - Aug' 05)**

YEAR	EFT Payment		NON-EFT Payment		EFT %		NON-EFT %	
	No of items	Amount (in Crores of Rs.)	No of items	Amount (in Crores of Rs.)	No of items	Amt.	No of items	Amt.
2003-04 (from 19 th Sep' 03)	4048	36.33	6655	157.19	38%	19%	62%	81%
2004-05	12253	270.49	9675	206.53	56%	57%	44%	43%
2005-06 (upto 31 st Aug' 05)	7095	187.54	1701	20.20	81%	90%	19%	10%

Annexure - C

EFT, TOUCH SCREEN, WEBSITE STATISTICS AS ON 31.08.2005

A) EFT (From 19.09.2003 to 31.08.2005)

No of Suppliers Registered for EFT : **1205**

Total No of cities covered : **15**
(where RBI is available)

Total No of payments made : **23396**

Total amount paid through EFT : **494 Crores**

B) Touch Screen (From 19.02.2004 to 31.08.2005)

Average Query hits per day : **308**

C) Website (From 19.02.2004 to 31.08.2005)

No of Suppliers availing
the facility : **103**