

## **Implementation of Bill Tracking System at IRCTC for Monitoring of Payment of Bills to Supplier, Contractors, etc.**

In a view to promote transparency, efficiency and timely release of payments to vendors in processing of Bills with increased use of Information technology, Bill Tracking System (BTS) has been introduced in IRCTC. It provides real time visibility about the status of Invoice/Bill right from the receipt of bills in IRCTC till the payment of bills by Finance Department of IRCTC.

### **Objective of Bill Tracking System:**

- Complete transparency and accountability.
- IT based interface with facility of direct uploading of Bill/Invoice to Vendors.
- Real time visibility about the status of Invoice/Bills.
- Ensure timely payment to avoid undue delay.
  
- To establish a dedicated complaint handling system

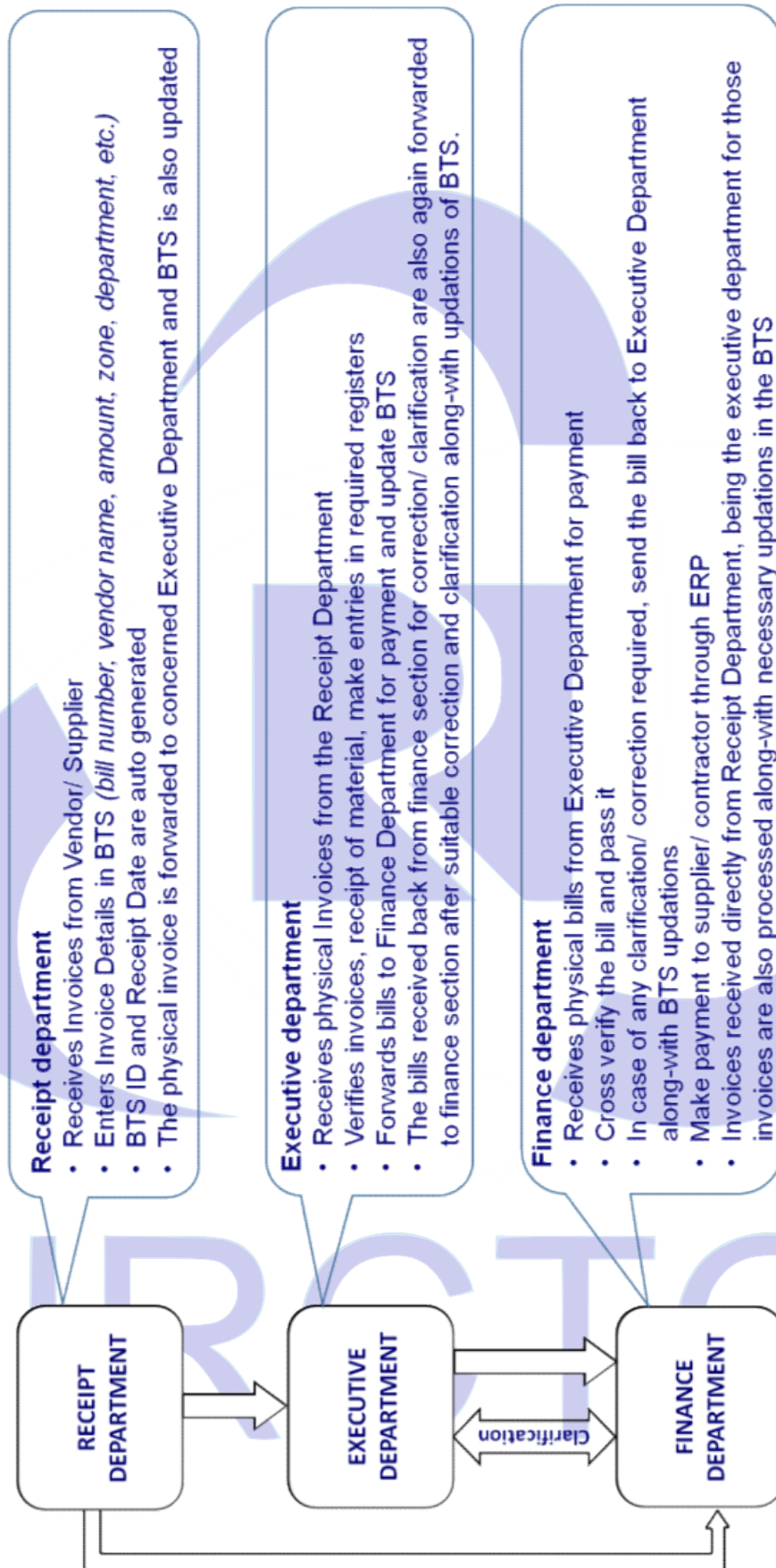
### **An Overview of Bill Tracking System**

A system for bill tracking to facilitate the tracking of bills/invoice as submitted by the various suppliers is implemented in IRCTC and named as Bill Tracking System (BTS). This system has been introduced for ensuring transparency and timely payments to vendors of IRCTC. The BTS is used for tracking of bills and its movement right from the receipt of bills in IRCTC till the payment of bills by finance department of IRCTC.

In the Bill Tracking System, three sections are developed for dealing the bills by the concerned officials.

1. **Receipt department:** For receiving bills by dispatcher/receiver of mail in corporate office & forwarding to concerned department for processing. VENDOR IDs are also created in the system for uploading of bills by the vendor if he so desires.
2. **Executive department** – for verifying and start processing the received bill from receipt department for further forwarding to finance department for payment
3. **Finance department** – for cross verifying the bill received from executive department and further processing the same for payment.

Detailed functional description and linkages of above three sections are illustrated in the Figure-1.



**Figure-1:** Functional description of BTS

The BTS has been integrated with the existing ERP (Enterprise Resource Planning) System.

### **Enterprise Resource Planning (ERP) System**

The ERP system is software based system used by IRCTC for payment of bills and invoices. All the manual bills/ invoices to be paid to the suppliers, contractors, etc., are first fed into this system. This system is also connected to payment gateway for making online payments.

The system is capable of handling GST details, making payment to single vendor selecting one or more invoices, making payment to one or many vendors in a single process, viewing / entering transaction related to specific state or IRCTC operating unit.

The system allows inputting Vendor Details including Vendor Name, Vendor Site Name, Invoice Number, Invoice Date, and Invoice Amount. Moreover, the Taxation GUIs allows user to apply GST tax applicable from the already created GST Tax rates for the Operating Unit along-with the location applicable for the Invoice.

Further process of payment is done after this accounting entry. The payment process request (PPR) is done through the payment manager wherein a bank detail from which payment is to be done is selected. Currently the final payment and the NEFT/RTGS are done manually.

It is worth to mention herein that the bills/ invoices are travelled throughout the process in hardcopy form. The BTS helps to track these bills. Moreover, once the bill/ invoice is ready for payment as per the BTS, the details of that bill/ invoice are then entered afresh in the ERP system of IRCTC, which is connected/ linked to the BTS, for making payments to the contractors, suppliers, etc. After the payment is made through ERP, it will automatically update the status of BTS as “Closed by ERP” in BTS application.

The Bill tracking system allows the vendor and suppliers to login and view the status of the bills submitted by them. The registration of vendor enables the vendor/agencies to see their bill status with dates through various stages of processing of bills, the stage at which it is lying, the amount for which it is passed and other details.

The BTS will be used for tracking of payments involved in procurement/ tendering process such as, return of EMD, Security Deposits which are processed through GeM/ Tender Wizard and the payments of bills of contractors/ bidders. As soon as the approvals of refund of EMD/ Security Deposit are received by Finance Department through BTS, the payment is made through Tender Wizard, which is also linked with the payment gateways.

**A MIS reporting** has been developed to monitor the age-wise pendency of the pending bills. The MIS report has been implemented. This report shows the

zone-wise/ office wise pendency counts in segments of different pendency duration, i.e. 0-7 days/ 8-15 days/ 16-30 days/ 31-60 days/ > 60 days.

**A Steering Committee** has been formed for effective administration of the BTS and will be responsible for:

- Overall management and operations of BTS
- Regular review of pendency of bills and complaints, pursue with Department, escalate to higher authorities
- Implementation of new features in BTS

### **Complaints handling System**

An email id, “bills.query@irctc.com” has been created as a dedicated mechanism for raising concerns of pending payments of contractors/ suppliers. This email is also displayed in the vendor’s section of the portal. A nodal officer has been designated to:

- Keep track of the emails received,
- Pursue the grievance
- Put up the status report on weekly basis.

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